

AT&T Unified MessagingSM

DISASTER RECOVERY PLANNING

Have AT&T Unified MessagingSM in your disaster recovery plan.

Not only is AT&T Unified MessagingSM a great way to improve your productivity, it can also help in the event your organization experiences a disaster. AT&T Unified MessagingSM is provided by servers, gateways and systems located within the AT&T network. Even if your building is not usable due to flood, fire, or any other disaster, AT&T Unified MessagingSM is up and running so that you can continue to receive faxes, emails and voice messages for you and your staff, and these messages can be retrieved remotely in a variety of ways.

Since you have access to all of your messages (voicemail, email, faxes) from any landline phone, cell phone or internet connection, your school can stay in touch and maintain productivity from a remote location. This AT&T network-based service remains in operation in the event your school or building is affected by unforeseen circumstances. Here are some ways that AT&T Unified MessagingSM can help in the event of a disaster:

- You can use your school greeting for inbound calls to inform students, parents and faculty of your situation, and how you are responding.
- You can have your faculty and your staff use their greetings to advise callers how they can be reached during this situation.
- With access from any internet connection, you, your faculty and your staff can use the internet browser and the Web User Interface (WUI) to access all of your messages, including email with critical documentation attachments and faxes¹.
- With access to all of your messages from a cell phone or a remote location landline, you and your faculty and your staff can use the Telephone User Interface (TUI) to keep in touch. With Text-to-speech technology, you can choose to have your emails read to you over the phone. You can also listen to basic header information about your faxes,² and of course you can retrieve and listen to any voice messages.

1. Each Unified Messaging mailbox comes with 100MB of storage. Additional storage can be purchased in 50MB increments up to a maximum storage capacity of 200MB per mailbox.
2. With the Unified Messaging Telephone User Interface, you can determine how many faxes you have in your mailbox, and the date, time and what phone number those faxes were sent from. To retrieve the entire body of the fax, you must use the Web User Interface

AT&T Unified MessagingSM is provided by AT&T Messaging subject to Terms and Conditions, and not available in all areas or on all classes of services. This Disaster Recovery Planning information sheet does not modify or add to the Terms and Conditions of the service, but merely describes existing capabilities inherent in the service and how they might be applicable to a disaster situation. AT&T Unified Messaging may be unavailable in the event that essential AT&T network components are damaged or inoperable and redundant systems are insufficient. There are some internet browser limitations for Apple Macintosh users. Apple Macintosh users will not be able to record greetings or listen to voice messages over the internet browser and will need to use their own media player. Prices subject to change and do not include other applicable charges (e.g., taxes, surcharges) which may vary by location. If your local service is billed on a per-call or per-minute basis (not unlimited), you'll be charged for all local calls associated with the use of your Unified Messaging Service. You'll be charged for a local call every time you retrieve a message or otherwise access your mailbox using your local telephone number. You'll also be charged for a local call every time a caller leaves or attempts to leave you a message. For customers on calling plans, such calls will be counted against your monthly allowance. If you access your mailbox from outside your local calling area, you will incur applicable local toll or long distance charges. Calls forwarded to your mailbox from your Cingular® Wireless telephone will not incur airtime charges. However, airtime charges will apply when using your Cingular® Wireless telephone to retrieve messages. Former AT&T Wireless customers who have not converted to the Cingular® GSM network and Cingular Wireless pre-paid customers cannot yet add their wireless number to Unified Messaging.

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