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# ***APPENDIX Q***



## **MARKETING MATERIALS**

Appendix Q provides the Government with FTS2001 Crossover marketing materials. AT&T will provide similar materials in support of the Networx contract.



## Contracts

### FTS2001 Crossover

Agencies expecting to keep pace with communications technology can find all the resources they need in our FTS2001 Crossover vehicle. Any federal department or military branch can use our contract for end-to-end solutions incorporating voice, video and data services. You are assured of the market competitive pricing along with our customer-centric support.



### Delivering A Robust Portfolio of Solutions

Built upon the AT&T world-class network, our product and service portfolio delivers flexibility, scalability and great value. Get all the advantages of our current offerings under the FTS2001 Crossover contract:

- Circuit Switched Services (CSS): Switched Voice Direct Dialing, Calling Cards, International Voice, Audio Conferencing, Toll Free, Toll Free Advanced Features, and domestic and international Circuit Switched Data Services
- Dedicated Transmission Service (DTS) : a full portfolio of Private Line Services that includes Transport Diversity Add-on and Transport Avoidance Add-on
- Managed Custom Network Services (MCNS) : provides the flexibility to customize standard product offerings to meet your specific needs, including Land Mobile Radio (LMR), Emergency and Alert Notification Systems, Continuity of Operations solutions, Local/LD bundling, and other customized solutions

### Benefits

- Acquire a wide selection of technical products and services for any agency site, regardless of location
- Manage network operations with our reliable and secure web portal, AT&T BusinessDirect <sup>SM</sup>
- Increase flexibility and simplify billing processes through our Government Markets Platform, which supports data and voice
- Obtain customized solutions for specific requirements with Managed Custom Network Services
- Take advantage of our comprehensive training seminars to educate staff on our services, products, and tools available

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- IP Services: Business Messaging Services, Intelligent Content Distribution Services, Internet Access Services (MIS, BIS, DSL), Managed Security Services, Web Hosting, Virtual Private Network Services Portfolio (Premised-based, Network-based), Voice over IP (VOIP) Services
- Multi-Tier Security Profile (MTSP) : provides four baseline levels of embedded security, each of which can be tailored to individual customer needs
- Switched Data Services (SDS) : Frame Relay Service (FRS), including Frame Relay Plus and IP-Enabled Frame Relay), Asynchronous Transfer Mode (ATM) Service, ATM Plus, IP-Enabled ATM, and Managed Router Solutions (MRS) Service
- Inside Wire
- Video Conferencing Services : both Video Gateway and Video Bridging

## Simplify Operations with BusinessDirect

This powerful web portal enables customers to gain greater control of their telecommunications services, by reducing administrative costs and improving productivity.

BusinessDirect empowers staff to:

- Track service orders
- View and download billing data
- Manage network traffic
- Report and track trouble ticket information
- Submit billing disputes
- Monitor network performance

## Ease the Ordering Process

Place orders easily via fax or email. For many services, you can even use our electronic order application through the AT&T BusinessDirect web platform. Coordinate any order made through the AT&T Government Markets platform through an Authorized Government Agent (AGA).

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The electronic order system automatically reviews orders for completeness, while our Customer Care center manually reviews phone or fax orders. We will contact AGAs if additional information is required. Or they can contact our Customer Care center for assistance prior to submitting service requests.

Once an order has been accepted as complete and accurate, a confirmation notice is generated electronically and the provisioning process begins.

Obtain online status of an order at any time during the life cycle of the request via the AT&T BusinessDirect ordering and status application or contact our Customer Care center

## About AT&T Government Solutions

AT&T Government Solutions, headquartered in Vienna, Virginia, is a long-standing, trusted source of information technology solutions for the federal government, integrating unmatched network resources and professional services expertise with innovative technologies from AT&T Labs and industry-leading partners. Best known for network leadership in voice, data, video and managed services, AT&T Government Solutions is a proven integrator, with professional services expertise in areas such as enterprise architecture, business transformation, modeling and simulation, knowledge management, training, program management, systems engineering, and security. Thousands of scientists, engineers and analysts — many with security clearances — focus exclusively on the professional services needs of government, supported by tens of thousands of professionals throughout the AT&T family of companies.

Contact us today for more information:

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[www.att.com/gov](http://www.att.com/gov)  
1.800.862.0926

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## Contract



## FTS2001 Crossover Training Overview

Agency personnel will greatly benefit from a more in-depth understanding of FTS2001 Crossover services, features, and capabilities to facilitate informed purchasing decisions. AT&T Government Solutions offers a variety of in-depth training courses to assist government customers under the FTS2001 Crossover contract.



The course curriculum is specifically designed to assist you in fully understanding our telecommunications services, features, and capabilities with real-life expertise on how to apply them to meet your agency's IT needs.

The instructor-led courses are taught either on-site in customer locations or at one of many Washington, DC area facilities, such as:

- 1900 Gallows Road, Vienna, VA
- 3033 Chain Bridge Road, Oakton, VA
- Innovation Center, 2 Lafayette Center, 1133 21st St. NW, Suite 210, Washington, DC

Well-qualified, professional instructors with decades of experience and expertise in their respective areas make up the faculty from AT&T Government Solutions. Conveying useful knowledge and beneficial insights in every class, participants leave each session with a thorough training experience that pays dividends for their respective agency mission.

The current FTS2001 Crossover curriculum is covered on the following page.

### Benefits

- Professional development and in-depth instruction
- Experienced instructors with a wealth of real-life expertise
- Customized training for specialized needs with flexible scheduling
- Support hotline, online tutorials and powerful courseware
- Hands-on training in a live application environment

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### Executive/Agency Hierarchy Training

This two-hour course provides an introductory overview to our FTS2001 Crossover services and features with in-depth information on how they can enhance productivity and modernize your IT operations.

### Authorized Government Agent Workshop

Exclusive and customized for Authorized Government Agents (AGA), this intensive two-day learning experience delivers detailed information on the AT&T FTS2001 Crossover service offerings. In-depth information on the service ordering, trouble reporting, billing, and dispute resolution processes are also provided. In addition, students receive a helpful overview on pricing, telecommunications fraud and AT&T customer service. Within the context of instruction, demonstrations are provided on accessing and using the applications. To further support and enhance your learning experience, application demos and online tutorials are available to customers after completion of the course. The courseware consists of slides, handouts, job aids and useful reference materials.

### Administrative Applications Training

This course prepares GSA personnel for using AT&T FTS2001 Crossover administrative applications. The student achieves an entailed understanding of the roles and interrelationships along with the functions of each AT&T BusinessDirect® application. The coursework also delivers instruction on the use and operation of FTS2001 Crossover network monitoring application. The course curriculum is strategically segmented into five digestible learning modules:

- Module 1: Company Administrator Overview (3 hrs)
- Module 2: Trouble Reporting (3 hrs)
- Module 3: Billing and Dispute Resolution (4 hrs)
- Module 4: Network Monitoring and Management (3 hrs)
- Module 5: Ordering (3 hrs)

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Personnel from GSA are allowed to attend all modules in the series or pick and choose the specific modules that best suit their needs. The training will be provided on the AT&T BusinessDirect platform in which students will receive hands-on training in a live application environment. Sample data sets representing various real-life scenarios encountered in routine situations, as well as those found in extraordinary circumstances, will be used to instruct students in navigation and manipulation of each specific systems environment.

### AT&T BusinessDirect Overview

This two-hour session provides students with a broad overview of the AT&T BusinessDirectWeb portal. The online tool allows customers access to sales and service applications across all products providing an efficient way to manage all their AT&T services. The course includes demonstrations on utilizing specific applications accessed via the Web site.

### Specialized Training Needs

Coursework on specific segments may be developed on an ad hoc basis for any customer or organization requiring specialized training. If you do not see a course meeting your needs from the listing herein, simply complete our electronic AT&T Government Solutions Crossover Training Request form (accessible via the Web site or phone number listed below) and e-mail it to RM-FTS2001\_Train@att.com. You will receive an acknowledgment that we have received your request within 24 hours and a faculty representative will follow-up soon thereafter. AT&T Government Solutions is committed to meeting and exceeding the expectations of our customers with on-demand flexible scheduling arrangements whenever possible.

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## Get the Lowest Rates Ever on Our Crossover Contract

We've adjusted our pricing in response to market demand. Take advantage of our significantly reduced rates on core services offered through our FTS2001 Crossover contract. You can be assured of the best value and the highest quality service. Even the GSA Crossover Bulletin highlights how much you can save on your communications costs. See below:

### Circuit Switched Service

	Average Reduction
• Off-Net Access (3 SCIDs)	60%
• On-Net Access (3 SCIDs)	77%
• Domestic Transport (2 SCIDs)	44%
• Domestic UNI Provisioning (6 SCIDs)	68%
• Transport Features (38 SCIDs)	71%

### Dedicated Transmission Service

• UNIs (16 SCIDs)	64%
• DEMUX (2 SCIDs)	100%
• Dedicated Access (9 SCIDs)	6% to 57%
• Transport (9 SCIDs)	
Year 6	5% to 15%
Year 7	5% to 13%
Year 8	3% to 12%

### Switched Data Service

• PVCs (164 SCIDs)	
Year 6	5%
Year 7	6%
Year 8	7%
• Ports (13 SCIDs)	
Year 6	24%
Year 7	23%
Year 8	16%
• UNIs (26 SCIDs)	36%

### Internet Protocol Service

• IP (538 SCIDs)	72%
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Incorporates over 11,000 new ServingWire Center prices for dedicated T3 access (SCID 2069).

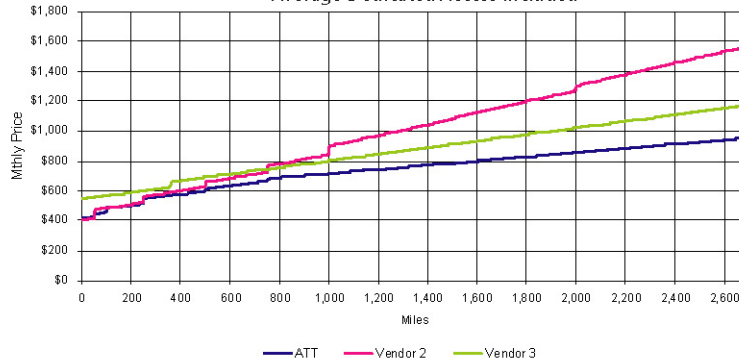
### Benefits

- Maintain high performance without sacrificing quality
- Take advantage of our substantially reduced access charges
- Trim your communications costs on core services
- Migrate easily to a stable and trusted provider
- Enjoy rates significantly lower than our competitors
- Start saving today! Rates were effective 1 January 2004.

Contact your Client Business Manager today or call 1.800.862.0926

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### T1: Private Line Circuit Average Dedicated Access Included



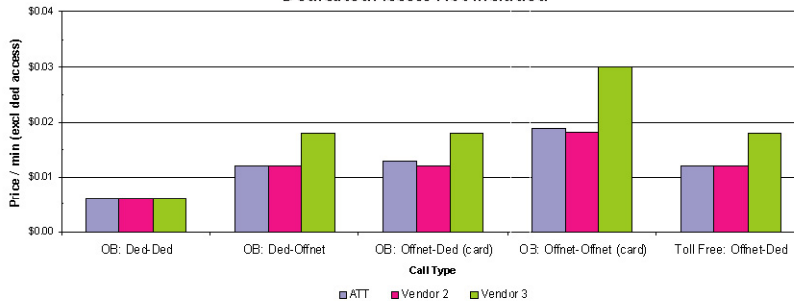
### Cut Costs Today

Take advantage of our lowest rates ever and enjoy the high quality service you expect from a trusted provider.

Contact your Client Business Manager or call 1.800.862.0926  
[www.att.com/gov](http://www.att.com/gov)

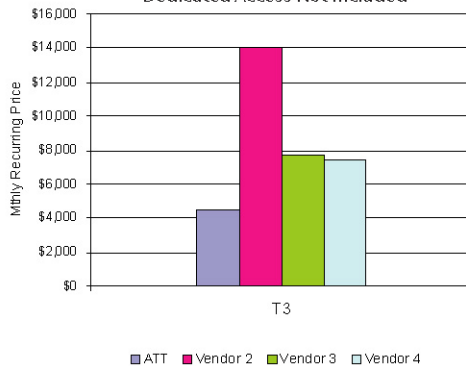
### Voice Rates

Dedicated Access Not Included



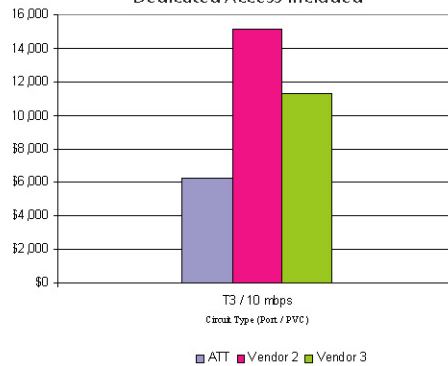
### IP Basic Port

Dedicated Access Not Included



### Frame Relay Service

Dedicated Access Included



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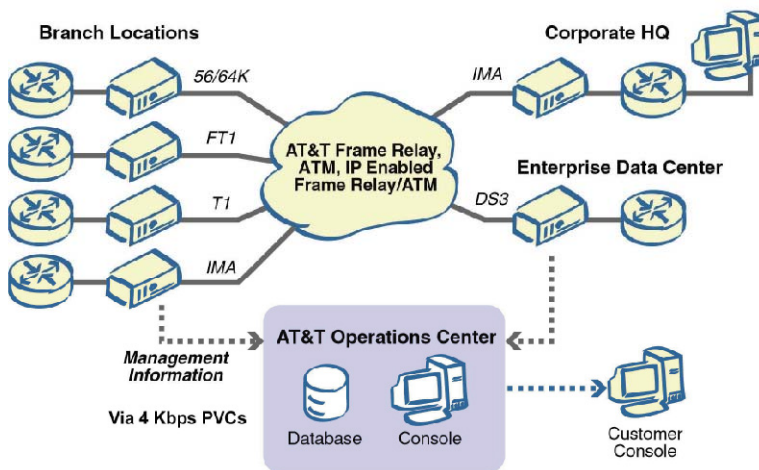




## Contract

### Frame Relay Plus Service on Crossover Contract

With enterprise networking becoming more and more critical to business operations and increasingly complex to manage and maintain, wide area services are receiving increased scrutiny as a potential bottleneck for the government network. The management of Wide Area Network (WAN) services such as frame relay and Asynchronous Transfer Mode



#### Benefits

- Adds proactive fault-monitoring to your AT&T Frame Relay Service
- Powerful Web-based tools simplify ordering, trouble reporting and network management
- End-to-end (DSU-to-DSU) SLAs for Frame Relay Service
- Robust suite of monitoring and diagnostic capabilities
- Provides up-to-the-moment view of port, PVC, protocol or application-level performance
- One source simplified installation for both your network and DSU

(ATM) Services has become a major resource drain. Network managers are feeling the pressure for carriers to provide performance improvements and service level guarantees – yet their expectations are not being met.

AT&T Government Solutions stands ready to meet and exceed your expectations with an affordable commercial grade solution that is proven and reliable. Now available to our government customers via the FTS2001 Crossover Contract, the AT&T Frame Relay Plus Service is for agencies that require the highest network reliability and performance with the lowest impact on your limited resources. We provide complete project management, including installation of network services and a Visual Networks® CSU/DSU. Our Frame Relay Plus solution begins with the AT&T Frame Relay Service, voted the most reliable in numerous independent studies, and adds proactive monitoring and fault resolution to address problems beyond the frame network. In addition, the Frame Relay Plus solution provides a complete range of performance reports that enhance troubleshooting and

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performance tuning. In addition to the feature-rich capabilities, the service also provides end-to-end Data Service Unit (DSU)-to-(DSU) Service Level Agreements (SLAs).

## Frame Relay Plus supports the following:

- Visual Networks DSUs that collect performance information and are proactively monitored 24x7 by AT&T network experts for site connectivity
- Intelligent DSUs upgraded with IPVPN-aware software, in conjunction with the Visual UpTime management system, extend the Frame Relay Plus capabilities to IP-enabled Frame Relay (IPFR) customers, including the end-to-end (DSU-to-DSU) SLAs
- Web browser access to network information through the Frame Relay Plus Exchange, including implementation tracking, calendars, trouble ticket status, and performance/availability reports – increased control and network knowledge without additional investments in people or tools

The AT&T Government Solutions Frame Relay Plus offer provides a sophisticated series of network management and monitoring capabilities and includes coordinating the implementation of the Frame Relay network service.

- DSUs are monitored via the maintenance PVC every 90 seconds
- If a customer location has been verified as having lost connectivity, a trouble ticket will be opened. If the trouble is isolated to the DSU, a technician will be dispatched to replace the unit
- Maintenance of the units is provided 24x7
- During the provisioning process a Project Implementation Manager (PIM) will introduce the agency to a single Web site and provide a secure password and ID

With secure password and ID, customers can access and view the following services 24x7:

- Frame Plus Installation Calendar – The installation calendar allows an agency to monitor the progress of the agreed-upon site installation schedule
- Frame Relay Plus Active Site Map – A geographic representation of the agency's network is available to see a real-time view of the operational status of their network sites

- Frame Plus Trouble Ticket Monitor – Enables agency to track the progress of each open trouble ticket

With AT&T's Frame Relay Plus, you are committing to the most advanced frame relay solution in the industry today from the industry's leading commercial provider. The reliability and investment in one of your most valuable company assets, your communications network, is critical to your business functions. The Frame Relay Plus solution combines a higher level of network diagnostics, proactive notification, and enhanced customer interaction with the industry's best frame relay service to allow you to focus on your business—not on your network.

AT&T Government Solutions Frame Reply Plus is available throughout the U.S. (including Hawaii, Puerto Rico, and U.S. Virgin Islands).

## About AT&T Government Solutions

AT&T Government Solutions, headquartered in Vienna, Virginia, is a long-standing, trusted source of information technology solutions for the federal government, integrating unmatched network resources and professional services expertise with innovative technologies from AT&T Labs and industry-leading partners. We are a proven integrator with professional services expertise in areas such as enterprise architecture, business transformation, knowledge management, modeling and simulation, training, program management, systems engineering, and security. Thousands of scientists, engineers and analysts—many with security clearances—focus exclusively on the professional services needs of government, with support from tens of thousands of professionals throughout the AT&T family of companies.

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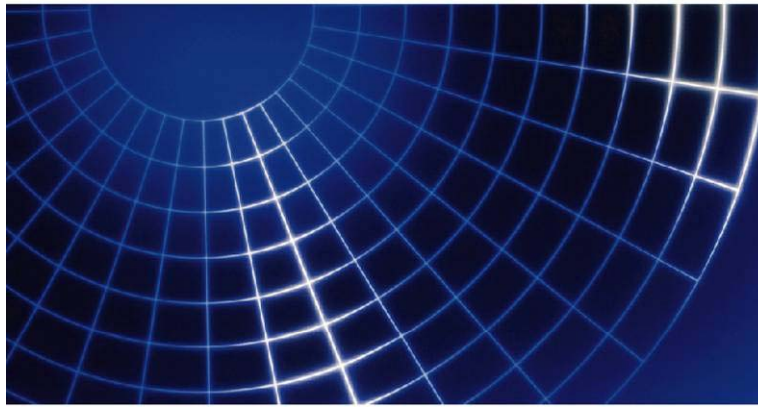
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## Contract

### Leading IP Services on Crossover Contract

When sourcing IP networking solutions and capabilities for your agency, it pays to go with the leader and now it's easy to do via the AT&T Government Solutions FTS2001 Crossover Contract. Fulfilling the demand for modern, reliable, cost-effective IP network



capabilities, AT&T leads the industry in U.S. domestic IP traffic growth. The explosive growth in IP-based capabilities and solutions is fueled by a variety of factors including customer demand for value-added managed services, such as hosting and VPNs; the rapid adoption by enterprises of IP-based applications, enterprise-wide expansion of IP-enablement of networks to encompass new locations; the move from circuit-switched to packet-based communications; and a boom in traffic utilization from existing customers adopting broadband and web-oriented applications.

The strong IP leadership position of AT&T Government Solutions enables agencies to leverage their networking investment to cost efficiently stay abreast of the latest capabilities. In addition to award-winning online management tools, our customers benefit from the fastest growing, most reliable IP network in the industry today.

The AT&T Government Solutions FTS2001 Crossover contract is available to any U.S. federal government agency or other designated government organizations (including state and local governments) located in the 48 contiguous United States, Hawaii, Guam, Saipan, U.S. Virgin Islands and Puerto Rico.

#### Benefits

- Exceptional network expertise that combines highly skilled professionals with leading-edge management systems and tools
- Available to all federal agencies and authorized users
- Offers user friendly web-based interfaces for performance reporting, order-tracking and trouble-tracking
- Network reliability backed by Service Level Agreements
- Expert security support and 24X7 network monitoring
- Fully managed services that include installation, configuration, monitoring and management of all premises and network equipment.

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**Leading-edge IP Services Include:**

## Dedicated IP Services

- Managed Internet Services

## Dial IP Services

- Business Internet Services

## Secure Tunneling and Virtual Private Network (VPN) Services

- Managed VPN Tunneling Services
- Private IP Access Services – Dial To Frame
- Secure IP/Dual Access

## Managed Data Network Services

## Security Services

- Managed Firewall Service – Server Based
- Managed Firewall Service – Router Based
- Managed Firewall Service – Network Based
- Managed Intrusion Detection Service

## High Availability and Security Services

- Managed Security Services – Token Authentication

## Web Hosting Services

- Enterprise Hosting Services

## Content Delivery Network (CDN)

- Intelligent Content Distribution Service

## Broadband Business Services

- AT&T Digital Subscriber Line (DSL) Internet Service

## Business Messaging Services

- Business Internet Mail
- SMTP Mail Relay
- Managed Instant Messaging

## AT&amp;T Voice Over IP Services

- MIS with VoIP
- MRS with VoIP

**Reliable, Dedicated, Robust and Secure**

AT&T, the market leader in secure, high-capacity OCX solutions owns the backbone; has extensive peering relationships and is the only Tier 1 provider with a full complement of services from Internet access to content hosting. Service is secured by routers equipped with battery backup and emergency generators and a backbone architecture that enables rerouting around outages for virtually instantaneous service restoration. AT&T Service Level Agreements (SLAs) are supported by technical engineers that provide 24/7 professional support with provisioning lifecycle maintenance, performance investigation and billing to support service availability guarantee minimums of 99.99 percent; a network-wide monthly average delay of just 60 milliseconds and average packet loss of less than 0.7 percent.

**About AT&T Government Solutions**

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## Contract



## ATM Plus via the FTS2001 Crossover Contract

With enterprise networking becoming more complex than ever, wide area services are receiving increased attention as a potential stress point for the government network. For network managers, the management of Wide Area Network (WAN) services such as frame relay and Asynchronous Transfer Mode (ATM) services has become a major resource drain. Network managers are also feeling the pressure for carriers to provide performance



improvements and service level guarantees – yet their expectations are not being met. AT&T Government Solutions is breaking the impasse with a new concept in WAN service delivery via our ATM Plus Service. This service is intended to complement our existing Frame Relay Plus Service.

Our ATM Plus Service is for customers who want the highest network reliability and performance combined with the lowest day-to-day effort and application of resources. ATM Plus builds upon our existing ATM Service – voted the most reliable in numerous independent studies. ATM Plus adds proactive monitoring and fault resolution to address problems beyond the network cloud, as well as a complete range of performance reports that enhance your troubleshooting and performance tuning.

A Kentrox ATM Access Concentrator (AAC) or Visual Networks DSU collects performance information and is monitored 24x7 by AT&T network experts for site connectivity. Online network information is available through the Plus Exchange via Web browser, including

### Benefits

- Enjoy the peace of mind that only comes with the highest network reliability and performance combined with the lowest day-to-day effort
- Manage operations efficiently with a complete range of performance reports that enhance troubleshooting and performance tuning
- Increase network control without additional investment in people or technologies

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implementation tracking calendars, trouble ticket status, and performance/availability reports. The Plus Exchange increases your control and knowledge of the network without requiring additional investments in people or technologies. ATM Plus extends control through almost instantaneous access to performance statistics.

## ATM Plus functions and features

- DSU/Access Concentrator provisioning and installation
- Complete 24x7 monitoring to identify network connectivity status with any issues being isolated to the local access, DSU/Access Concentrator or AT&T ATM transport network. The agency is notified and the problem is managed to resolution.
- Network performance reports are available via Web browser through the ATM Plus Exchange
- AT&T Government Solutions monitors, logs, diagnoses and isolates DSU/Access Concentrator issues and notifies the agency when alarms indicate connectivity has been lost
- On-site DSU/Access Concentrator maintenance and repairs

During the provisioning process a Project Implementation Manager (PIM) will provide your agency with 24x7 access to a secure Website that offers the following management tools:

- Plus Installation Calendar – Allows an agency to monitor the progress of the agreed upon site installation schedule. Each element of the installation (port, PVC, access circuit and AC/DSU) is tracked and monitored as being either on-time or in jeopardy to enable scheduling around provisioning cycles.
- Plus Active Site Map – A geographic representation of the agency network is available for viewing in real-time as to the up/down status of your network sites
- Plus Trouble Ticket Monitor – Enables agency to track progress of each open trouble ticket

ATM Plus delivers the most advanced frame relay solution in the industry, from the leading provider of frame relay services. Investing in the reliability of your communications network has an ROI that is paramount to your agency operations. With ATM Plus, AT&T Government Solutions combines a higher level of network diagnostics, proactive notification, and enhanced customer interaction with the industry's most stable and advanced frame relay service. ATM Plus gives you the peace of mind to focus on your business while we focus on your agency network.

AT&T Government Solutions ATM Plus is available for ATM ports in the 48 contiguous states.

## About AT&T Government Solutions

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## Contract



## TeleConference Services on Crossover Contract

In today's global world of government operations, time constraints, and tight travel budgets, teleconferencing saves time and money. Whether you need to connect simultaneously with just a few colleagues or several thousand people, your teleconferencing services must be



convenient and reliable. The dependable TeleConference Services delivered by AT&T Government Solutions and the convenience of the FTS2001 Crossover Contract make for a winning solution that suits all your teleconferencing needs.

The wide range in call types available include: Reservationless Conferencing as well as Reserved Conference Calls; Dial-in (toll-free & caller paid), Operator Dialed Out, and Assisted calls. Our Teleconferencing offerings are enhanced with such features as: Digitized Replay, Web Meeting, and Conference Monitor just to name a few. Our highly trained TeleConference Specialists and feature-rich services, such as, Moderator facilitated Q&A and/or Voting Polling, Participant Screening and Participant List make AT&T Government Solutions the only logical choice to ensure that all your teleconference calls are a success.

The full-spectrum of Teleconferencing services and features available through AT&T Government Solutions via the FTS2001 Crossover Contract are provided in detail on the following page.

### Benefits

- Cost-effective, real-time collaboration for improved productivity
- Most reliable network with diversity built into architecture and operators always available to assist
- Largest bridging provider in the marketplace with feature rich, reliable service that supports innumerable applications, such as: large, special events; training, distance learning; highly proprietary, secure, or confidential meetings
- Flexible and responsive reservation systems
- Provides AT&T connectivity and reliability with service availability 24x7
- Calls with more than 1,400 connections are "auto answered" to facilitate prompt call initiation for host and participants

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## Tele Conferencing Call Types

- Toll-Free Dial-In – Up to 200 participants, Automated (ADI) or Operator Assisted (OADI)
- Caller Paid Dial-In – Up to 200 participants, Automated (ADI) or Operator Assisted (OADI)
- Operator Dialed Calls – Accommodates 3 to 500 participants
- Mixed Mode Dial-In (Toll Free/Caller Paid/Operator Dialed) – At the time of reservation, the host determines how many of each call type is needed
- Scalable service to accommodate up to 200 participants
- Executive Conference Services are designed to meet the unique needs of high-profile teleconferences

### Operator Dialed

- An AT&T Specialist will call each participant just prior to start of the TeleConference

### Dial-In

- Toll-Free Dial-In, Caller-Paid Dial-In executive services include two dial-in options, both of which provide the flexibility for participants to dial into the conference from wherever they are, when it's time for the call to begin. An AT&T TeleConference Specialist will personally greet each participant, gather information requested by the call host and join them to the TeleConference

### Mixed Mode

- Combinations of operator dialed and dial-in are fully supported to meet your individual needs. Capability ranges from 2 to 4000 connections

## Features and Services

- Internet Reservations – Schedule online via our Internet Reservations System (IRS) [www.teleconference.att.com/resv/](http://www.teleconference.att.com/resv/) or by calling our reservations center: 800.526.2655
- Reservationless Conferencing – No reservations needed day or night
- Crisis Management – Designed and developed to assist customers with responding quickly and decisively to emergency situations such as earthquakes, floods, airline disasters

- Web meeting service – Extend your business over the Internet, using a virtual meeting room
- ConferenceCasting - audio streaming – Broadcast conference calls over the Internet, 24x7, including holidays. We offer two levels of security for these events, public and private. Passwords required for private calls.
- Conference Manager – This Web-based interface design enhances your audio conference events. Manage and monitor conference attendees utilizing an extensive menu of conference tools

The FTS2001 Crossover Contract is available to any U.S. federal government agency or other designated government organization located in the 48 contiguous U.S., Hawaii, Guam, Saipan, U.S. Virgin Islands and Puerto Rico.

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## Contract



## Managed Router Solutions on Crossover Contract

Changes occurring in the technological landscape and within enterprise environments are fueling demand for a managed network services solution that can quickly and easily accommodate a variety of site locations and complex technologies. The AT&T Government Solutions Managed Router Solutions (MRS) can be configured to fulfill your Wide Area Networking (WAN) requirements.



### Benefits

- 24x7 network monitoring and management ensures continuous performance
- Online management tools simplify day-to-day business operations
- The most comprehensive Service Level Agreements (SLAs) in the industry for MRS Pre-Packaged Services

Available on the FTS2001 Crossover contract, the new Pre-Packaged MRS Service is an enhancement for Frame Relay, Asynchronous Transfer Mode (ATM), Private Line (DTS) or IP-enabled Frame Relay/ATM customers. Our MRS provides installation and management of both the logical and physical elements of a customer's WAN, including equipment, maintenance and ongoing network administration and management of the transport service.

The MRS are designed for small to medium-sized networks that use a hub and spoke or dual hub and spoke topology. Seven different router packages ensure an appropriate match for each customer site—from busy U.S. hub sites to non-U.S. remote sites with minimal traffic. The AT&T Government Solutions-provided Cisco routers can accommodate up to 200 sites, multiple protocols, and access speeds up to DS-3. Customers can also upgrade their service with such options as ISDN-BRI or PRI ports, high-speed router interfaces or Frame Relay Plus Integration. MRS also supports customer owned Cisco routers with a Customer Owned Equipment (COE) option.

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## Primary Management Functions of MRS

- **Architecture:** On new installations, for AT&T Government Solutions-provided or COE, networking experts evaluate the existing network
- **Design and Engineering:** From service order through implementation, the WAN solution is designed and continually reviewed to provide the optimum network design
- **Installation and Implementation:** A professional Project Implementation Manager (PIM) develops an implementation plan, and with agency approval, oversees installation activities
- **Operations Management:** Managed Services Support Center (MSSC) continuously monitors the agency WAN 24x7
- **Lifecycle Management:** The MSSC also handles ongoing configuration requirements of the agency's network

## Available Throughout the World

MRS Pre-Packaged Services are available throughout the U.S. (including Puerto Rico and the U.S. Virgin Islands), Canada, Europe, the Middle East, Africa and the Pacific Rim. For locations outside of the U.S. and Canada, international surcharges apply. MRS Service Level Agreements (SLA) objectives vary slightly by country.

## About AT&T Government Solutions

AT&T Government Solutions, headquartered in Vienna, Virginia, is a long-standing, trusted source of information technology solutions for the federal government, integrating unmatched network resources and professional services expertise with innovative technologies from AT&T Labs and industry-leading partners. We are a proven integrator with professional services expertise in areas such as enterprise architecture, business transformation, knowledge management, modeling and simulation, training, program management, systems engineering, and security. Thousands of scientists, engineers and analysts—many with security clearances—focus exclusively on the professional services needs of government, with support from tens of thousands of professionals throughout the AT&T family of companies.

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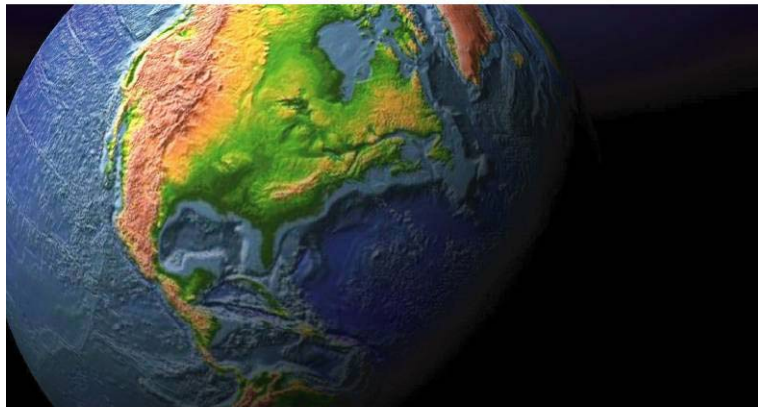




## Contract

### International Voice Service via Crossover Contract

In today's world of government operations, reaching around the globe with reliable and affordable telecommunications services is an essential part of doing business. Your international reach must be seamless and secure with responsive service support



wherever it's needed. Only AT&T International Voice Service with its global reach, seamless worldwide network and years of international experience can deliver for mission critical operations and now they are available through the FTS2001 Crossover contract.

Available to more than 230 countries, AT&T International Voice Service provides greater reach and more features than any other carrier with:

- International Toll Free Service originating from more than 160 countries
- Circuit Switched Data Service availability to more than 70 countries
- Partnerships with more than 230 international Telephone Administrators

The FTS2001 Crossover Contract is available to any federal government agency or other designated government organizations (including state and local governments) located in the 48 contiguous United States, Hawaii, Guam, Saipan, U.S. Virgin Islands and Puerto Rico.

#### Service Features

The following AT&T International Voice Service select features can help you manage your international calling more economically and efficiently:

#### Benefits

- Features and Web-based tools to achieve maximum efficiency and lowered costs
- The convenience of direct dialing and assurance of operator assistance
- The assurance of reliable, consistent performance throughout the world
- Competitive pricing and cost savings from country-to-country calling cards, and international toll-free services

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Define Caller Privileges – default blocks international and domestic calling for Outbound and Calling Card.

Authorization Codes– these 14-digit codes can be used for calling card calling or to screen for network access.

Selective Call Detail Suppression – an effective way to enhance your security measures.

GSA Billing – agencies receive bill detail information about their monthly charges directly from AT&T.

Toll Free Access for Network Remote Access – stay connected to home base from virtually anywhere in the world.

## Web-based Ordering, Billing and Managing

AT&T International Voice Service customers can place orders for service, manage their calling card programs and bills, and check on maintenance activities 24x7 via an Internet browser.

Using the AT&T Interactive Advantage platform, users can dramatically reduce the time and expense associated with telecommunication management tasks. It's convenient, it's secure, and it's all on your desktop.

## Delivering Service to the World

AT&T International Voice Service provides a host of international calling capabilities including:

- International Outbound Service from domestic U.S. (via direct dialing, operator assistance and calling card)
- Inbound to domestic U.S. (via operator assistance and calling card)
- Country-to-Country Calling (via operator assistance and calling card)
- International Toll Free (800) Service
- INMARSAT Marine Services (AT&T Maritime Mobile)
- Circuit Switched Data Services (for fax machines, personal computers, and video conferencing)

## Customer Care Around the Clock

The International Customer Care Center is available 24x7 for maintenance and trouble assistance. Support for billing, pricing, fraud, training, and other inquiries is also available during business hours. The toll-free number to call is 1-888-443-3288.

## The Ideal Choice

Only a global provider of international voice services can offer you a wide range of features and world-wide support.

- The most extensive global reach available
- Superior customer service
- Single point of contact for ordering, provisioning and billing

## About AT&T Government Solutions

AT&T Government Solutions, headquartered in Vienna, Virginia, is a long-standing, trusted source of information technology solutions for the federal government, integrating unmatched network resources and professional services expertise with innovative technologies from AT&T Labs and industry-leading partners. We are a proven integrator with professional services expertise in areas such as enterprise architecture, business transformation, knowledge management, modeling and simulation, training, program management, systems engineering, and security. Thousands of scientists, engineers and analysts—many with security clearances—focus exclusively on the professional services needs of government, with support from tens of thousands of professionals throughout the AT&T family of companies.

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## Contract



## Video Conference Services on Crossover Contract

In today's world of time constraints and tight travel budgets, videoconferencing saves time and money. A price simply can't be placed on the value of "face time" and the resulting human connection when it comes to information dissemination via videoconferencing. The reliable suite of high quality, secure videoconference services provided by AT&T Government Solutions meets the diverse needs of the government market.

### A Full Spectrum of Conference Types and Services

This comprehensive portfolio encompasses products designed for agencies that want AT&T Government Solutions to manage their videoconference as well as products designed for agencies that want to manage their own.

- Assisted Conferences (reservations-based) – through the AT&T Video Bridging Service. This option is used primarily for ISDN-based video calls, but with the ability to add IP endpoints into a conference
- On-Demand Conferences (reservation-less) – through AT&T's Video Gateway Service supporting IP-based video calls, including desktop video

With architecture built for reliability, our networks employ the latest technologies utilizing ISDN circuit (ITU-T H.320 standard) and IP technology (H.323 standard). These networks, coupled with customized reservations, scheduling, and billing systems, provide the tools to respond quickly to the critical needs of government. Our secure and reliable videoconferencing services are based in Atlanta, GA, with additional gateway facilities located in Chicago, IL. The professionals at AT&T Government Solutions are trained and continuously updated on all standards based equipment, as well as all network specifics and protocols. This training maximizes efficiency in terms of user/system support, enabling our staff to support larger organizations with diverse hardware and network environments.

### Video Bridging Service

Our Video Bridging Service is an operator-assisted, reservations-based service that allows two or more sites to join the same pre-scheduled videoconference call. Conference calls may be scheduled up to one year in advance, and may occur anytime – 24x7 year round to meet almost any challenge. Emergency calls are supported within 15 minutes of lead-time and in most cases, for sites pre-registered, almost instantly. We offer the most reliable and robust multipoint video bridging service in the industry, providing users with features and options for flexibility and tight controls over their videoconference calls.

### Benefits

- Reduce travel expenses and enhance productivity
- Deliver effective training and disseminate information with impact
- Maintain credibility and positive rapport with face-to-face human interaction
- Respond rapidly with agency-wide crisis communications
- Maintain confidence with secure, reliable service and support

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The AT&T Government Solutions services features:

- Connectivity to any mix of ISDN (H.320) and IP (H.323) endpoints
- Conference assistance levels of Standard and Executive
- Bridged multipoint and point-to-point call types
- Integrated video, audio and data conferencing on the same multipoint call
- Bridge up to 100 sites or more with a single videoconference call
- Connectivity to and from more than 60 countries
- Reserved Conferences available 24x7 with in-call technical support
- Internet reservations with e-mail confirmation

## Video Gateway (Reservation-less) Service

Our Video Gateway Service is an enhanced solution offering that provides a network-based video platform for connectivity between differing IP network protocols.

The Video Gateway Service enables our customers to easily perform videoconferencing between disparate networks. The Video Gateway Service seamlessly converts videoconference call routing and protocol signaling between different network services and supports inter/intra agency point-to-point and multi-point video conference calls.

Our Video Gateway Service is a self-service option for on-demand videoconferencing in which a user may self-launch an ad-hoc video call without an advance reservation. This is accomplished via a Web-browser interface with the simplicity of a few "point-n-click" commands.

## Enhanced Video Conference Services Vendors and Configuration

AT&T Government Solutions Video Conference Service consists of both Avaya (formerly Lucent Technologies) and Polycom (formerly Accord) Multipoint Control Units (MCUs). These MCUs provide hundreds of public bridge ports to our customers supporting up to 200 sites on a single videoconference, while several MCUs may be cascaded to support larger calls.

The MCUs are behind carrier-class switching devices maintained by the AT&T Government Solutions Engineering Team. With 100 percent digital connectivity and decentralized topology, AT&T has created network diversity and redundancy that leads the industry. The AT&T Government Solutions video network connects directly to AT&T, as well as other carriers with little chance of a fumble. All video MCUs can access all network providers on a call-by-call, site-by-site basis by adding a prefix to the dialed number.

## Capacity, Facilities, and Disaster Recovery

MCUs, switching systems, and network access points are collocated in central facilities. AT&T Government Solutions has a flexible and reliable network topology design to scale up or down for almost any size agency. Power, equipment, and network facilities utilize redundancy to prevent failure. Prepared for the worst case scenario, AT&T Government Solutions plans and practices for recovery from a variety of failure scenarios and features the following attributes:

- Battery/generator backup power
- Same-building or zero-mile connections to local telephone company and long distance carrier networks
- 100 percent digital fiber-optic connectivity
- Controlled entry security

AT&T Government Solutions plans for capacity on a regular basis to ensure that port availability will always exceed demand. The FTS2001 Crossover Contract is available to any U.S. federal government agency or other designated government organizations (including state and local governments) located in the 48 contiguous United States, Hawaii, Guam, Saipan, the U.S. Virgin Islands and Puerto Rico.

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