AT&T Voice DNA^{SM} on AVPN Service

Roles and Responsibilities

CUSTOMER ROLES AND RESPONSIBILITES:

AT&T Voice DNA^{SM} /AVPN Point of Contact: Roles & Responsibilities:

The VDNA Point of Contact ("VPOC") will be the person(s) that the customer selects to serve as their company's point of contact for all voice related issues related to the AT&T Business Voice over IP ("VoIP") service. If your company has purchased AT&T Voice DNA at multiple sites, they may wish to designate multiple VPOCs for each location, and also designate one or more alternates in the event that the lead VPOC is absent or unavailable.

At a minimum, the VPOC should be knowledgeable in the area of voice communications, services and equipment, be familiar with the voice equipment and services at each assigned location and be familiar with the company's communications network.

The VPOC or a designated alternate shall be responsible for the following:
1. Establishing a single administrative point of contact.
2. Identifying an internal technical resource that is familiar with router and LAN for Service Installation and on-going support.
3. Adhere to LAN configuration requirements for AT&T Voice DNA with AVPN service.
4. Designing, installing and maintaining the local area network ("LAN") and IP phones as required for AT&T Voice DNA with AVPN service.
5. Configuring customer or third party managed routers per the AT&T provided configurations for VDNA with AVPN service.
6. Required: provide a dedicated POTS line. This POTS line connects to the multi-tech modem (via the Edgemarc console port) for remote maintenance access.
7. Required: provide Internet access and adjust their firewall to enable AT&T remote access to configure the Edgemarc device.
8. Preparing for and participating in the technical interview to complete the Technical Questionnaire. Customer facing call (initiated by Project Manager after customer signs the contract) with AT&T's Service Delivery Order Manager and AT&T Professional Services. Refer to Customer Welcome Letter which includes the TQ.
9. Performing acceptance testing with the Test & Turn-up SME. This includes placing test telephone and fax calls to on-net VoIP sites and to off-net numbers.
10. Procuring IP telephones and the associated LAN equipment.
11. Work with AT&T Professional Services and provide various information on AT&T Voice DNA features and packages along with IP phones, telephone numbers, and voice mail service to end users.
12. Optional: Obtaining the telephone lines ("POTS lines"), as desired, to support the off-LAN Site Survivability feature option if that feature is enabled. There must be one telephone line for each FXO port that is enabled on the ordered device. Each telephone line must be ordered with the three-way calling feature to support 911 calls.
13. Understanding and complying with end-user 911 responsibilities as stated in the Service Guide.
14. Assigning the E911 Default Calling Number (DCN) to a person/agent who will be available to answer emergency calls from public safety personnel. This is an E911 requirement.
15. Performing cooperative troubleshooting with AT&T when required. After checking customer router and AVPN Transport, VPOC should contact AT&T Customer Care about voice issues after performing basic troubleshooting per the VDNA Administrator's basic troubleshooting VPOC or Administrator is responsible for managing common service level changes including changing end-user feature assignments, setting up hunt groups and call distribution queues, requesting service order changes (i.e., MACDs), etc.

Service Demarcation:

The service demarcation for AT&T Voice DNA with AVPN is the LAN interface of the AT&T Managed Integrated Device (MID) at the customer premises. AT&T is responsible for the MID and the MID will be installed prior to the Test and Turn-Up of the Voice DNA service. AT&T will test the Site Survivability functionality provided by the MID for on-LAN calling. Off-LAN calling would only be tested if the customer-provided POTS lines are operational and FXO ports are enabled for off-LAN call routing in survivability mode. The Customer is responsible for configuring the Customer managed Customer Edge Router with the Site Survivability IP address which is provided by AT&T. The Customer is responsible for all maintenance and/or any troubles associated with any devices on the customer LAN behind the point of demarcation (e.g. LAN Switch, IP Phones, etc.).

Network Address Translation (NAT):

AT&T requires that the IP addresses used on the VoIP network be publicly routable (i.e. non RFC 1918 addresses). The AT&T MID will perform network address translation to support this function.

Test and Turn-Up:

During test and turn-up of AT&T Voice DNA with AVPN, AT&T will test:

   1) LEC ported TNs, AT&T assigned TNs or VTNs
   2) AT&T will test any two SIP phones, an analog phone with the customer
   3) Any three AT&T Voice DNA features per package of the customer's choice

If the customer is porting in telephone numbers from another carrier, please ensure that customer site(s) will be ready on the date of the scheduled test and turn-up. Failure to ensure that the site is ready on date of test & turn up will result in an out-of service condition for the ported telephone numbers. If the customer needs to delay the test and turn up for any reason, please contact the AT&T VoIP order manager a minimum of 5 days prior to test & turn up.

For 911 Compliance:
The customer will be responsible for affixing the AT&T-provided 911 labels to their telephone sets, which will be mailed to them under separate cover. If they do not receive the 911 labels, please contact the customer's Sales AE.

For all AT&T VoIP Customers:
Network management and maintenance will be provided through the AT&T Global Client Support Center ("GCSC").

Customer is responsible for clearing any client managed router or AVPN transport issues before reporting VDNA voice trouble.

Management information is collected from the MID using encrypted virtual private network tunnels over the Internet to the GCSC. Information collected from the MID includes call history data and network management data. Also, remote configuration of the MID is performed through this encrypted tunnel.

The MID will also be monitored via simple network monitoring protocol.

There is a scheduled maintenance window from 9 p.m. to midnight eastern time on the first and third Wednesday of each month. At times, service may be down during this maintenance window.