



The Voice Point of Contact Roles and Responsibilities

The Voice Point of Contact (“VPOC”) will be the person(s) that you select to serve as your company’s point of contact for all voice related issues related to the AT&T Business Voice over IP (“VoIP”) service at your company. If your company has purchased AT&T Business VoIP at multiple sites, you 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 your company’s communications network.

The VPOC or a designated alternate shall be responsible for the following:

- Serve as the single point of contact for VoIP matters at a particular location
- Contacting AT&T Customer Care about voice issues
- Serving as the life cycle maintenance contact
- Participating in the technical interview
- Performing acceptance testing that will include placing test telephone and fax calls to on-net VoIP sites and to off-net numbers
- Setting up the Dial Plan for voice calls
- Performing cooperative troubleshooting with AT&T when required
- Understanding and complying with end-user 911 responsibilities as stated in the service guide
- Configuring the premises TDM digital PBX or IP-PBX as required for IP Flexible Reach
- Configuring the local area network as required for IP Flexible Reach
- Configuring customer or third party managed routers

Service Demarcation:

The service demarcation for AT&T IP Flexible Reach shall be the LAN interface of the customer premises router or, for those with a TDM digital PBX, the T1 interface of the voice card on the customer premises router. Any troubles from the LAN interface of the customer premises router or T1 interface of the customer premises router towards other customer equipment such as PBXs and telephone sets are the customer’s responsibility. Troubles from the LAN interface towards the wide area network are the responsibility of AT&T.

AT&T IP Flexible Reach customers with a TDM digital PBX:

If your location has a TDM digital PBX, the VPOC or designated representative shall also be responsible for the following:

- Ensuring that a spare slot is available on the TDM digital PBX for a T1 voice board
- Installation of the T1 voice board
- Cabling between the TDM digital PBX T1 voice board and the router voice card

The TDM digital PBX board that is connected to the customer premises router voice card must be configured as follows:

- T1 channel associated signaling or 5ESS PRI signaling with no non-facility associated signaling (“NFAS”)
- Wink start signaling
- Bipolar with eight zero substitution (B8ZS) line coding
- Enhanced Super Frame (ESF) framing
- PBX-supplied clocking

The TDM digital PBX board must have an RJ-45 modular connection. Cabling to the router voice card is as follows:

CSU on TDM digital PBX Board	Pin 1	Pin 2	Pin 4	Pin 5
Yes (Crossover Cable)	TX TIP	TX RING	RX TIP	RX RING
No	RX TIP	RX RING	TX TIP	TX RING

Finally, the TDM digital PBX must be within 300 feet (~100 meters) of the router.

AT&T IP Flexible Reach customers with an IP PBX:

If your location has an IP PBX, the VPOC or designated representative shall also be responsible for the following:

The IP PBX must be one of the following models that is supported on the AT&T IP Flexible Reach service.

- Avaya IP Office – Software version 2.x or later
- Avaya Multivantage/Avaya Communication Manager – Software version 2.1 or later on the Definity, S8300, S8500 or S8700 media servers
- Cisco CallManager – Software version 4.1.2SP1 or later

For Cisco equipment, the private IP addresses of the Cisco CallManager and individual IP phones must be provided to AT&T during the technical interview. For Avaya IP PBXs, the CLAN and MedPro IP addresses must be provided to AT&T during the technical interview.

AT&T requires that the IP addresses used on the VoIP network be publicly routable (i.e. non RFC 1918 addresses). AT&T will perform network address translation on the router to support this function unless you have already specified that you will perform NAT at a local firewall. AT&T has tested NAT functionality on a Cisco PIX firewall and cannot guarantee that NAT on any other type of device will work with the VoIP service.

Maintenance of the IP PBX and associated IP telephones is your responsibility. In addition, the configuration of the IP PBX and associated telephone numbers, including branch office IP PBX extensions (if applicable), will be in accordance with the AT&T-provided configuration guides.

AT&T IP Flexible Reach customers with a Quintum Tenor:

If your location has a Quintum Tenor, the VPOC or designated representative shall also be responsible for the following:

The Quintum Tenor in the drop down IP PBX table must be one of the following models that are supported on the AT&T IP Flexible Reach service:

- Quintum Tenor AF/AX Version P104.12.02

Configuration and maintenance of the Quintum Tenor is your responsibility. The configuration of the Quintum Tenor will be in accordance with the AT&T provided Quintum Configuration Guide.

In the event there are issues with the Quintum Tenor, AT&T will use the standard procedures to troubleshoot the AT&T IP Flexible Reach router. If it is determined that the router is functioning properly, you will be instructed to contact Quintum Technologies Support at 1-877-435-7553 & 1-732-460-9399 for assistance.

AT&T IP Flexible Reach Branch Office IP PBX Extensions:

The VPOC or designated representative shall also be responsible for managing the configuration or coordination of the associated data routers between hub and branch sites. Data services including routers

managed by AT&T must be coordinated through a separate contact associated with those services. The AT&T VoIP Order Manager will not coordinate the management of AT&T managed routers or service.

AT&T IP Flexible ReachSM Services:

The Voice Point of Contact will be also be responsible for the following:

- Establishing a single administrative point of contact
- Designing, installing and maintaining the local area network ("LAN")
- Ensure LAN has the appropriate design/capacity to support voice (delay sensitive) traffic
- Procuring IP telephones and the associated LAN equipment
- Assigning AT&T IP Flexible ReachSM feature packages to end users using the AT&T IP Flexible ReachSM Administrative Web Tool via AT&T Business Direct®
- Procuring Softphone licenses (one per user installation)
- Assigning a default calling number to a person/agent who will be available to answer emergency calls from public safety personnel

During test and turn up, 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 or a soft phone with the customer and (3) any three IP Flexible Reach features per package of the customer's choice.

For all Customers Porting Telephone Numbers From Another Provider:

If you are porting in telephone numbers from another carrier, please ensure that your 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 you need 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 you under separate cover. If you do not receive the 911 labels, please contact your Sales AE.

For all AT&T VoIP Customers:

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

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

Routers 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.