



Customer Location Alternate Routing

Plan for the Future.
If an emergency should arise, you're in control of your communications system with Customer Location Alternate Routing from AT&T.

Rest Assured with Customer Location Alternate Routing from AT&T

Now there is a communications management tool from AT&T that can put you at ease. Customer Location Alternate Routing (CLAR) helps your agency maintain its communications during emergencies or peak periods so you can continue to operate effectively. With CLAR, you can develop and maintain up to 10 re-routing plans.

CLAR supports your operation by:

- Protecting your incoming calls in case of a communications failure;
- Distributing a portion of your calls to an overflow location during call surges;
- Safeguarding you against lost communications by allowing you to redirect calls to another destination;
- Protecting your operations' viability until your system is back up and running or your location is accessible.

CLAR options help you gain control of your communications system protection plan.

Customer Location Alternate Routing allows you to preprogram a re-routing destination for your telephone numbers in case your work location is inaccessible due to a disaster. Your incoming calls are sent to a predetermined, alternate location.

Better than call forwarding, CLAR directs all of your protected lines at once, rather than on a line-by-line basis, saving you time in a critical situation. It also allows subscribers to develop and modify multiple contingency plans and tailor each one to a specific need. You can test each solution before a problem occurs, so that you're fully prepared.

Then, should an emergency arise, you are in charge. You make the decisions regarding plan implementation via any touch-tone phone or the Internet. That way, you never relinquish control of your communications system or leave it in the hands of someone unfamiliar with your mission. Plus, you determine when you and your system are able to once again accept incoming calls and you deactivate your Customer Location Alternate Routing plan.

Organizations today rely on uninterrupted voice and data traffic in order to be productive and efficient.

Becoming unreachable to citizens, suppliers or staff – even for a short period of time – could bring your mission to a standstill.

During a period of high call volume, or when disaster strikes, you need a way to manage incoming traffic without losing important calls.

Use CLAR to Maintain Efficiency

You can also use CLAR to redirect incoming calls during normal business conditions to help balance excessive call volume. CLAR can redirect a percentage of calls to a remote location. You specify the percentage that fits the situation. If you ever experience a temporary surge of incoming calls to your site, CLAR can help alleviate the problem and still deliver call completion and accessibility. With a CLAR plan in place, your agency is protected against the loss of incoming calls.

Count on AT&T for an Affordable Routing Solution

As part of comprehensive Continuity of Operations Planning for communications systems, more and more organizations are implementing services like CLAR. Don't wait for a disaster to arise and suffer consequences that can be prevented. Learn more about CLAR and how it can benefit your agency by contacting your AT&T representative or visit us on the web at www.att.com/gov/rep.

About AT&T Government Solutions

Every day, thousands of experienced AT&T Government Solutions professionals go beyond expectation, deploying visionary solutions that serve our citizens, defend our nation and prepare for the future.

We serve as a trusted provider to the federal government, backed by a proven performance record in integrating network expertise with IT professional services and an expertly managed service portfolio, which includes: traditional and IP-based voice; Wi-Fi; high-speed Internet; data transport; cyber security; cloud-based services; and

mobility devices, services and applications. Our broad array of advanced technologies, dynamic service management tools, and experienced staff help us to address core government needs – reduce expenses, modernize operations to increase workforce productivity, and protect information, infrastructure and people. AT&T solutions enable agencies to focus on their mission and performance goals.

Fusing our core capabilities with innovation from AT&T Labs, we are driven to meet today's demanding agency requirements, while establishing a path to emerging

technologies. Underpinning every solution we build and deliver are the global resources and assets of one of the largest providers of communications services in the world, AT&T, connecting people, infrastructure and information with speed, security and reliability.

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