ACC Business
Services Overview

ACC Business is a specialized brand from AT&T that combines exceptional service with a flexible suite of IP, data and voice offerings. We have become one of the nation's most successful communications providers working exclusively with agents to deliver specialized solutions and cover the entire marketplace. We work closely with our agents to care for our customers by providing tailored communication solutions and responsive service. Visit us on the web at www.accbusiness.com.

IP

AT&T Virtual Private Network (AT&T VPN)

- **AT&T VPN Domestic** enables Customers to build an application-aware, network-based MPLS VPN. AT&T VPN can link locations and efficiently transmit applications such as voice, data, and video over a single connection. AT&T VPN Express is a streamlined version of regular AT&T VPN that offers more aggressive pricing.
  - ACC BusinessDirect provides essential AT&T BusinessDirect® applications available, at no additional cost, to assist customers with the management of their ACC Business AT&T VPN Domestic service: eMaintenance, Manage Contacts & eNotifications, View Business Reports & Information, View IP Network Usage Reports, View Global Performance Reports, View and Analyze Inventory, and View BusinessDirect Map. View Enhanced Reports/Managed Enhanced Reports (CSU Probe) is available at an additional cost.
- **AT&T VPN International** services enables customers to build a global network-based MPLS VPN, enabling secure transmissions of voice, data, and video over a single connection

AT&T Dedicated Internet as sold by ACC Business (ADI)

- Internet access using the AT&T IP Backbone
- Access types of full/N× T1, fractional/full T3, OC-x, and Ethernet
- New Ethernet speeds of Nx10GigE for Ethernet ADI customer managed router in Controlled Introduction
- Included Managed Customer Premises Equipment (CPE)/Cisco or Customer Provided and Managed CPE options
- Setup fees waived depending on access speed and installation arrangement
- Special Custom Pricing Available
- Service Level Agreements for on-time provisioning, site availability, and network performance
- AT&T Global IP Network Performance page: http://www.att.com/ipnetwork

Private Network Transport (PNT) and Class of Service (CoS) – PNT Grandfathered effective 2/27/15 (no new PNT customers)

- PNT gives you a network-based, fully meshed IP Virtual Private Network (VPN) with any-to-any connectivity using just a single connection at each site
- Utilizes Multi Protocol Label Switching (MPLS) technology to provide security, performance, and reliability
- Sites can have Included Managed Customer Provided Equipment (CPE), Customer Provided and Managed CPE, or a combination of both within a single PNT VPN
- By adding ADI to a single PNT location, customers can enable their entire PNT network with Internet access
- The addition of Network Based Firewall provides secure internet access and helps prevent unauthorized access into corporate networks without the expense of premises equipment
- CoS option prioritizes traffic to support VoIP (Voice over IP), video, and other time-sensitive applications to meet demanding networking needs
- Four traffic classes differentiate between real-time, critical, standard business, and general data applications
- 25 CoS profiles to select from to match bandwidth allocation to network requirements
- Access types of full/N× T1, fractional/full T3, OC-x, and Ethernet
- Service Level Agreements for on-time provisioning, site availability, and network performance

IP (continued)

Hi-Cap Flex
- Billing option available with AT&T VPN, ADI and PNT services
- Allows customers to burst above their normal connection speed on an as-needed basis
- Customers only pay for the higher capacity when they use it

AT&T Switched Ethernet Service[sm]
- Allows customers to connect multiple locations in AT&T footprint with Ethernet connectivity and features – interstate & intrastate jurisdiction
- AT&T Switched Ethernet Service is available in the AT&T 22 state area: AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, WI
- Coming in 2017 – expanded footprint to key cities in non-AT&T footprint via AT&T Local Network Services
- Customers can now achieve higher speeds, cost effective and more flexible service connections
- AT&T Switched Ethernet Service offers customers a scalable solution with 20 choices of bandwidth Committed Information Rates (CIR) sizes between 2 Mbps and 10 Gig

OPT-E-WAN®
- Cost effective all-Ethernet seamless network solution for large bandwidth requirements in U.S. (Domestic services only)
- A VPLS (Virtual Private LAN Service) that extends Local Area Networks and Metro Area Networks to Wide Area Networks. OPT-E-WAN is available as Interstate, Intrastate/Interlata and Intrastate/Intralata
- Allows customers to self manage their network by giving control of switching, routing tables and security
- OPT-E-WAN Per Packet CoS allows the customer to assign CoS on a frame-by-frame basis. Various types of traffic (e.g. voice, video, transactions, Internet) can be combined on the same port and if congestion occurs, the higher priority traffic will be prioritized or scheduled ahead of lower priority traffic

AT&T BusinessDirect® for ACC Business for ADI/PNT/ OPT-E-WAN
- Essential AT&T BusinessDirect applications are available, at no additional cost, to assist customers with the management of their ACC Business ADI, PNT and OPT-E-WAN service:
  - View IP Network Usage Reports – View inbound, outbound, and average network traffic on a daily, weekly, or monthly basis
  - Domain Name Service (DNS) Provisioning Tool – Administer ADI DNS changes without contacting Customer Care
  - eMaintenance – Submit and track ADI/PNT/OPT-E-WAN trouble tickets on-line
  - Manage Contacts & eNotifications – management of trouble ticketing rules & contacts
  - OPT-E-WAN Performance Reports - Network Performance Report, Network Averages Report, VPLS PE Report (non-customer-specific), Customer Edge Report (customer-specific), Customer Service Inventory Report and City Performance Report

IP (continued)

Network Based Firewall

- Provides secure internet access with AT&T VPN service and helps prevent unauthorized access into corporate networks without the expense of premises equipment
- Allows customers to establish custom firewall policies that are AT&T managed & monitored 24x7
- Multiple firewall options allow customers to design custom security policies for efficient, secure internet access

AT&T Network Based IP Remote Access

- Remote MPLS PNT access from a single end-user's personal computer or multi user access from Local Area Networks (LAN) to corporate LANs, intranets, and extranet(s), as well as the public Internet
- A network client is included that provides seamless access to your applications
- AT&T Authentication provides secure connectivity to corporate networks

Data

Private Line Service

- Dedicated digital bandwidth service in speeds of T1 and T3
- Point-to-point and multi-point fan-out configuration options
- Available at hundreds of POPs (Points Of Presence) in the Continental US

Voice

AT&T Digital Link (ADL) Local Service (DS-1) – Grandfathered effective 8/1/14 (no new ADL customers)

- Only available as a bundled service with Dedicated Long Distance (local service riding on a Dedicated T1/ISDN-PRI)
- ADL pricing is determined by the service location state and is offered on a month-to-month basis
- Only available in non-Prime footprint areas

Local Switched PrimePath Service (DS-0)

- Local Lines or Analog Trunks are available in most areas nationwide
- Offer available as standalone local service; local with Intralata; or local with Long Distance and Intralata service
- Installation charges waived (1 year service required)

Local Switched PrimePlex Service (DS-1) – PrimeXpress Service Grandfathered effective 12/30/15 (no new PrimeXpress customers)

- High quality ISDN-PRI digital trunking service
- Offer available as standalone local service, local with ACC Business Intralata or local with ACC Business Long Distance and Intralata service
- Installation charges waived (1 year service required)
- Available with Dedicated and Switched Long Distance service

Voice (continued)

Mandatory Account Codes
- Code lengths are four digits and are not validated so that any four-digit code can be entered
- Available for Dedicated and Switched service

Mandatory Reserved Account Codes
- Code lengths are five digits and must be entered before the call will be completed
- ACC Business or customers can select the codes, which must be reserved in advance of use
- Available for Dedicated and Switched customers with minimum monthly usage of $5,000
- Prior to submitting the order for Mandatory Reserved Account codes on switched or dedicated voice services an ICB (Individual Case Basis), which includes the list of requested codes is required

Outbound Long Distance Dedicated Voice Service
- Dedicated 12 and 24 and 36-Month Interstate Service Plans
- Interstate rates are cents per minute (CPM)
- Minimum Monthly Usage Commitments (MMUC)

Outbound Long Distance Switched Voice Service
- Switched 12-Month and 24 and 36 -Month Interstate Service Plans
- Switched Interstate/Switched Interstate AND Local Service Plans
- Interstate rates are cents per minute (CPM)
- Minimum Monthly Usage Commitments (MMUC)

International Service
- Standard plan – available with Long Distance domestic month-to-month or term plan service
- Supersaver plan - available with Long Distance domestic term plan
- Separate Mobile Termination rates apply to most countries

Toll-Free Long Distance (800 Services) Switched & Dedicated Inbound Service
- Outbound interstate Switched or Dedicated voice service rates apply
- Rates vary by state for Intrastate and Intralata service
- Advanced Features are available
- To check for a specific available Toll-Free number go to: http://att.com/findtollfree

Voice (continued)

Billing

- Billing to 4th decimal place on domestic and international calls, ideal for call center applications
  - Prime Services to 2nd decimal place billing. However, for usage for both per minute and per message calls, partial increments will be rounded up to the next full increment and partial cents will be rounded to the next whole cent
- Dedicated Domestic billing increments, 6 second initial, 6 seconds thereafter
- Dedicated International billing increments, 30 second initial, 6 seconds thereafter
- Switched Domestic billing increments, 30 second initial, 6 seconds thereafter
- Access-A-Bill CD Billing – $19.95 per month
- Corporate Billing – Monthly fees: $6.50 main location, $3.00 for each additional location
- The following Optional Telemanagement Summary Reports are available for an additional monthly fee of $0.99 per report:

• Area Code	• International Usage
• Days of Week	• Lengthy Call
• Expensive Calls	• Location
• Frequent Number	• Time of Day

Other

- Domestic Directory Assistance fee - $1.99 per call. Two numbers per call.
- International Directory Assistance fee - $7.95 per call. One number per call.
- Payphone use surcharge - $0.56 per call
- LEC PIC Fee will be reimbursed

All services may be subject to taxes, regulatory fees, and other surcharges.

Call ACC Business Customer Care at 1-800-456-6000 or visit us at www.accbusiness.com