AT&T Dual-Mode Mobile Voice
Mobilize Enterprise Voice across Cellular and Campus Wi-Fi

Mobility Demands
AT&T Dual-Mode Mobile Voice ("DMMV") provides customers with capabilities to help enhance user productivity, extend reachability, and improve business office/campus coverage. The solution also helps enterprises control certain costs by converging mobile and wireline calling capabilities through the customer’s designated PBX.

Features and Functionality
DMMV allows the customer to treat an enabled dual-mode mobile device (Wi-Fi+Cellular) as a station on its PBX. This enables calls originated on the enabled mobile device (via a cellular network or enterprise campus Wi-Fi network) to be routed via the customer’s designated PBX for completion over an eligible AT&T wireline transport service, and also enables calls via the designated PBX to terminate on the enabled device. The call routing for both originating and terminating calls will be based solely on the customer’s PBX pre-established routing parameters. This functionality provides a converged fixed-mobile solution for businesses by enabling qualified users to make and receive calls from their smartphones using a wireline “direct inward dial” number assigned in the enterprise PBX to the mobile device.* When a cellular network and a campus Wi-Fi network are both available, the DMMV solution selects a network for the call based on signal strength, battery life and network preference. As these factors change during the call, the solution can transition the call, automatically or manually, between the cellular and campus Wi-Fi networks.

Potential Benefits
• Ability to use on-campus Wi-Fi helps ensure robust coverage
• Extension of select PBX features to qualified mobile devices can enhance usability
• Utilization of campus Wi-Fi for call transport can reduce cellular usage charges

Features*
• Automatic call transition for voice calls between cellular and on-campus Wi-Fi
• One Enterprise Number, One Enterprise Voicemail
• Extension of certain enterprise PBX features including:
  – Conference calling
  – Transfer
  – Call Hold/Retrieve
  – Extension Dialing
  – Do Not Disturb
• Directory Query
• Accept calls to both business and personal phone number
• Presence status

Integrating Mobility Users
How it Works

The DMMV solution has three components.

- The first component is the ShoreTel Mobility Router. The Mobility Router is collocated with the customer’s IP- or TDM-PBX and is designed to integrate with the customer’s voice and unified communications infrastructure. The Mobility Router integrates with the customer’s qualified enterprise IP-PBX using 2 SIP connections. The first SIP connection enables connectivity to the customer’s PBX for routing and completing calls, as well as the transition of calls between cellular and campus Wi-Fi networks. The second provides access to PBX station features on the enabled mobile device. Customers may have to separately purchase additional direct inward dial or other PBX facilities to permit such SIP connections and ensure proper functioning of the Mobility Router. If the customer’s enterprise PBX is TDM, a SIP to TDM or Prime Rate Interface (“PRI”) gateway is also required and must be purchased separately.

- The second component is software licensed from ShoreTel, Inc. The DMMV solution software consists of both server software embedded in the Mobility Router and the ShoreTel RoamAnywhere Client, a dialing software application that must be downloaded onto the user’s dual-mode smartphone.

- The third component is qualified AT&T wireline transport service. AT&T DMMV is available only in conjunction with AT&T IP Flexible Reach (“IP Flex”) Service or AT&T ISDN PRI Service, which must be purchased separately.

Potential Cost Savings

DMMV features network selection and call routing via customer’s wireline transport, allowing businesses to better control cellular usage costs. Routing smartphone users’ international cellular calls through the enterprise PBX allows the customer to take advantage of potentially lower wireline calling rates.

Potential for Increased Productivity and Accessibility

The easy to use DMMV solution delivers a single enterprise voice identity through its one number, one voicemail and one caller ID functionality that enables users to be reached virtually anywhere through a single number. With the application launched, mobile workers get many of the capabilities of their desk phone, allowing them freedom to take such office phone capabilities with them throughout the office campus environment. Users have access to corporate directories enabling access to peers from the mobile device without needing to access other applications to find contact information.

Helping Meet the Needs of Mission-Critical Enterprise Communications

An optional high availability architecture can be implemented with DMMV. This requires the purchase and installation of a redundant Mobility Router and corresponding software. In the event of a failure of the primary router, the hot-standby Mobility Router enables active calls to continue without audio loss and helps maintain the same communications status of the user so call transitions can occur even after a failover event.

AT&T As Trusted Advisor

With breadth and expertise in enterprise communications, AT&T can deliver the expertise and technology integration capabilities required for a customer’s communication needs: transport, PBX, mobility router, cellular network and smartphone devices. DMMV also integrates with most of the industry’s leading IP-PBX solutions and is compatible with an assortment of enterprise Wi-Fi network equipment. As a one stop provider, AT&T’s resources help ensure that implementation is successful and as worry-free as possible, allowing customers to focus on running their businesses. And with expertise in Wi-Fi, a broad lineup of supported dual-mode smartphones and PBX-platforms, the DMMV solution, and the nation’s fastest mobile broadband network**, AT&T provides a converged telephony solution to help improve customers’ productivity and manage their cost structure.

Notes

*Some features may not be available on all compatible smartphones.

**Important Information About 911 Calling Capability When Cellular Coverage is Not Available: When cellular signal strength is above a preset threshold, 911 calls will be handled over the cellular network. When cellular coverage is not available, voice over Wi-Fi calling capability (including 911 calls) will only be available if: (i) enabled mobile user is connected directly to the enterprise LAN (not remotely via a VPN) over the enterprise Wi-Fi network; (ii) enabled mobile user is within the geographic area covered by the WLAN; and (iii) 911 calling capabilities are implemented in the enterprise LAN to properly identify the location of the device in order to route calls to the appropriate Public Safety Answering Point. IF THESE THREE CONDITIONS ARE NOT MET, NO VOICE OVER WI-FI CALLING CAPABILITY (INCLUDING 911 CALLS) WILL BE AVAILABLE EXCEPT UNDER THE FOLLOWING LIMITED SITUATION. If a 911 call is placed when cellular coverage is not available and the enabled mobile user is connected to a 911-enabled enterprise LAN and is within the geographic area covered by the wireless LAN network, then outbound calling is enabled.

*** 3G not available in all areas.

For more information contact an AT&T Representative or visit www.att.com/business.
Important Information

AT&T Dual-Mode Mobile Voice ("DMMV") is available only to eligible business or government customers (each, a "Customer") that have AT&T wireline transport service provided under an executed agreement with AT&T for either AT&T IP Flexible Reach service or AT&T ISDN PRI service (the agreements for the wireline transport service are referred to collectively as the "Wireline Agreement"); the qualified AT&T IP Flexible Reach or ISDN PRI services are referred to collectively as the "Wireline Services"). Customer cannot use DMMV to route calls to any wireline service except for the Wireline Services, and Customer must restrict use of DMMV to Customer's corporate-liable mobile users ("corporate responsibility users" or "CRUs") and authorized individual responsibility users ("IRUs") (collectively the CRUs and authorized IRUs are referred to herein as "Authorized End Users"). Customer must also have (a) a qualified PBX and all associated system hardware and software, (b) for each Authorized End User, a compatible dual-mode (Wi-Fi+cellular) mobile device with associated wireless voice and data service, and (c) in order to obtain the benefits of calls over a campus Wi-Fi network, a campus-wide Wi-Fi network installed and operational. Compatible mobile devices vary by qualified PBX. For full details about DMMV-eligible PBX solutions and the platforms supported by each PBX, please contact your AT&T representative. DMMV works with wireless service from AT&T and other compatible wireless carriers, and when used with the Wireline Services, Customer and each Authorized End User are specifically prohibited from downloading or using the DMMV client application software in certain countries where use may be prohibited or otherwise restricted including: Argentina, Bahrain, China, Costa Rica, Cuba, Egypt, El Salvador, Guatemala, India, Iran, Israel, Kenya, Kuwait, Libya, Mexico, Morocco, North Korea, Pakistan, Qatar, Saudi Arabia, Sudan, Syria, Turkey, UAE (Dubai), Uruguay, and Vietnam. Cellular coverage is not available everywhere. Due to the nature of wireless signal propagation, transmission, reflection, diffraction, and degradation, Wi-Fi access may not be available everywhere within an enterprise location that has a campus Wi-Fi network. Availability, security, speed, timeliness, accuracy and reliability of DMMV are not guaranteed. DMMV is primarily for live dialog between two people. Connections which do not consist of primarily uninterrupted live dialog between two individuals are generally not permitted. DMMV may work outside the 50 United States. DMMV may not be combined with certain other wireless services and features from AT&T, including, without limitation, Push to Talk and Wireless Priority Service. DMMV Routing and Rating: The DMMV solution provides Customer the ability to (a) integrate DMMV-enabled mobile devices into the Customer's designated enterprise wireline premises telecommunications service for purposes of certain PBX station features and functionality, and (b) enable Authorized End Users' DMMV-enabled mobile devices to originate cellular voice or voice over Wi-Fi calls (from cellular or campus Wi-Fi networks) and have the call be routed to Customer's designated PBX and terminated via the Customer's enterprise wireline transport service (converged usage) based on Customer's pre-established wireline transport routing parameters. USE OF THE DMMV SOFTWARE MAY RESULT IN DIFFERENT TYPES OF TRANSPORT CHARGES BEING INCURRED SIMULTANEOUSLY FOR THE DURATION OF THE CALL. Cellular Usage and Call Rating. When the DMMV software is used on a cellular network, a cellular data connection is established between the Mobility Router and the DMMV-enabled mobile device for registration, signaling and other purposes. Approximately 20 kilobytes of data are transmitted per hour over the cellular network until the application (or mobile device) is turned off. Additional cellular data usage charges may also be incurred when downloading the application and when using the DMMV software to access corporate directories, presence status, and certain other solution features over the cellular network. When using the DMMV software for voice calling over a cellular network, Authorized End Users will also incur applicable cellular airtime charges for the duration of time the call is handled by the cellular network. If the Authorized End User is an AT&T wireless subscriber, applicable cellular airtime and data usage will be subject to cellular transport charges pursuant to Authorized End Users' AT&T wireless service agreement (including taxes, surcharges and fees). If the Authorized End User subscribes to wireless service from another carrier, applicable airtime minutes and data usage may be subject to cellular transport charges pursuant to Authorized End Users' wireless service agreement with such carrier (including taxes, surcharges and fees). Customer, or Authorized End User in the case of an IRU, is responsible for determining any applicable cellular airtime, data or other charges, not AT&T. AT&T WHEN USING THE DMMV SOFTWARE, CELLULAR CALLS WILL BE RATED FOR WIRELESS BILLING PURPOSES AS IF THE CALL TERMINATED AT A WIRELINE NUMBER ASSIGNED IN THE ENTERPRISE PBX (LOCATED IN THE UNITED STATES) TO THE AUTHORIZED END USER'S MOBILE DEVICE, WHICH MAY CAUSE REDUCE OR ELIMINATE THE BENEFIT OF ANY MOBILE-TO-MOBILE AND LIST-BASED CALL RATING THAT WOULD OTHERWISE BE AVAILABLE UNDER THE AUTHORIZED END USER'S SELECTED WIRELESS SERVICE PLAN, OR (B) REDUCE OR ELIMINATE CELLULAR INTERNATIONAL LONG DISTANCE CHARGES THAT WOULD OTHERWISE APPLY UNDER THE AUTHORIZED END USER'S SELECTED WIRELESS SERVICE PLAN. If the Authorized End User originates or receives a cellular call while roaming in eligible countries outside of the United States, Authorized End User will incur applicable international roaming or similar cellular charges in accordance with the Authorized End User's selected wireless service plan. Rating of Calls Routed to Wireline Services: When using the DMMV software for a voice call that originates or terminates on the Authorized End User's mobile device, the call will be routed and completed over Customer's eligible AT&T wireline transport service based upon the established enterprise PBX call routing parameters. The call will be subject to wireline transport charges for the duration of the call pursuant to the Wireline Agreement for the relevant wireline transport service (and, if applicable, SIP trunking) services, (including taxes, surcharges and fees), if any; the call will be rated as if the call originated from the Customer's enterprise PBX and terminated at the called number Wi-Fi Call Rating. When Authorized End User activates the DMMV software for voice calling over a campus Wi-Fi network, Customer will not incur cellular voice or data charges as long as the call remains on such Wi-Fi network; however, if the call is handled or completed over any other network, additional charges may be incurred by Customer or Authorized End User, as applicable. A call routed and completed over the eligible wireline transport will incur applicable wireline usage charges and associated taxes and fees. Call Transition: DMMV can manually or automatically transition calls in process between a cellular network and a campus Wi-Fi network when the call remains on campus. Calls that are transitioned from cellular to campus Wi-Fi will not incur cellular voice or data charges as long as the call remains on the campus Wi-Fi network. Calls that transition from campus Wi-Fi to cellular will begin incurring cellular voice and data usage at the time of transition and for the duration of time the call remains on the cellular network. Additional Third-Party Terms: The DMMV solution includes services, equipment and software provided by ShoreTel, Inc. ("ShoreTel"). Customers and its Authorized End Users will be subject to ShoreTel's additional terms and conditions, including without limitation its ShoreTel Mobility Solution End User License Agreement found at http://media.shoretel.com/documents/ShoreTel-MobilityEULA-with-ATT-Notice.pdf. Additional conditions and restrictions may apply. Please contact your AT&T representative for complete details. Offer subject to change.