



AT&T CONFERENCING SERVICES

AUDIO CONFERENCING
WEB MEETING/CONFERENCING
CRISIS MANAGEMENT

AUDIO CONFERENCING STANDARD FEATURES

Reservationless Service allows you to call a meeting on demand. Subscribe and you have your dial-in number and access codes always at hand. Notify your participants of the numbers and the time of the call, then host the meeting at your convenience.

Web Meeting Service combines your conference call with data sharing on the Web. Host an audio teleconference while presenting files of your choosing from your computer desktop to the attendees without uploading any files to a server beforehand. If desired, you and the group can edit files, create sketches, share desktop control, chat among each other, survey participants on line and share the results immediately.

AT&T Web meeting now offers live video in your web meeting, which allows attendees to physically "see" the presenter or an object under discussion. All attendees can view live video that the presenter sends, without the need for video equipment on their computers.

Global Offer - By providing multinational bridge connections, in-country language and support in the countries you call most, we provide the most flexible international conferencing types and options. By providing Free Phone and local number (where available) access, these bridges can reduce cost of the call and provide seamless connections for all of your callers.

AT&T Executive Web Conference combined with AT&T Executive Audio TeleConference Services, delivers the technology you need to plan and produce a cost-effective teleconference solution for 50 plus participants.

Ideal applications are:

- Investor Relations
- Press Announcements
- On-Line Seminars (Webinars)
- Product Launches
- Project Launches
- All Hands Announcements
- Training Sessions
- Secure High-Level Conferences
- Special Events

Internet Reservation System - At the touch of your fingertips, make and manage conference reservations, receive instant confirmations, and directly email meeting details to participants. One-click reservations for audio & Web Meeting.

Powerful Features backed by 24/7 customer support - Host conferences, make reservations, and receive support 24 hours a day, including all holidays. Flexible billing options allow multiple locations, departments, projects, etc. to receive itemized bills. Accounting information can be collected for each call.

Free Training

AT&T will provide a free training program with training materials and interactive live classes to ensure user awareness and effective utilization of features and services available. These "Roll-Out" packages and teletraining programs can be provided on an ongoing basis.



AT&T WEB MEETING STANDARD FEATURES

Data sharing through the Internet allowing Hosts to present and collaborate using any document format or application with or without an audio conference call. The host can even navigate the Web to present (and optionally share) Web sites with participants. AT&T Web Meeting Service uses SSL Encryption to make every connection on every conference highly secure. This important technology is offered without additional charge.

The first time someone uses Web Meeting they will be prompted to automatically install the AT&T Web Meeting Service Plug-In in order to log into the meeting. The AT&T Web Meeting Service provides a visual dimension to conferences and is especially effective when used with an audio conference call:

- **Presentation** –The Host controls and presents a file residing on the host's computer to participants over the Internet. The host pushes pages to participants.
- **Collaboration** – The host and participants collaborate on documents through the Internet enabling immediate revisions. The host can give instant control of a document or even their computer to a participant to make changes for all attendees to view.

Specific service features:

- **Application Share Control** – The host can share control of any application and allow participants to modify a file.
- **File Transfer** – The Host can send files.
- **Desktop Share Computer** – The Presenter can grant control of his or her computer to anyone in the meeting. Particularly useful for support personnel to access a PC (with PC owner approval) for troubleshooting.
- **SSL Encryption** – Each AT&T Web Meeting uses 128-bit SSL Encryption to make each conference highly secure.
- **Recording & Playback** – Host can record each Web Meeting including the audio –by using the Host PC's sound card– in a single file on their computer. The Host can later email the recorded file to Participants or post the file on their own web site for download. Playback appears to the viewer just as if the conference were taking place live...even Host mouse movements are recorded.
- **Whiteboard** – Participants use a "drawing board" to record meeting notes and/or draw on a blank slate or on presentations/documents.
- **Chat** – Participants can send messages to the entire conference or privately to a specific member.
- **Polling** – The host can create a survey online, poll participants, immediately receive tabulated results, and optionally share those results with the participants.
- **Web Tours** – The host can navigate the Web to present (and optionally) share Web sites with participants.

- **Reservationless Web Meeting Service** - Customers may also sign up for Reservationless Web Meeting Service either with audio (typically the Web Meeting name will match the dial-in number and the Web Meeting password will match the access codes) or without audio. It can also be used with Executive, Global, and Video services, but may not have the same amount of ports available for large audio calls.
- **Training** – After signing a service agreement for AT&T Web Meeting Service, the host can elect to attend a free, live, and interactive 60-minute training classes held several times per week.

Sample uses for Web Meeting Service are:

- **Training**– While speaking on the phone, participants in a training session can follow along with online materials (i.e., training illustrations or screen captures).
- **Sales Presentations and Product Demos** – Rather than having participants follow with printed copies, participants can view the presentation online as the Host intends (such as Microsoft PowerPoint slides). This method retains the tempo and pace designed by the presenter. Unlike similar services provided by other companies, the presentation can be written in any software that resides on the customer's PC.
- **Tech Support** – with the Host's permission, a technician can take control of a troubled computer for diagnosis and/or remote repair.

AT&T Web Meeting can be used either by:

- Making a Web Meeting reservation by telephone or through the Web.
- Using the Reservationless Service.



AT&T CORPORATE CRISIS MANAGEMENT SERVICES

The AT&T Corporate Crisis Management Service is a teleconference service that provides companies with emergency teleconference capabilities when a crisis or disaster occurs. For example, in cases where a natural disaster or a corporate crisis takes place, company executives may want to hold a meeting, but find that connecting to each other is difficult and time-consuming. This service takes the mystery out of calling a meeting on a moment's notice with special AT&T TeleConference Services capabilities and features.

There are two types of AT&T Corporate Crisis Management Service options – Enhanced***and Basic -- to help companies approach business continuity from a proactive perspective:

The Enhanced* option**

Allows a company to pre-designate key players they would want automatically notified that a conference call has been scheduled. The Reserved Call can have all existing features now available through the AT&T Executive TeleConference Center including one enhancement – Notification Feature. With the enhanced Notification Feature, customers will have the names and contact information of their key participants pre-loaded into a database. Once the customer reserves their conference call through the Center, they will instruct the Center to activate this feature. Messages with the call logistics will be delivered to these participants via Interactive Voice Broadcast (IVB) or email to up to 4 locations such as office phone, home phone, cell phone, email or pager (text)

The Basic option

Allows companies to buy dedicated ports that can be instantly accessed with no prior reservation. Customers will have assigned dedicated numbers and access codes to access the bridges and initiate their calls.