



AT&T OCoA Relationship

1. Do I HAVE TO SIGN A CONTRACT WITH AT&T?

NOT TYPICALLY. OUR CONTRACTUAL RELATIONSHIP EXISTS WITH OCoA. YOU WILL BE REQUIRED TO HAVE A COMMITMENT LETTER BETWEEN YOUR ORGANIZATION AND OCoA.

2. HOW ARE MY SERVICES BILLED?

OUR ABN CONTRACT AND BILLER ALLOW US TO SETUP SUB ACCOUNTS FOR EACH CENTER. YOUR CENTER HAS ONLINE ACCESS TO THIS INFORMATION.

3. CAN I ELECT TO USE ONLY 1 SERVICE OR DO I HAVE TO USE ALL SERVICES?

CENTERS ARE NOT OBLIGATED TO USE MULTIPLE SERVICES. YOU CAN CHOOSE ONLY TELECONFERENCING OR ONLY INTERNET MIS SERVICE.

4. HOW DO I KNOW IF AT&T IS COMPETITIVE FOR SERVICES?

AT&T WILL CREATE A PROPOSAL FOR SERVICES SO THAT YOU CAN DETERMINE IF OUR SOLUTIONS ARE COST-EFFECTIVE. RATES FOR CERTAIN SERVICES LIKE MIS AND TELECONFERENCING ARE ALREADY ESTABLISHED IN THE CONTRACT. RATES FOR LONG DISTANCE SERVICE ARE DEVELOPED ON A CASE-BY-CASE BASIS.

5. CAN AT&T HANDLE A CONVERSION OF MY SERVICES TO AT&T IN A SEAMLESS FASHION?

OUR ABN SERVICE DELIVERY ORGANIZATION TAKES ON THIS TASK AT NO CHARGE. THEY ASSIGN A PROJECT LEAD, VOICE, DATA, AND IP SERVICE ORDER MANAGER, AND A BILLING ARCHITECT. THE COMPLETION OF THIS PROCESS INVOLVES A FINAL BILL REVIEW SIGN OFF TO CONFIRM BILLING ACCURACY.

6. WHAT IF I'M A CURRENT AT&T CUSTOMER AND WANT TO MOVE UNDER OCoA'S RELATIONSHIP WITH AT&T?

THIS IS TYPICALLY NOT A PROBLEM. SERVICES ARE TRANSITIONED FROM A BILLING AND ADMINISTRATION STANDPOINT WITHOUT THE NEED FOR NEW SERVICES. OUR TEAM WILL HOWEVER REQUIRE A BIT OF COORDINATION AND COURTESY WITH THE EXISTING AT&T TEAM.