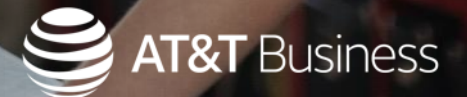


AT&T Cloud Voice for Microsoft Teams

Solutions and Capabilities for Operator Connect and Direct Routing

March 2, 2022

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AT&T Featured Speaker Bios



Mike Langler
Principal Sales Engineer, AT&T
AT&T and Microsoft Alliance Team

- Has led a team of 10 engineers responsible for supporting Fortune 1000 accounts in the Western Region with responsibility to help customers transform premise-based to cloud-based software-defined networks
- Has supported Microsoft as a customer for 5 years
- Accelerates the partnership with Microsoft for all go to market solutions to include AT&T's Cloud Voice, IOT and Multi-Edge compute platforms
- 16 Years with AT&T in roles to include technical leadership positions and various engineering roles



Dave Hart
Director of Voice and Collaboration Practice
AT&T Consulting & Professional Services

- Has architected and deployed over a Million Seats of Unified Communications Solutions on Microsoft Technologies world-wide
- Has worked with leading software and hardware manufacturers in the development of features and equipment in support of Microsoft UC transformations
- Helps accelerated and de-risk customers UC transformations
- 16 Years with AT&T supporting Microsoft Technologies (AD, Exchange, LCS, OCS, Lync, Skype, Teams)

AT&T & Microsoft Strategic Alliance



Multiyear strategic alliance where we are applying 5G, cloud, and edge computing technologies to improve how people live and work today and in the future.



Cloud Migration

Microsoft will be the preferred cloud provider for AT&T's non-network applications as well as moving AT&T's 5G mobile network to the Microsoft cloud



Joint Innovation

AT&T and Microsoft will bring to market new integrated Industry solutions for our customers



Social Good

Working together on common efforts around 5G, the cloud, and AI, we will accelerate the speed of innovation and impact for our customers and our communities.

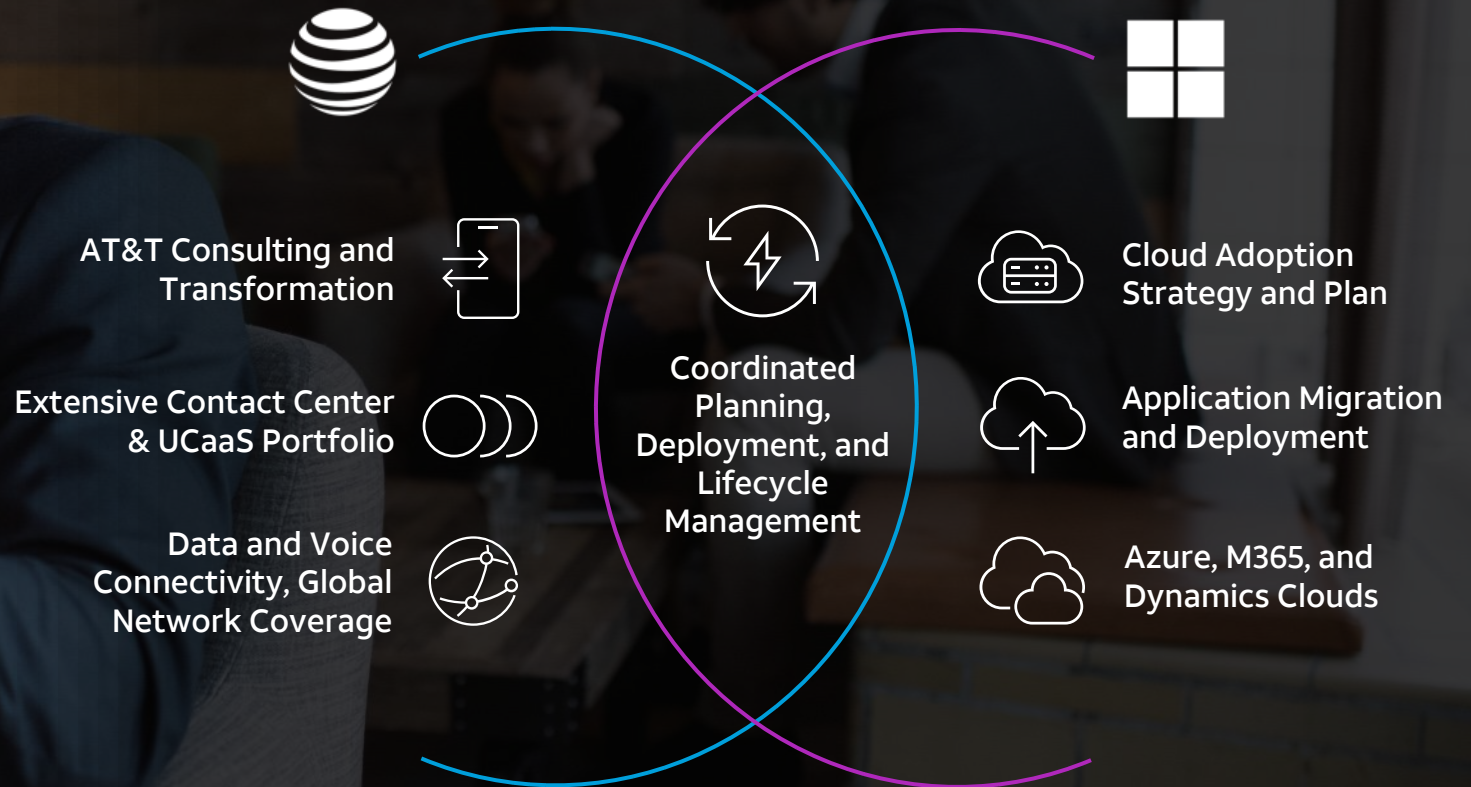
https://about.att.com/story/2021/att_microsoft_azure.html

<https://about.att.com/story/2019/microsoft.html>

https://about.att.com/story/2021/gigaton_global_emissions_2035.html

AT&T + Microsoft

Two industry leaders across cloud, connectivity and collaboration, we use the power of technology to help unlock the potential of individuals and organizations.



Evolution of modern business

“We are witnessing what will surely be remembered as a historic deployment of remote working and digital access to services across every domain.”

McKinsey Digital

COVID-19 | A catalyst for transformation

89%

of businesses now place 'an increased reliance on video conferencing'.

Source: Telstra

13%

Increase in VOIP market to 2025

Source: GM Insights

33%

Increase in AT&T mobile minutes

Source: OECD.org

270 Million

Microsoft Teams Monthly Active Users

Source: Microsoft Earnings call FY22-2Q

+300%

Increased in Microsoft Teams Daily Active Users March 2020-April 2022

Source: Microsoft

AT&T Cloud Voice | The future of SIP Trunking

Evolutions are not linear. AT&T meets customers where they are.

Before | Choose one.



Premise-based
SIP

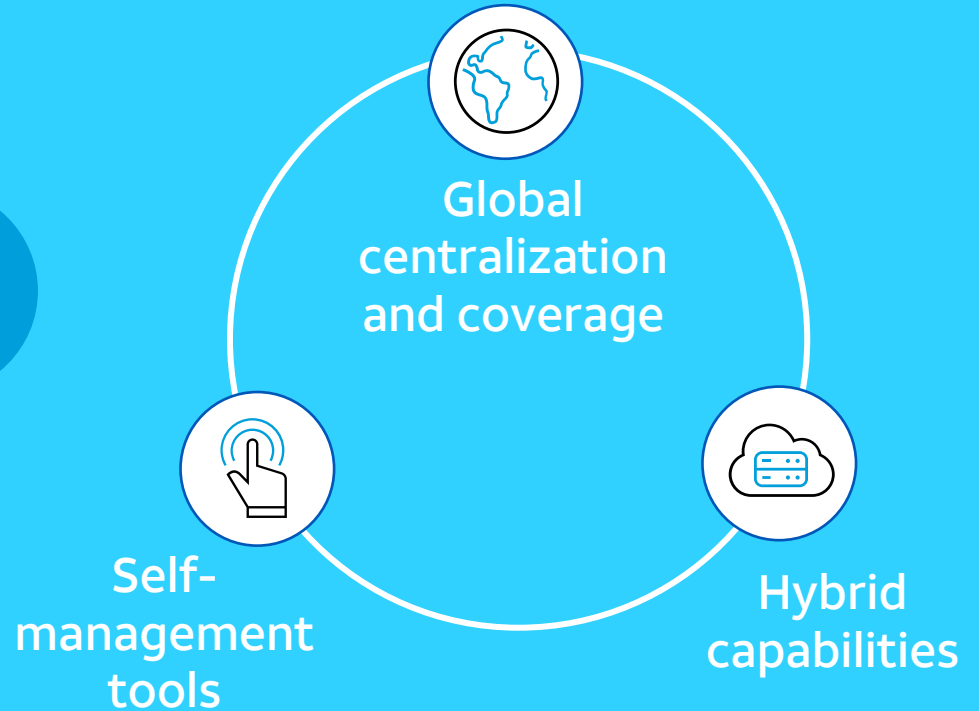
— or —



Hosted
Cloud



Now | Both and then some.



High-quality voice is the AT&T differentiator.



Enabling calls anywhere



**Integrate-to-Migrate
Approach**



High availability options

Decades of industry leadership and innovation



Help accelerate cost
savings



Anticipate and mitigate
barriers



Proven reputation for
business-grade voice

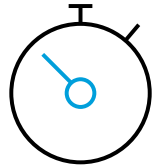


Robust portfolio of
managed solutions

AT&T Cloud Voice for Microsoft Teams | A solution to fit your needs

AT&T SIP trunking solutions feature **business grade voice quality** and flexible deployment options to get the most out of your collaboration tools

AT&T Cloud Voice for Microsoft Teams



Operator Connect (Express)

Cloud-based connection with express contracting-to-installation within 24 hours for US-based numbers.

Can maintain your existing network contracts and relationship with AT&T while providing a modern calling experience in Teams



Direct Routing (Standard, Hybrid and Enhanced)

Both cloud and premises-based connections for global and US-based numbers.

Supports tailored solutions including analog device and PBX integration, high-availability options, and global commercial cloud-high

AT&T Consulting available for Readiness, Migration, Integration, and Adoption Support

AT&T Cloud Services with Microsoft Teams – Operator Connect | Features & Network



US telephone numbers

Provide PSTN access in 48 continuous states enabling location management



Emergency calling

Utilizes AT&T 911 emergency calling service



Calling plans

Minutes of voice use available by tiers to meet business needs



Easy to deploy

Simple and fast deployment; activation less than 24 hours



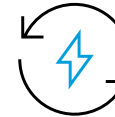
Business-grade voice

Access to industry leading voice architecture reducing latency and enhancing availability



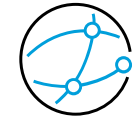
Cloud-based management

Eliminates the need to manage or purchase your own telephone equipment



Real Time Syncing

Exchanging of customer information and data with AT&T and Microsoft



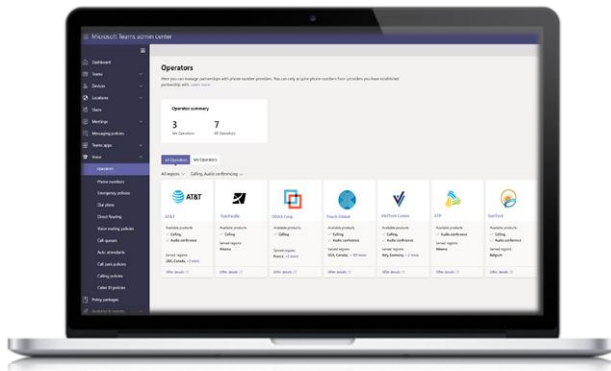
AT&T Network

Secure, resilient and fully managed network

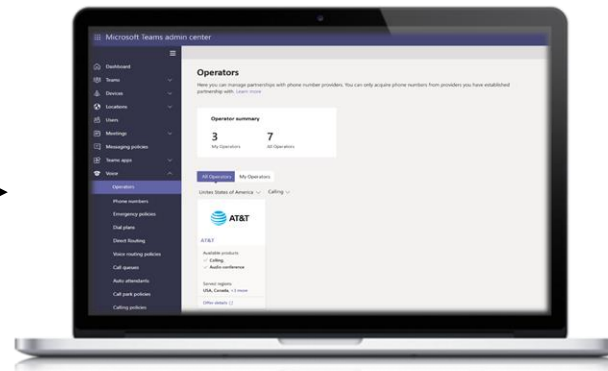
AT&T Cloud Voice with Microsoft Teams – Operator Connect | Process

Company Administrator using Microsoft Portal

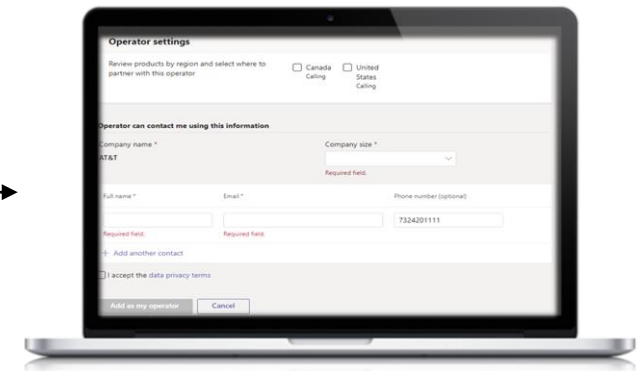
Reviews
operators



Selects AT&T
as operator of choice



Provides consent for Microsoft and
AT&T to exchange information



Customers locations must be in Microsoft Portal under the applicable, valid tenant ID and consent selected for AT&T

Company works directly with AT&T for contracting and initial order for voice services

Streamlined Ordering

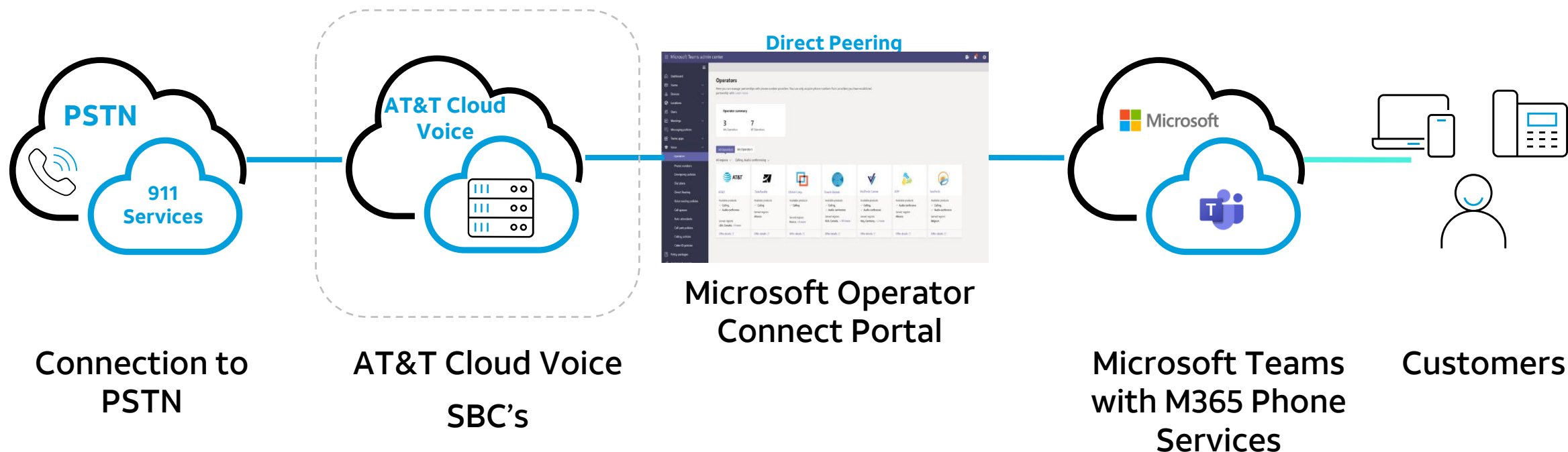
- APIs between AT&T and Microsoft validate consent, tenant ID, and locations
- AT&T uploads telephone numbers into customer's Microsoft Portal upon API-automated activation & porting
- Customer receives order confirmations emails from AT&T
- Customer utilizes Microsoft Portal to associate telephone numbers to users

Streamlined Lifecycle

- Auto registration upon activation of initial order for AT&T Business Center
- Lifecycle events including new sites, new TNs, etc. completed by Customer directly
- Optional Concierge Service for porting telephone numbers
- Customer can view and pay bill in AT&T portal

Operator Connect | AT&T Cloud Voice for Microsoft Teams

High-level Operator Connect technology diagram



NOTE: AT&T is not currently selling Microsoft Phone System or Microsoft M365 licenses. Customers need to bring their own Microsoft license.



AT&T Cloud Voice for Microsoft Teams-Operator Connect

Operator Connect Example Use Case

Manufacturing Firm

Customer Challenges

Urgent need to replace aging and out of support telephony equipment
No desire for on-premises infrastructure
They want a simple engagement model
Looking to be activated quickly on a per user basis

Solution

The firm was able to select AT&T from Microsoft's Operator Connect platform to easily begin the process.

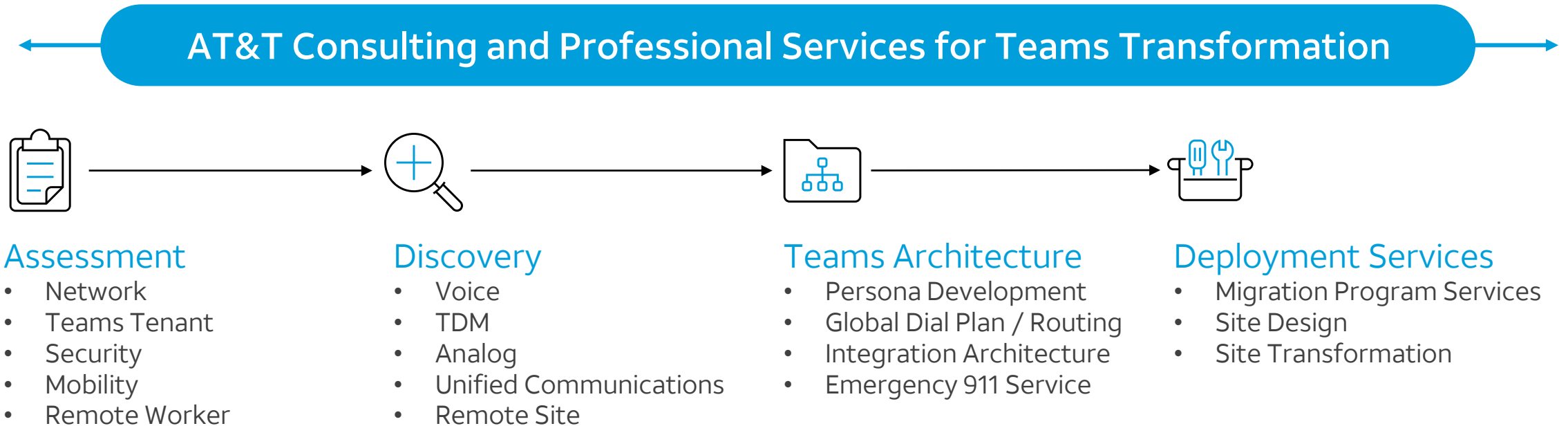
AT&T provided a cloud-based service reducing equipment costs combined with tiered minute pricing.

Contracting and activation can be done same day for as few as a single seat, but scalable across the firm if desired

Outcome

AT&T Cloud Voice for Microsoft Teams Express (Operator Connect) allows organizations to quickly transform voice services while accessing cost saving options.

AT&T Cloud Voice for Microsoft Teams | Lifecycle Approach



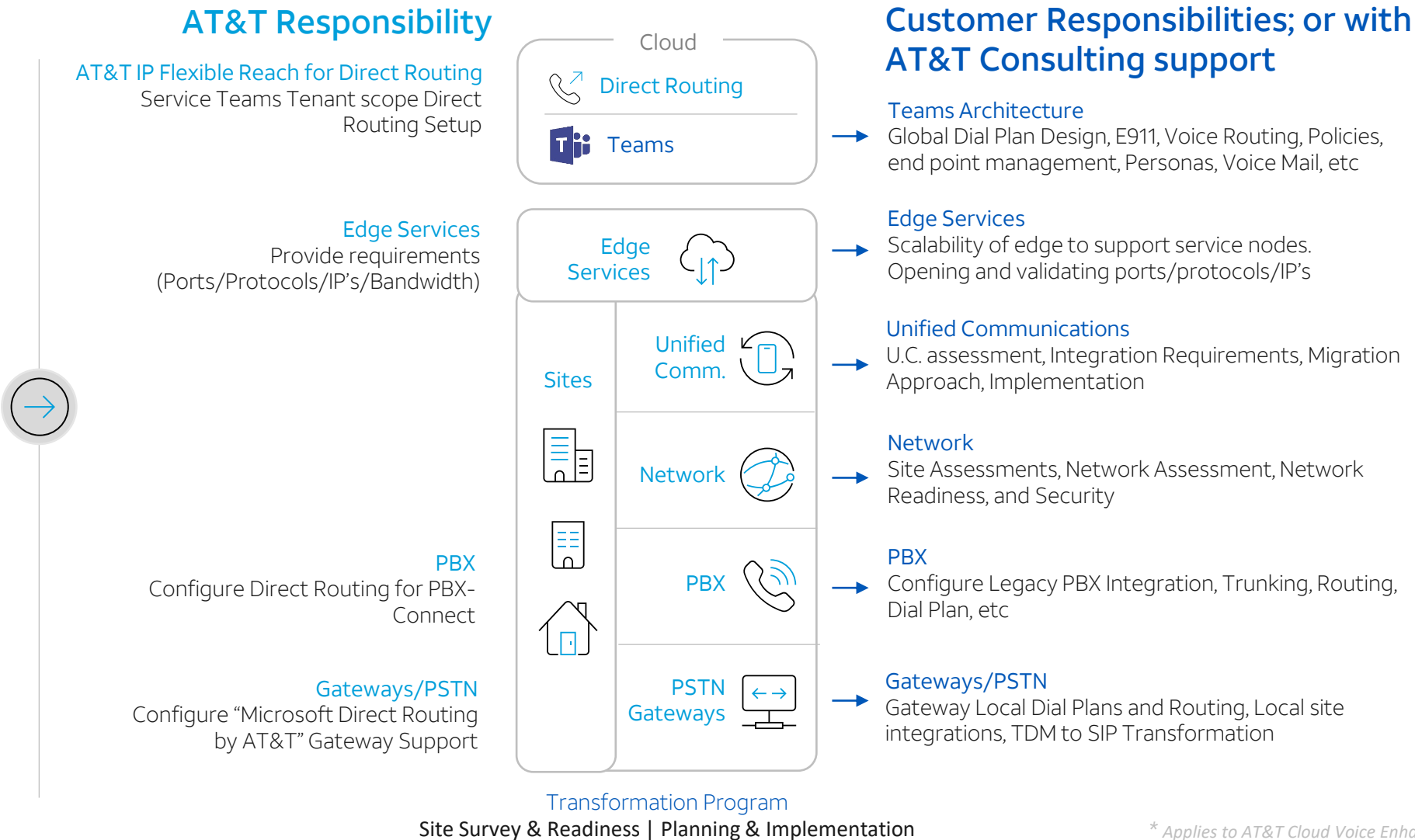
** Applies to AT&T Cloud Voice Enhanced, Hybrid and Standard – excludes Express*

AT&T Cloud Voice with Microsoft Teams | Strategy and Planning

Successful Teams deployments are part of a coordinated “ecosystem” of activities and components.

They require close coordination of AT&T, customer and customer’s third parties, and integration with other systems such as directory, security, voice, and contact center infrastructure.

AT&T Consulting can act as an extension of the customer team, taking on those responsibilities as well as overseeing 3rd parties



** Applies to AT&T Cloud Voice Enhanced, Hybrid and Standard – excludes Express*

Modernize Communications Workshop | AT&T Consulting for Microsoft Teams

AT&T Consulting provides end-to-end Microsoft Teams transformations

Move faster

Help accelerate adoption of Microsoft Teams with our experience in transforming customers to global, cloud-based services

Expertise and experience

Led by our Microsoft Teams Architects, we will guide you through the process of initial planning for a Microsoft Teams enterprise voice solution

Holistic approach

Build upon our unique heritage of voice, collaboration, network, and cloud, our integrated program for mobile endpoints, network readiness, voice security and operational transition can help you anticipate and mitigate barriers to adoption.

Two-day workshop tailored for your needs



1. Assess your current environment

- Pre-work questionnaire
- Teams Calling Overview



2. Define the art-of-the-possible

- Hybrid Work
- What's new in Teams Calling
- Calling with Teams Phone
- Moving to Teams Phone
- Devices for Teams Phone



3. Build the plan for your future

- Network Readiness
- Workload Analysis
- Scenario Discovery
- Adoption and Change Management

Workshop Deliverables

- Summary of current telephony and PBX needs
- Documented workloads and analysis of readiness of existing infrastructure
- Customized recommendations for subsequent Microsoft Teams Phone deployment and adoption

** Applies to AT&T Cloud Voice Enhanced, Hybrid and Standard – excludes Express*

Q&A

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AT&T Business