

AT&T
wholesale
services

Overview of Global Wholesale Markets





We understand that the current changes in the telecommunications industry worldwide present real concerns for you as a service provider. You need assurances that your traffic will not be disrupted by sudden and unforeseen circumstances, or inhibited by restricted service capabilities. Now, more than ever, you need a provider with the necessary depth, breadth and experience in global wholesale communications to reduce your concerns about service continuity and help you grow your business. In short, you want your business in "safe hands."

AT&T delivers the scale of a world-class network, the scope to design customer-defined solutions and the skill of globally deployed professionals. Our customer support team provides an integrated customer experience and leverages industry knowledge to ensure the viability of your business. AT&T combines the strengths of both traditional products and IP for the wholesale market. We offer a comprehensive portfolio of wholesale Voice, Data, and IP services.

We at AT&T would like you to know our commitment to the global wholesale market. Following is an introductory overview of our services.

AT&T Wholesale Services Portfolio

Your needs for connectivity are met by our comprehensive range of Voice Services, from the basics of outbound and inbound transit (including ISDN) and hubbing services up to advanced levels of carrier support for end-user calling cards, prepaid card services and collect calling.

AT&T Data Services offer a flexible portfolio of local, national and international data products and services – always with high levels of technical support that meet your needs as your business reacts to market forces. AT&T International Private Line is available in 94 countries, in varying feature/functionality and speed levels. AT&T Global MIS provides far-reaching IP coverage via 484 node cities in 52 countries. From Single Channel to T3 Services, AT&T Private Line Services offer an array of choices, all with high availability and performance, plus the security only Private Line can assure. AT&T also offers Local Channel Services and several Integrated Access Offers. For high-speed transport, high-level security and a network that can quickly scale to meet growth, AT&T offers flexibility around its industry-leading high speed packet services – Frame Relay and ATM. Private Line, Frame Relay and ATM are available for local, intrastate or interstate communications.

At the industry level, AT&T has the resources to provide highly specialized carrier-specific support.



Our strong heritage as well as financial health and stability offer a competitive advantage:

- AT&T is a leading carrier of minutes worldwide, transporting and terminating for traditional and emerging carriers, mobile networks and Internet Service Providers.
- A first-class infrastructure combined with established international agreements enables AT&T to carry minutes anywhere in the world.

With our state-of-the-art technology and our powerful IP backbone network, we offer an extensive portfolio of communications solutions that provide world-class quality, breadth, reach, security and reliability to businesses in the global wholesale market.

Our management options can simplify your customers' networking tasks, impose predictable cost structures and enhance your expertise. AT&T gives you flexible management and access, including access redundancy options.

AT&T has the best set of capabilities in the industry, serving the global communications needs of more than 4 million businesses in virtually every country and territory around the world.

Your Support Team

AT&T provides three levels of support for wholesale customers. A knowledgeable sales team of over 600 professionals is dedicated to the service provider market in the U.S. and globally. Global customer care is available through five Operations Centers with over 350 in-country support specialists. Wholesale customer care is provided by four Customer Care Centers with over 400 Customer Care Specialists with U.S. and international responsibilities. To focus these resources on the needs of your market, a product and offer team of over 110 experienced professionals guides the creation and integration of products and services crafted to serve your marketplace.

Solid Financials

AT&T stands apart from other industry players with a healthy cash flow and EBIT. Our solid finances enable us to continue investment in developing a strong service portfolio, and to deploy a new seamless, global network for meeting customers' needs.



Investing in Your Success

In 2002 alone, AT&T invested approximately \$300 million in global network expansion and approximately \$200 million in iGEMS. Annually, AT&T invests billions of dollars in:

- Our People - for ongoing training, tools and education
- Our Processes - for sales tools to increase efficiency and effectiveness
- Our Technology - for sophisticated e-Servicing, service management and monitoring tools

Heritage of Innovation

- Over 100 years of experience in the industry

AT&T Labs breakthroughs for over 120 years

First to establish 10-gigabit-per-second (OC192) service coast-to-coast in the U.S.

First to deploy DWDM with 1,600 systems

Powerful Far-Reaching Network

- Over 61,000 route miles of fiber-optic cable:

45,000 miles carry long-distance traffic

16,000 miles support local service

- Dial-up Internet access in 850 cities, 59 countries

Connects over 230 countries and territories directly or via bilateral and alternate routes

Partner in 300,000+ miles of undersea fiber-optic cable

400+ correspondents and suppliers

- 6,000+ nodes and 200,000 private line circuits

- AT&T carries more combined data, voice and Internet traffic than any other carrier in the U.S.: 675 trillion bytes (terabytes) of data and 300 million voice calls (average day) Canadian NPAs to points within the mainland United States.

For more information, contact your AT&T
Representative or visit www.att.com/wholesale.

