

AT&T Wireless Services

DTS-W Overview

Contract Number DASW01-01-D-0023

“A Partnership for Success”

Presented by: **Scott M. O’Rourke**
Global Account Manager
Department of US Army



DTS-W Overview

- **Dedicated Account Team of 9 Individuals**
- **Comprehensive Offers, Including:**
 - Local, Regional, and National Rate Plans
 - International Services - *WorldConnect*
 - Wireless Data - *Digital PocketNet*
 - Wireless Office Services
- **New and Improved Billing**
 - Wireless Information Navigator - Wireless CD ROM administrative and management tool



DTS-W Overview

- **Unsurpassed Customer Support**
- **Ordering, Delivery and Responsiveness**
- **Maintenance and Insurance**
- **Inventory**
- **Competitive Pricing**



Dedicated Account Team

Army

Scott O'Rourke
Global Account Manager
US Army
410-336-1317

Corey Kyle
Account Executive
443-831-7330

Navy, Marines and DOD Agencies

Lauren Lawrence
Global Account Manager
US Navy, US Marines, DOD Agencies
202-285-0172

Jerry Barton
Account Executive
443-562-7956

Air Force

Norm Feldhousen
Global Account Manager
Air Force
303-898-2355

Corey Kyle
Account Executive
443-831-7330

Other Personnel

Chris O'Dell
Director of Sales
Department of Defense
703-624-1013

John Ryder
Government Sales Manager
Washington DC
703-626-0729

Greg Lackland
National Program Manager
Department of Defense
214-697-1300

Rene Pachinbayag
WOS Account Manager
Federal Government
703-608-0051

DTS-W Rate Plans

A complete suite of rate plan selections

- **Local - *Digital Advantage***
 - State wide home calling area - Richmond, VA to New York City, NY
 - Does not include roaming or long distance
- **Regional - *Regional Advantage***
 - Multi state home calling area - no roaming from Virginia through Maine
 - Includes national long distance



DTS-W Rate Plans

A complete suite of rate plan selections

- **National - *Digital One Rate***
 - National all inclusive rate plans - no roaming no long distance
 - 50 state home coverage area
- **Unlimited Mobile to Mobile - *Group Calling***
 - Allows unlimited calling between group members
 - Multi state home calling area



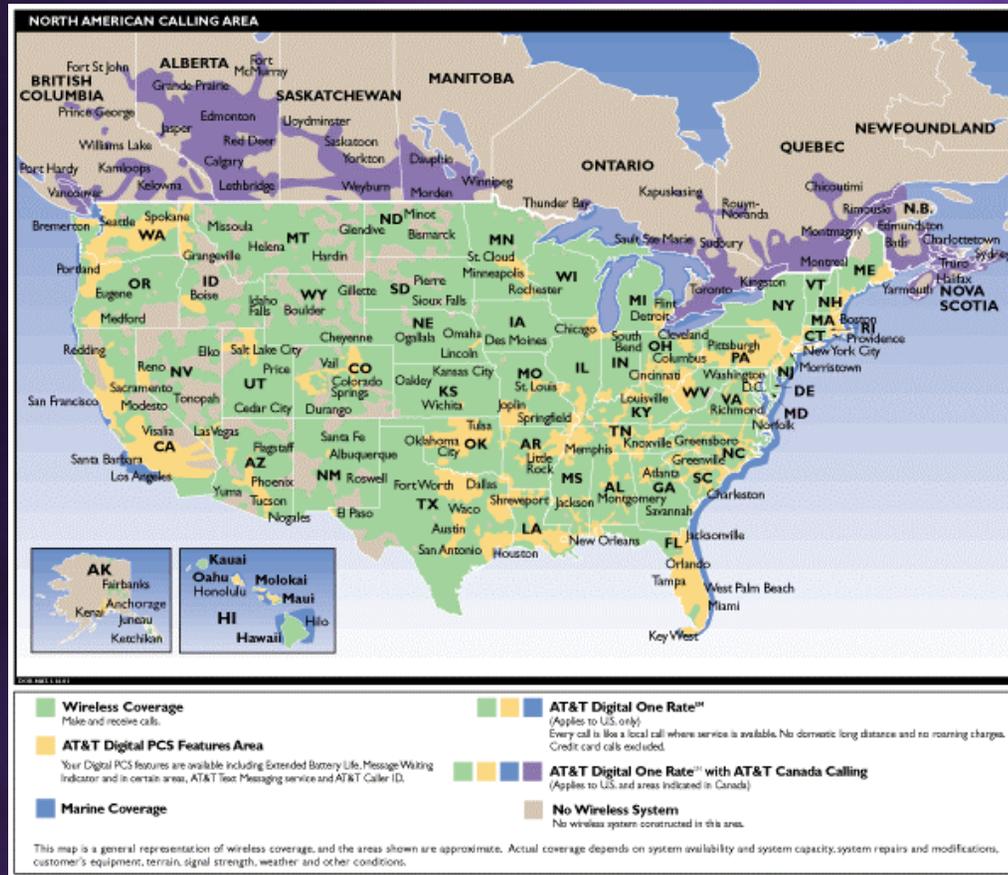
Digital Advantage Home Coverage Map



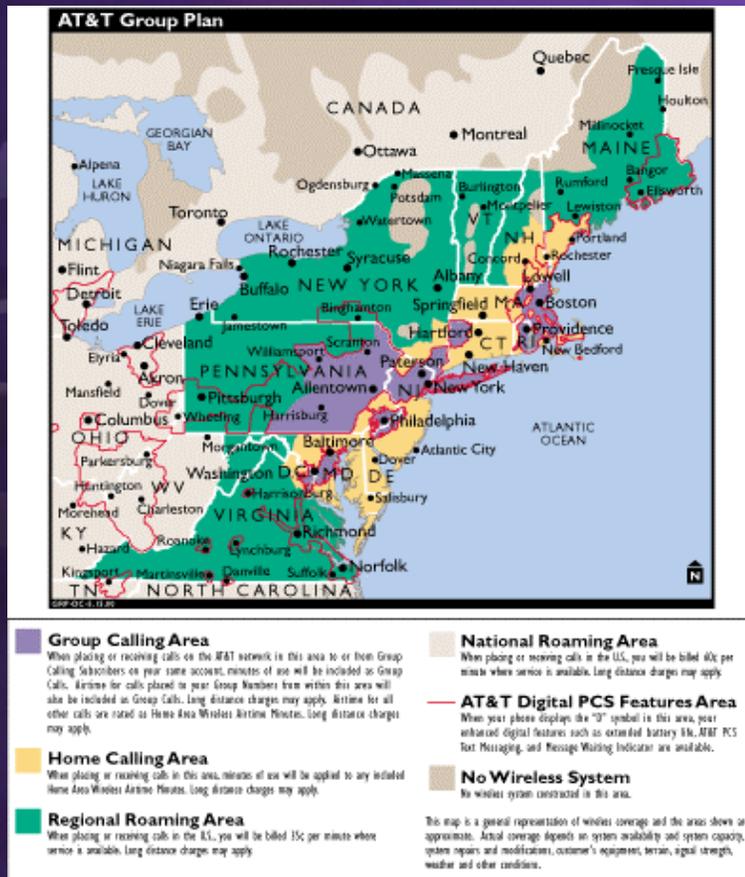
Regional Advantage Home Coverage Map



Digital One-Rate Home Coverage Area



Group Calling Home Coverage Area



World Connect - International Service

International Roaming to over 100 Countries around the world
International dialing from the US to over 200 countries
ONE NUMBER CONVIENENCE

International
Dialing from
the U.S.



GSM Handset
usage for
Countries in
Europe, Asia,
Africa, the
Middle East and
Oceania

Roaming with DMN
Handset to Mexico,
Hong Kong, Israel,
New Zealand and
Select Countries in
Central/ South
America, and the
Caribbean

Wireless Data

PocketNet

Fast, reliable, and secure remote access to critical, time-sensitive information utilizing Cellular Digital Packet Data (CDPD) technology



Wireless Data - Cont.

Description	Individual – Basic	Individual – Plus	Individual – Premium	Enterprise
Features Included	<ol style="list-style-type: none"> 1. Unlimited* web browsing to featured web sites from an ever-growing group of content providers. 2. My Favorites - capability to bookmark featured web sites 3. PocketNet Personal Web Site – ability to manage favorites list and shopping functionality from desktop PC as well as the phone. 	<ol style="list-style-type: none"> 1. PocketNet Personal Web Site – ability to manage favorites list, email, and shopping functionality from desktop PC as well as the phone. 2. Email – with native WorldNet access and access to many different Internet mail services in the consumer market and customizable PocketNet Email account. 3. Faxing capability including PocketNet Email. Attachments support the current versions of Microsoft Office applications: Word, PowerPoint, and Excel. 	<ol style="list-style-type: none"> 1. "Go To Any Web Site"- Ability to go to any website via a filtering process that removes site's images allowing for text-only downloads 2. PocketNet Personal Web Site - ability to manage favorites list, email, calendar, contacts, to do, and shopping functionality from desktop PC as well as the phone. 3. Customization of "Favorites" section 4. Web Portals for preferred service providers - Excite.com, etc 5. Network based Address Book, Calendar, To Do's with network synchronization from PC based PIM applications via their Personal Web Site (Available in June) 	<ol style="list-style-type: none"> 1. Unlimited* access to your corporate intranet data, including email, intranets, databases, custom applications and more. 2. All



** Does not include phone usage for data transmission when the phone is connected (tethered) to a computer by a cable. A rate of \$0.05 per kilobyte will be charged for data transmissions made while tethering.*

Wireless Office Service

Private System

- Convergence between wired and wireless technology
- Desk phone number becomes your wireless phone number
- In-building private wireless network enhances interior coverage & connects to the PBX
- Connectivity of desk phone to in-building private wireless network and AT&T national wireless network equals one number connectivity
- Extension of PBX features within campus
- Flat rate pricing for calls made within “campus” setting



New and Improved Billing *Wireless Information Navigator* CD-ROM

Administrative Management Tool

The combination of DTSW Direct Billing and AT&T's *WIN CD* provides a complete system for managing wireless communication services

- Cost Center & Subscriber Summaries
- Current Charge Information
- Call Detail
- Cost Center Roll Up
- Trending Graphs & Year to Date
- Call Detail

WIN CD is available to accounts with 50 or more wireless phones at no charge



Customer Support

- **Tier I - General Customer Care**
 - Available to End-Users and Telecom Managers 24x7x365
- **Tier II - Corporate Care**
 - Staff Dedicated to Large Business and Government Customers
 - Available to Telecom Managers and Administrators M-F, 8:30 AM - 5:30 PM
- **Tier III - Business Care Manager**
 - Individual local to NCR who is dedicated to supporting DTSW accounts
 - Supports Telecom Managers and Administrators on numerous customer service issues
 - Provide WIN CD training and support
 - Responsible for billing issues



Ordering

- **Ordering - Transition Period (May 1st - July 31st)**
 - Initial orders must be placed through an authorized AT&T Wireless Service Representative
 - Subsequent orders can be made via email to AT&T's Government National Business Ordering (NBO)
- **Ordering - Post Transition Period (August 1st - End of BPA)**
 - Dedicated Account Executives
 - Enhanced Extranet Advantage
 - Email through AT&T's Government NBO



Delivery and Responsiveness

- **Time Requirements**

- < 100 lines Delivered 24 - 48 hours

- < 200 lines Delivered 48 - 72 hours

- < 300 lines Delivered 48 - 72 hours

- < 400 lines Delivered 48 - 72 hours

- < 500 lines Delivered 72 - 96 hours

- Orders above 500 lines may require 4-7 Business Days

- **Equipment is activated upon delivery using the Over the Air Activation process**



Maintenance

- **Manufacturers Warranties**
 - All phones are covered by a Manufacturer's Warranty for a full 12 months
 - Warranty exchanges are performed by Tier I and Tier II Customer Support
- **Insurance**
 - Insurance is available for a low monthly fee that covers abuse, lost or stolen equipment and water damage



Inventory

- AT&T offers a wide range of wireless handsets and accessories from several top manufacturers including:

Nokia

Panasonic

Mitsubishi

Ericsson

Motorola



Transition Pricing

- From May 1st through July 31st, AT&T is offering the following:
 - *Waived Activation Fees*
 - *\$75.00 off ANY Handset, thereby creating several FREE phone offers*
 - *All applicable non-equipment promotions for selected rate plans*



AT&T Wireless Services - DTSW

Please stop by AT&T's booth for any questions

