Cisco Hosted Collaboration Solution from AT&T

Feature Matrix and Supported Endpoints & Infrastructure

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Unified Communications (UC) and Telephony Together in the Cloud

Cisco Hosted Collaboration Solution from AT&T (or "CHCS Services") is a suite of unified communications services that are supported and managed in the AT&T cloud. The CHCS Services portfolio is comprised of the following foundational services:

- CHCS Voice ("CHCS Voice")

- CHCS Video Collaboration ("CHCS Video Collaboration")

Cisco Hosted Collaboration Solution from AT&T is a feature-rich, cloud-based Internet Protocol (IP) telephony solution that provides easy-to-use, high-quality voice and UC features as a service. It employs the Cisco Hosted Collaboration Solution (HCS) platform as the core of this service.   For example, it can offer the following:

- Support for Cisco Jabber®, which is a UC client application for a selection of mobile devices, smart devices, and PCs. Jabber offers an easy-to-use dashboard for a consolidated view into multiple UC and IP telephony tools.

- Video Endpoint support, which allows a customer's video-enabled Endpoints to make point-to-point video and audio calls between two Endpoints as well as facilitate the Endpoint's participation in multipoint video conferences with a separate video conference service (e.g., Cisco Meeting Room [CMR]).

To help you find the right service at the right price, a range of subscriptions are offered. Select those that best meet your needs. Every voice and video Endpoint connected to the service must be assigned to an end user and will consume one of the following subscriptions. The current subscriptions are:

Essential	Includes voice and basic call processing as well as support for traditional analog phones. Generally used for common areas such as conference rooms and lobby areas. Voicemail is not available with this package. Supported Endpoints include analog devices/fax, ATA 1xx, and Cisco IP phone models 3905 and 6901.
Essential Plus	Includes voice and basic call processing and Single Number Reach (SNR). Voicemail is not available with this package. Supported Endpoints include Cisco IP phone models 6911, 6921, and 7821.
Foundation	Includes voice and basic call processing and SNR for:

- A single supported IP hard phone, or
- A single supported softphone such as IP Communicator, or
- A single Cisco Jabber Client (desktop or mobile), or

- A single Cisco UC Integration for Microsoft® Skype® for Business (CUCILync)*

Voicemail is not available with this package.

Supported Endpoints include:

- Analog devices/fax, ATA 1xx
- Cisco IP phone models 3905, 69xx, 78xx, 79xx, 88xx, 89xx, and 99xx
- Cisco CTS-3x, CTS-1x, IX5000, IX5200, MX700, MX800, SX10, SX20, SX80, TX9x, T3, TX1310, EX60, EX90, MX200, MX300, DX650, DX70, DX80, Webex Room Kit, Webex Room Kit Plus, Webex Room 50 and Webex Room 70.   *NOTE: Requires Endpoint management.*
- Polycom Group Series 300, Group Series 500, Group Series 700 Group Series 300 Media Center, HDX 4500, HDX 7000, HDX 8000. *NOTE: Requires Endpoint management.*
- Supported third-party Session Initiation Protocol (SIP) phones, including: One-x SIP for iPhone, Avaya Communicator for iPhones, 4620SW IP, 4610SW IP, E129, 9601, E179 Conference Phone, Polycom® VVX® 500, Polycom SoundStation® IP 650, and Polycom SoundStation IP 6000
- Cisco Jabber client (desktop or mobile)
- CUCILync*

Classic

Includes voice and basic call processing, SNR, voicemail (unified messaging or basic voicemail) for up to ten Endpoints registered to a single user (any combination of hard phones and Jabber clients).

Supported Endpoints and clients include:

- Analog phones (fax, modem, ATA 1xx, etc.)
- Cisco IP phones models 69xx, 78xx, 79xx, 88xx, 89xx, 99xx, and associated expansion models
- Cisco Jabber client (desktop or mobile)
- CUCILync*

Enhanced

Includes voice and basic call processing, SNR, voicemail (unified messaging or basic voicemail) for up to ten Endpoints registered to a single user (any combination of hard phones and Jabber clients).

Supported Endpoints include:

- Analog devices/fax, ATA 1xx
- Cisco IP phone models 3905, 69xx, 78xx, 79xx, 88xx, 89xx, and 99xx

- Cisco CTS-3x, CTS-1x, IX5000, IX5200, MX700, MX800, SX10, SX20, SX80, TX9x, T3, TX1310, EX60, EX90, MX200, MX300, DX650, DX70, and DX80 *NOTE: Requires Endpoint management.*
- Polycom Group Series 300, Group Series 500, Group Series 700 Group Series 300 Media Center, HDX 4500,HDX 7000, HDX 8000 *NOTE: Requires Endpoint management.*
- Supported third-party SIP phones, including: One-x SIP for iPhone, Avaya Communicator for iPhones, 4620SW IP, 4610SW IP, E129, 9601, E179 Conference phone, Polycom VVX 500, Polycom SoundStation IP 650, and Polycom SoundStation IP 6000
- Cisco Jabber client (desktop or mobile)
- CUCILync*

NOTES:

An Endpoint can consist of an IP phone, managed video enabled Endpoint, desktop client, mobile client, or analog device. No Endpoints are included in the subscriptions. Some high-end video Endpoints also require a separate managed service contract and on-site vendor maintenance.

* Microsoft Skype for Business client is not included with the subscription. Customers must separately obtain Microsoft Skype for Business for each Endpoint that will use CUCILync.

Section 1. Services

Service Components

Service Component	Essential Subscription	Essential Plus Subscription	Foundation Subscription *	Classic Subscription *	Enhanced Subscription *
Auto Attendant: Optional add-on					
Call Management: Call handlers, directory handlers, interview handlers, call routing, schedules, and holidays. Auto Attendant may be purchased to support 1-4 primary options, or 5+ primary options.				✓ Optional add-on	✓ Optional add-on
Call Features:					
Barge: single button		✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)
Busy Lamp Field speed dials	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)
Call Detail Recording (CDR) data sent to customer server via Secure File Transfer Protocol (SFTP) or File Transfer Protocol (FTP)	✓	✓	✓	✓	✓
Call Forward: All, Busy, No Answer, to Voicemail (w/reason codes), and Unregistered. NOTE: Call Forwarding to voicemail is only available when voicemail is purchased; otherwise calls can be forwarded to another number but not to voicemail.	✓	✓	✓	✓	✓
Call Hold/Resume: Includes Music on Hold or total silence	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Call Park	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓

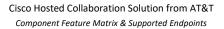| Service Component	Essential Subscription	Essential Plus Subscription	Foundation Subscription *	Classic Subscription *	Enhanced Subscription *
Call Pickup and Group Call Pickup	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Call Transfer: Direct, Consultative, Blind, and Complete transfer on hang up	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Call Waiting	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Class of Service restrictions: Customers can restrict the type of calls (International, National, Local, Toll Free, On Net, etc.) the Endpoint line can dial.	✓	✓	✓	✓	✓
Client Matter Codes (CMC) and Forced Authentication Code (FAC)		✓	✓	✓	✓
Do Not Disturb: Do not ring, call reject, redirect to voicemail (only available when voicemail is purchased).				✓	✓
Dial-via-Office Reverse (DVO-R): Allows users to make outbound calls from their mobile phones using their voice plan as if they were dialing from their work phone number (available only on mobile Endpoints with Jabber clients).			✓ (with Jabber)	✓ (with Jabber)	✓ (with Jabber)
Hierarchical dial plan based on site codes and station numbers or a customer-wide flat dial plan based on station numbers	✓	✓	✓	✓	✓
International dialing	✓	✓	✓	✓	✓
Join across lines: Allows user to join callers from different lines		✓	✓	✓	✓
Multi-CODEC (CODer-DECoder) support: Use high bandwidth CODEC (G.711) or low bandwidth CODEC (G.729), which can be configured to meet customer needs	✓	✓	✓	✓	✓
On-Hook and Off-Hook dialing		✓ (dependent upon Endpoint type)	✓	✓	✓

Service Component	Essential Subscription	Essential Plus Subscription	Foundation Subscription *	Classic Subscription *	Enhanced Subscription *
Variable Public Switched Telephone Network (PSTN) Breakout code. Provides support for variable PSTN breakout, so a different break-out digit than Dual-Tone Multi-Frequency (DTMF) digit 9 can be used to reach the customer's PSTN line	✓	✓	✓	✓	✓
"+" (E.164) dialing when supported by the phone		✓ (dependent upon Endpoint type)	✓	✓	✓
Call Recording: Optional add-on					
Call Recording		✓ Optional add-on	✓ Optional add-on	✓ Optional add-on	o✓ Optional add-on

Service Component	Essential Subscription	Essential Plus Subscription	Foundation Subscription *	Classic Subscription *	Enhanced Subscription *
Conferencing:					
Ad-hoc Conferencing (up to four participants). Conferences larger than four participants may be supported under certain designs (depending upon the conference resources procured and the number of simultaneous conferences being held).	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Conference Chaining (audio)	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Multi-Party Meet-Me Conference Participant: Allows users to establish audio conferences (depending on their phone model) generally allowing up to eight participants. Conferences larger than eight participants may be supported under certain designs (depending on the Digital Signal Processor (DSP) resources procured and the number of simultaneous conferences being held).	✓	✓	✓	✓	✓
Multi-Party Meet-Me Conferencing Initiator: Dependent on phone, allows user to establish a conference that attendees can direct dial into. Limited to eight participants per Cisco Unified Communications Manager (CUCM) instance; phone dependent; larger conference calls possible depending on available DSP resources	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Directories:					
Directories on IP phone: Corporate directory, missed calls, placed calls, received calls, and personal directory		✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)
Personal Address Book: IP phone app which stores personal address book		✓	✓	✓	✓
Extension Mobility:					
Extension Mobility: User can log onto IP phone within their organization and apply their user profile and number		✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)

Incoming Call Routing:					
Auto Answer		✔	✔	✔	✔
Calling Line Identification (ID), when supported by the customer's Public Switched Telephone Network (PSTN) service	✔ (dependent upon analog gateway deployed)	✔	✔	✔	✔
Calling Name ID, when supported by the customer's PSTN service	✔ (dependent upon analog gateway deployed)	✔	✔	✔	✔
Dialed Number ID Service (DNIS): receipt/passing of dialed number	✔	✔	✔	✔	✔
Direct Inward Dial (DID)	✔	✔	✔	✔	✔
Hunt Groups: Longest Idle Hunting, Broadcast Hunting	✔	✔	✔	✔	✔
Multiple Calls Per Line: Depending on phone, can support up to 99 calls on a single line.	✔ (limited to two concurrent calls)	✔	✔	✔	✔
Shared/Bridged line appearances: Same number on multiple phones	✔	✔	✔	✔	✔
Outgoing Call Routing:					
Click-to-Call and Click-to-Dial; available with the CHCS (Cisco HCS) Jabber client			✔	✔	✔
Multiple line appearances		✔ (dependent upon Endpoint type)	✔ (dependent upon Endpoint type)	✔ (dependent upon Endpoint type)	✔ (dependent upon Endpoint type)

Service Component	Essential Subscription	Essential Plus Subscription	Foundation Subscription *	Classic Subscription *	Enhanced Subscription *
Group Announcements (Paging) Services: Optional add-on:					
BASIC					
Live audio paging to up to 50 supported IP phones		✔	✔	✔	✔
ADVANCED					
Communicate with mobile and remote users		✔	✔	✔	✔
Integration to existing overhead paging systems		✔	✔	✔	✔
Pre-recorded/scheduled broadcasts and alerts (for school bells, shift changes, etc.)		✔	✔	✔	✔
Triggered notification to/from other systems (alerts buttons, door locks, lights, etc.)		✔	✔	✔	✔
Phone Features:					
Abbreviated dialing: Program from 1-99 numbers that when dialed will automatically dial a pre-programmed number		✔ (Cisco IP phones only)	✔ (Cisco IP phones only)	✔ (Cisco IP phones only)	✔ (Cisco IP phones only)
Answer/Release: Soft key to answer/end call on IP phone for most phones	✔ (dependent upon Endpoint type)	✔ (dependent upon Endpoint type)	✔ (dependent upon Endpoint type)	✔ (dependent upon Endpoint type)	✔ (dependent upon Endpoint type)
Audible and visual indication of ringing line: Indicator light on IP phone/handset, distinctive ring per line, distinctive ring (external vs. internal), user configurable ring settings (see Note 1 under table)	✔ (dependent upon Endpoint type)	✔ (dependent upon Endpoint type)	✔ (dependent upon Endpoint type)	✔ (dependent upon Endpoint type)	✔ (dependent upon Endpoint type)
Call status per line: On IP phone showing connected state, number, and timer of call duration	✔ (dependent upon Endpoint type)	✔	✔	✔	✔
Direct Outward Dial (DOD)	✔	✔	✔	✔	✔
Geo-redundant voice access to core data centers (U.S. only)	✔	✔	✔	✔	✔

AT&T Business

Service Component	Essential Subscription	Essential Plus Subscription	Foundation Subscription *	Classic Subscription *	Enhanced Subscription *
Hands-free speakerphone support	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)
Live recording of phone conversations via the user's voicemail system, recording stored in mailbox				✓	✓
Multiple line appearances: Quantity based on IP phone		✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)
Soft key support		✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)
Presence and Instant Messaging (IM) Service:					
Jabber (IM and Presence not available when using Voice Phone Only mode)			✓ (with Jabber)	✓ (with Jabber)	✓ (with Jabber)
Jabber with High Availability (HA) IM and Presence (available as a customer selectable option)			✓ (with Jabber)	✓ (with Jabber)	✓ (with Jabber)
Security Features:					
HyperText Transfer Protocol Secure (HTTPS) for highly secure web access to Self-Care and Administration Portals	✓	✓	✓	✓	✓
Password and Personal Identification Number (PIN) policy options: to help enforce expiration, complexity, reuse, and lockouts supported	✓	✓	✓	✓	✓
Private voice messages: Helps prevent private messages from being forwarded to mailboxes outside of the service				✓	✓
Security event logging in Self-Care and Administration Portals	✓	✓	✓	✓	✓
Voice message aging policies: Deletes messages beyond specified number of days for all users				✓	✓
Voice message aging policies: Set on a user basis				✓	✓

AT&T Business

Service Component	Essential Subscription	Essential Plus Subscription	Foundation Subscription *	Classic Subscription *	Enhanced Subscription *
Service Component:					
Desk and mobile pick up: Available with purchase of client			✓	✓	✓
Single Number Reach (SNR):					
Single Number Reach: Inbound calls can ring on multiple devices, including devices that have different telephone numbers (use of external telephone numbers may consume customer PSTN resources)		✓	✓	✓	✓
Single Number Reach: With day of week and time of day programming		✓	✓	✓	✓
Unified Messaging:					
Single inbox in Customer's Exchange account for both emails and voicemail				✓	✓
View email and voicemail together from an Internet Message Access Protocol (IMAP) client: (Email Application is not supported by CHCS Services)				✓	✓
ViewMail for Outlook® plug-ins allow user to compose, reply to, forward, play, rewind, or pause messages from web accessible email client				✓	✓
Usability Enhancement:					
Privacy: Will disable the Barging feature on phone line, preventing other shared lines from barging in on an existing call		✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)
Voicemail:					
Address message by extension or by name				✓	✓
Address message to multiple recipients				✓	✓
Call Restriction tables to minimize the potential for toll fraud				✓	✓
Call Routing, Time of day and Holiday schedulers				✓	✓
Can send notifications for messages from a particular user or phone number				✓	✓

Service Component	Essential Subscription	Essential Plus Subscription	Foundation Subscription *	Classic Subscription *	Enhanced Subscription *
Can specify after greeting action: Callers can leave message, sign in, hang up, or be sent to call handlers, directory handlers, interview handlers, or other users				✓	✓
Live reply (internal and external callers): Immediately reply to messages from other users				✓	✓
Mark message as regular, urgent, or private				✓	✓
Play messages: Reverse, pause, or fast forward message, control volume, speed				✓	✓
Private distribution list creation and ability to send messages to the list				✓	✓
Process messages: Repeat, reply, record, forward, delete, save, mark as new, hear day or time stamp, skip to next message				✓	✓
Record message for future delivery				✓	✓
Record up to five personal greetings: Alternative, busy, internal, off hours, or standard				✓	✓
Remove introductions to forwarded messages				✓	✓
Return receipt request for recorded message				✓	✓
Search for messages by name, caller ID, phone number, extension				✓	✓
Visual voicemail: Visual Voicemail is an alternative to audio voicemail. Use the screen on user's phone to work with messages, rather than respond to audio prompts. User can view and play messages. Network traffic must be allowed on certain ports between the phone VLAN and the voicemail server. Uses TCP Port: 80 and Protocol 443.				✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)

Service Component	Essential Subscription	Essential Plus Subscription	Foundation Subscription *	Classic Subscription *	Enhanced Subscription *
Web Attendant Console:					
Attendant Console Standard: This Windows® based application, resides only on Customer's desktop, automatically synchronizes contact information with the CHCS Voice directory, up to 5,000 contacts on a single instance and requires no server to deploy and maintain. NOTE: Requires purchase of Enhanced Subscription					✓ Optional Add-on
Attendant Console Advanced: One console supports up to 40 attendants (see Note 2) automatically synchronizes contact information with the CHCS Voice directory, up to 100,000 contacts on a single instance; Requires one or more servers to be built, maintained, and periodically upgraded within the CHCS Services data center(s) NOTE: Requires purchase of Enhanced Subscription					✓ Optional Add-on

* Not all features supported on third party SIP phones and video Endpoints.

Note 1: Feature requires specific Internet Protocol (IP) phone model.

Note 2: Some features require additional software, configuration, and specific hardware.

Jabber, Skype for Business, CUCILync Applications Support

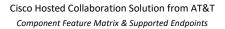| Jabber, Skype for Business, CUCILync Applications Support	Description
Cisco Jabber	Cisco Jabber for PC (Windows and Mac), iPhone, iPad, and Android provides Presence, IM, voice/video calling, and click-to-call. Requires selection of CHCS Foundation, Classic, or Enhanced Subscription.
	Cisco Jabber for Windows supports extend and connect capabilities allowing users to place and receive calls from their office phone.
	Emergency calls (e.g., 911 in the U.S.) made by Cisco Jabber for iPhone and Android will be placed via the device's native dialer using the cellular service rather than through the Jabber-based telephone service. Emergency calls made by a user outside their registered location using Cisco Jabber for PC may not reach the proper emergency services.
	Additional feature functionality includes:
	• Support for user contact photos
	• Promoting IM or voice call to WebEx® conference
	• High availability option
	• Configuring Jabber to use same line as the user's desk phone (shared line) allowing user to make outbound call from their mobile phones using their voice plan as if they were dialing from their work phone number
	• Calendar integration (allows Jabber to drive Presence status into the Microsoft Office contact card)
	• Participation in video point-to-point calls or video conferences (video conferences require separate video conference bridges and/or services)
Cisco IP Communicator	IP Communicator has virtually the same features as those available on a Cisco 7975 hard phone. Requires coordination with end users and customer security team to verify media and signaling ports are open to support call processing. Specific Virtual Private Network (VPN) clients may be required to support operation for remote users.
Cisco UC Integration for Microsoft Skype for Business (CUCILync)	CUCILync is a UC client integration that works with Microsoft Skype for Business on PCs. CUCILync allows users to seamlessly integrate their CHCS Voice with their Microsoft Skype for Business, providing IM, Presence, click to call, and conference calls.

Auto Attendant Support

Auto Attendant Support	Description
Auto Attendant/Call Handler	Allows voicemail port to be configured to support inbound selectable call options with prompt defining each option. Upon selecting an option the inbound call is directed to a specific end user or hunt group number. There are no queuing options or statistics for inbound calls provided with call handlers. Each voicemail port can be defined with up to four primary options with four sub options. Additional primary and sub options can be configured for additional cost based on the time required to configure.

Other Supported Applications and Services

Other Supported Applications and Services	Description
Advanced E-911	This optional feature may be implemented at customer's request to enable the customer to deliver enhanced location information with 9-1-1 calls placed from UC enabled IP phones and softphones. Support for mobile devices is limited (emergency calls are routed through the device's native cellular dialer). Advanced E-911 is available in the United States and Canada.
CHCS Services - Third Party SIP Integration	IBM® Sametime® SIP Integration: CHCS Services is integrated to IBM Sametime using an SIP trunk for audio and video calls. IBM Sametime Unified Telephony (SUT) software offers instant messaging with telephone capabilities on users' desktops. Supported features include • Single Number Reach (when Sametime Unity users configure a CHCS Voice number on the IBM Sametime client) • Integrated presence • Softphone calling from Sametime client • Calling to video Endpoints and multi-point conferencing units • Calling to telephony numbers or conference bridges • Click-to-call, dial through quick find or dial pad, view call history • Mute control, volume control, video start/stop from within a call • Device hand off from the Sametime client (moving from IP phone to Sametime, or Sametime to Mobile, or IP Phone to mobile) • E.164 dialing (full 10 digit) default; no Universal Resource Indicator (URI) dialing • PBX integration: CHCS Services is integrated to the customer's PBX, enabling Enterprise users to place and receive calls to and from a CHCS Voice user. The Cisco HCS IP PBX can route calls to the customer's PSTN service, which may minimize the need for the provisioning of separate SIP Trunks and/or additional gateways. A CHCS Voice DID may be used for Single Number Reach (SNR) functionality with simultaneous ring on both CHCS Voice phone and Lync client • Overlay design: Simultaneous ring with a Cisco IP phone can be configured for a PBX user so that inbound calls ring on the user's CHCS phone and PBX phone. • Available for customer who deployed Microsoft Skype for Business, IBM Sametime Unified Telephony, Cisco CallManager, and other SIP based PBXs.

Other Supported Applications and Services	Description
Collaboration Edge — VPN-less support for IM and Presence	Enables supported Jabber clients not on the customer's corporate WAN to connect to the customer's CHCS Services using an encrypted Internet connection. Supports the following Jabber features for Jabber clients on Mac, Windows, iOS and Android (versions 11.8/11.8.1): • Instant Messaging and Presence • Voice and video calls • Jabber-based audio and video conferencing • Visual voicemail • Custom HTML tabs • Directory search (limited) • Directory photo Cisco 78xx and 88xx hard phones are supported (This is an optional add-on)

Esna Integration	Esna iLink for Jabber:
	  • Chrome Extension that uses CHCS Services with Jabber to bring Native Jabber features on web-based client
	Esna iLink for WebEx:
	  • Chrome Extension that uses AT&T WebEx to setup and start an instant WebEx meeting from Google Calendar
	Esna Cloudlink™ 5.0 for Unified Messaging and iLink for WebEx:
	  • Application Server hosted in CHCS Services data center that enables Unified Messaging with AT&T Voicemail system, Click to Call, presence, Federation with Google Talk
	SalesForce Integration:
	  • CHCS Services with Jabber integrates with customer Sales force via Computer Telephone Integration (CTI) and supports Presence, IM, Native Jabber features, Call Management
	(This is an optional add-on)

Group Announcements (Paging)	The basic paging service supports live audio paging to a maximum of 50 supported Endpoints. It can be configured to send an audio announcement to a single phone or a group of up to 50 supported Endpoints. The advanced features include Singlewire® InformaCast™, a full-featured notification solution that enables organizations to reach supported IP phones with text, live audio messages, and/or pre-recorded audio messages. Notifications can be sent to supported IP speakers, existing analog overhead paging systems, computer desktops via a pop-up client or Jabber IM, IP-based Digital Signage, email, and social media (twitter, Facebook, etc.). Informacast Advanced Notification can be used to automatically send alerts, monitor numbers dialed within an organization, initiate conference calls with managers, and trigger notifications to and from other networked systems. (This is an optional add-on)
Integration with Active Directory	Single Sign-on (SSO) functionality using the Security Assertion Markup Language (SAML) 2.0 which provides open-standard data format for exchanging authentication and authorization data to access a defined set of CHCS Voice services transparently after verifying credentials Single Sign-On is supported for customer administrator level.
Integration with Unified Contact Center Express (UCCX)	UCCX phone type supported for Finesse Desktop (only SIP phones are supported)
Session Manager Edition (SME) support	Session Management Edition (SME) software is an enhanced version of the Unified Communications Manager (CM) software, modified to support CUCM Release 8.5 and later releases. SME clusters generally provide call

Other Supported Applications and Services	Description
	routing between Unified CM clusters/PBXs. SME deployments are individually priced and are reviewed by AT&T and the manufacture prior to deployment.
Tail End Hop Off (TEHO) — using Cisco Unified Communications Domain Manager (CUCDM)	TEHO is a toll bypass mechanism that routes the calls via the customer's IP network and exiting through a PSTN gateway that is local to the called party. With this service the customer pays for a national call rather than an international call. If the call via the customer's IP network fails, the call can generally be routed in the traditional manner as a standard international call. Only international calls to countries with connected PSTN service is supported. Limited availability based on regulations.

UC Federation
 	
(UC Federation is an additional subscription)
	AT&T UC Federation enables intra-company and inter-company exchange over supported unified communication platforms (e.g., Microsoft Skype for Business, Cisco Jabber, etc.).
	
	UC Federation supports exchange of the following media types among connected UC solutions:
	
	• Instant Messaging and Presence (IM/P)
	• Calendar Free/Busy (supported for Microsoft Exchange only)
	• Directory - LDAP/Active Directory (Supported for Microsoft Exchange only; supports auto upload/manual download)
	• AT&T UC Federation supports connections to the following customer-provided and customer-premises based UC platforms:
	   – Microsoft Skype for Business Server 2010 and 2013
	   – Microsoft Office 365® Skype for Business Online
	   – Microsoft Office Communications Server 2007
	   – Cisco Jabber 8., 9.x , 10.x, and 11.x
	   – IBM Sametime 9.x
	   – OpenFire® 3.1
	   – AT&T Unified Communications – Voice (U.S. only)

Section 2. CHCS Services Subscriptions
(Endpoints must be purchased separately.)

When purchasing Webex Calling with AT&T - Enterprise deployed in AT&T's cloud, Webex Hosted Calling subscriptions provide the following features to the extent available with CHCS Subscriptions.

Webex Hosted Calling Usage Type	CHCS Subscription
Hosted Calling User	Enhanced
Common Area (public space devices) Analog and fax	Foundation
Note: Additional features may be available for purchase depending on the Webex Subscription Usage Type.	

Supported Features by Subscription

Supported Endpoints*	Essential Subscription	Essential Plus Subscription	Foundation Subscription	Classic Subscription	Enhanced Subscription
Analog Endpoint Support:					
Fax/Modem Device, over-head paging system with interface, analog phone, etc. Requires separate analog voice gateway and selection of voice port	✓	✓	✓	✓	✓
Attendant Console (7915, 7916 side car):					
Attendant console side car, models 7915 (End of Sale) and 7916, provide up to 24 additional line appearances when connected to either a Cisco 7961, 7965, or 7975 IP phone. Up to two sidecars can be combined per IP phone to provide up to 48 line appearances. The 8800 Key Expansion module provides up to 36 line appearances (via 18 physical buttons) when connected to a Cisco 8851, 8861, or 8865 IP phone. The 8851 supports up to two 8800 Key Expansion modules for a total of 72 additional line appearances; while the 8861 and 8865 supports up to three for a total of 108 additional line appearances. The line keys can be programmed to provide Busy Lamp Fields (BLF) for use with executive assistance or receptionists' desks.			✓ Optional add-on	✓ Optional add-on	✓ Optional add-on
IP Phone and Endpoint Options:					
Analog devices/fax, ATA 1xx	✓	✓	✓	✓	✓

Supported Endpoints*	Essential Subscription	Essential Plus Subscription	Foundation Subscription	Classic Subscription	Enhanced Subscription
Altigen IFusion Docking Station: Provides handset, speaker, and power support for Apple iPhone. Provides CHCS Voice features when Jabber mobile application is added to iPhone.			Optional add-on with Apple iPhone Jabber deployment	Optional add-on with Apple iPhone Jabber deployment	Optional add-on with Apple iPhone Jabber deployment
Avaya SIP Phones: One-x SIP for iPhone, Avaya Communicator for iPhone, 4602SW IP, 4610SW IP, E129, 9601, B179 conference phone			✓		✓
Cisco Desktop Collaboration Experience DX70/80, EX60/90, MX200, MX300			✓ Requires Endpoint Management and on-site (where available) vendor maintenance		✓ Requires Endpoint Management and on-site (where available) vendor maintenance
Cisco Desktop Collaboration Experience DX650			✓		✓
Cisco IP Communicator Softphone client for PC			✓	✓	✓
Cisco Telepresence System models: CTS-3x, CTS-1x, IX5000, IX5200, MX700, MX800, SX10, SX20, SX80, TX9000, TX9200, T3, TX1310			✓ Requires Endpoint Management and on-site (where available) vendor maintenance		✓ Requires Endpoint Management and on-site (where available) vendor maintenance
Cisco Unified IP Phone models 3905 and 6901	✓	✓	✓	✓	✓
Cisco Unified IP Phone models 6911, 6921, and 7821		✓		✓	✓
Cisco Unified IP Phone models 69xx, 78xx, 79xx, 88xx, 89xx and 99xx, and associated expansion models			✓	✓	✓
Cisco Unified Wi-Fi phone models 7925G, 7925G-EX, 7926, 8821, and 8821-EX. Requires separate Wi-Fi network specifically designed for voice over Wi-Fi.			✓	✓	✓

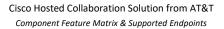| Supported Endpoints*	Essential Subscription	Essential Plus Subscription	Foundation Subscription	Classic Subscription	Enhanced Subscription
Fax/Modem over IP: Fax Pass-Through, Cisco Fax-Relay, T.38 Fax-Relay, Modem Pass-Through, Cisco Modem Relay, SIP T.38 Features not specific to Voice over Internet Protocol (VoIP) port option. Analog port on Cisco voice gateways may be required.	✓	✓	✓	✓	✓
Other Third Party Session Initiation Protocol (SIP) phones. Supported phones include: One-x SIP for iPhone, Avaya Communicator for iPhones, 4620SW IP, 4610SW IP, E129, 9601, E179 conference phone, Polycom VVX 500, Polycom SoundStation IP 650, Polycom SoundStation IP 6000			✓		✓
Softphone client: Jabber for desktops, tablets, and smartphones. Requires Customer to maintain certain current software versions.			✓	✓	✓
Third Party SIP TelePresence room system (Polycom systems) for Group 300 series, Group 500 series, Group 700 series, HDX 4500, HDX 6000, HDX 7000, HDX 8000, HDX 9000, and OTX w/HDX8K			✓ Requires Endpoint Management and on-site (where available) vendor maintenance		✓ Requires Endpoint Management and on-site (where available) vendor maintenance

*Some features require additional software, configuration, and specific hardware.

Section 3. Supported Gateways, Switches, and Firewall

The Gateway, Switches, and Firewall matrix, below, defines the supported Endpoints and management options.

Gateway, Switches, and Firewall

Supported Gateways, Switches, and Firewall	Managed Bundle	Managed Customer Owned Equipment (COE) Endpoint -Silver Service	Managed Customer Owned Equipment (COE) - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
Endpoint Group 1					
Cisco ASA 5525X	✓		✓		
Cisco ASA 5540			✓	September 16, 2013	September 16, 2018
Cisco ASA 5550			✓	September 16, 2013	September 16, 2018
Endpoint Group 2					
Cisco 2901		✓	✓	December 9, 2017	December 31, 2022
Cisco 2911		✓	✓	December 9, 2017	December 31, 2022
Cisco 2921		✓	✓	December 9, 2017	December 31, 2022
Cisco 2951		✓	✓	December 9, 2017	December 31, 2022
Cisco 3925		✓	✓	December 9, 2017	December 31, 2022
Cisco 3925E		✓	✓	December 9, 2017	December 31, 2022
Cisco 3945		✓	✓	December 9, 2017	December 31, 2022
Cisco 3945E		✓	✓	December 9, 2017	December 31, 2022
Cisco 4321	✓	✓	✓		
Cisco 4331	✓	✓	✓		
Cisco 4351	✓	✓	✓		
Cisco 4431	✓	✓	✓		
Cisco 4451-X	✓	✓	✓		
Cisco VG202XM	✓	✓	✓		

Supported Gateways, Switches, and Firewall	Managed Bundle	Managed Customer Owned Equipment (COE) Endpoint -Silver Service	Managed Customer Owned Equipment (COE) - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
Cisco VG204XM	✓	✓	✓		
Cisco VG224	✓	✓	✓		
Cisco VG310	✓	✓	✓		
Cisco VG320	✓	✓	✓		
Cisco VG350	✓	✓	✓		
Endpoint Group 3					
Cisco 3650-24PD	✓		✓		
Cisco 3650-24TD	✓		✓		
Cisco 3650-48PD	✓		✓		
Cisco 3560CG-8TC-S			✓	October 30, 2016	October 31, 2021
Cisco 3560CX-8PC-S	✓		✓		
Cisco 3560CX-12PC-S	✓		✓		
Cisco 3560CX-12TC-S	✓		✓		
Cisco 3560X-24T-S			✓	October 30, 2016	October 31, 2021
Cisco 3750X-24T-S	✓		✓		
Cisco 3850-24P	✓		✓		
Cisco 3850-48P	✓		✓		
Cisco 3850-48T	✓		✓		
Cisco 4948E			✓	October 31, 2017	October 31, 2022

Section 4. Supported Voice and Video Endpoints

The Voice and Video Endpoint matrix, below, defines the supported Endpoints and management options.

NOTE: Voice Endpoints are not managed Endpoints.

NOTE: CHCS Services updates the phone's firmware.

Voice Endpoints

Voice Endpoints	End of Sale (EOS) Date	End of Life (EOL) Date	Deprecated in Major Release[1]
Expansion Modules			
Cisco 7915 Expansion Module	February 1, 2016	January 31, 2021	
Cisco 7916 Expansion Module	June 18, 2018	June 30, 2023	
Cisco 8800 Expansion Module			
Analog Gateways			
ATA 186 Analog Voice Gateway	April 28,2011	September 30, 2015	
ATA 187 Analog Voice Gateway	December 29, 2014	December 31, 2019	
ATA 190 Analog Voice Gateway	March 15, 2019	March 31, 2024	
ATA 191 Analog Voice Gateway			
IP Telephones			
Cisco 3905G IP Phone			
Cisco 6901 IP Phone			
Cisco 6911 IP Phone	July 30, 2014	July 31, 2019	Release 14.x
Cisco 6921 IP Phone	July 30, 2014	July 31, 2019	Release 14.x
Cisco 6941 IP Phone	July 30, 2014	July 31, 2019	Release 14.x
Cisco 6945 IP Phone	July 30, 2014	July 31, 2019	Release 14.x
Cisco 6961 IP Phone	July 30, 2014	July 31, 2019	Release 14.x
Cisco 7811 IP Phone			

Voice Endpoints	End of Sale (EOS) Date	End of Life (EOL) Date	Deprecated in Major Release[1]
Cisco 7821 IP Phone			
Cisco 7832 IP Conference Phone			
Cisco 7841 IP Phone			
Cisco 7861 IP Phone			
Cisco 7905G	May 22,2006	June 30,2011	Release 11.5.x
Cisco 7911G	February 6, 2012	February 28, 2017	Release 14.x
Cisco 7912	May 27, 2007	May 31, 2012	Release 11.5.x
Cisco 7921G	March 2, 2015	February 29,2020	Release 12.x
Cisco 7925G IP Phone	October 15, 2016	October 31, 2019	Release 14.x
Cisco 7925G-EX IP Phone	October 15, 2016	October 31, 2019	Release 14.x
Cisco 7926G IP Phone	October 15, 2016	October 31, 2019	Release 14.x
Cisco 7931G IP Phone	July 30, 2014	July 31, 2019	Release 14.x
Cisco 7935	November 14, 2004	November 14, 2007	Release 11.5.x
Cisco 7936 IP Conference Station	July 23, 2010	July 31, 2015	Release 14.x
Cisco 7937G IP Phone	March 31, 2014	March 31, 2019	Release 14.x
Cisco 7940G IP Phone	July 22, 2010	July 15, 2015	Release 14.x
Cisco 7941G IP Phone	August 1, 2008	July 31, 2013	Release 14.x
Cisco 7942G IP Phone	February 1, 2016	January 31, 2021	
Cisco 7945G IP Phone	June 18, 2018	June 30, 2023	
Cisco 7960G IP Phone	July 22, 2010	July 15, 2015	Release 14.x
Cisco 7961G IP Phone	August 1, 2008	July 31, 2013	Release 14.x
Cisco 7962G IP Phone	February 1, 2016	January 31, 2021	
Cisco 7965G IP Phone	June 18, 2018	June 30, 2023	
Cisco 7970G IP Phone	August 1, 2008	July 31, 2013	Release 12.x
Cisco 7971G-GE IP Phone	August 1, 2008	July 31, 2013	Release 12.x
Cisco 7975G IP Phone	June 18, 2018	June 30, 2023	
Cisco 8811 IP Phone			
Cisco 8821 Wi-Fi IP Phone			
Cisco 8821-EX Wi-Fi IP Phone			

Voice Endpoints	End of Sale (EOS) Date	End of Life (EOL) Date	Deprecated in Major Release[1]
Cisco 8831 IP Phone	October 7, 2019	October 31, 2024	
Cisco 8841 IP Phone			
Cisco 8851 IP Phone			
Cisco 8861 IP Phone			
Cisco 8865 IP Phone			
Cisco 8941 IP Phone	May 31, 2014	May 31, 2019	Release 14.x
Cisco 8945 IP Phone	March 31, 2016	March 31, 2021	
Cisco 8961 IP Phone	July 9, 2015	July 31, 2020	
Cisco 9951 IP Phone	July 5, 2016	July 31, 2021	
Cisco 9971 IP Phone	July 5, 2016	July 31, 2021	
Cisco DX651 IP Phone	March 1, 2017	February 28, 2022	
Softphones and Clients			
Cisco IP Communicator Softphone (version 8.6.6 or higher)	September 7, 2018	September 30, 2022	
Cisco Jabber for Windows			
Cisco Jabber for Mac			
Smartphone Clients			
Cisco Jabber for iPhone and iPad (latest version; automatically upgraded)			
Cisco Jabber for Android (latest version; automatically upgraded)			
CUCILync			

[1] These phone models will not register nor will be supported by the Service under the specified Cisco major release version.

Video Endpoints (Cisco)

Video Endpoints	Managed Endpoint Bundle	Managed Customer Owned Equipment (COE) Endpoint -Silver Service	Managed Customer Owned Equipment (COE) Endpoint - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
Video Endpoint Group 1					
CTS-3010 (Immersive; Screen count 3-65")			✓	May 1, 2013	April 30, 2018

Video Endpoints	Managed Endpoint Bundle	Managed Customer Owned Equipment (COE) Endpoint -Silver Service	Managed Customer Owned Equipment (COE) Endpoint - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
CTS-3210 (Immersive; Screen count 3-65")			✓	May 1, 2013	April 30, 2018
TX9000 (Immersive; Screen count 3-65")			✓	October 30, 2015	October 31, 2018
TX9200 (Immersive; Screen count 3-65")			✓	October 30, 2015	October 31, 2018
T3 (Immersive; Screen count 3-65")			✓	May 1, 2013	February 28, 2018
IX5000 (Immersive; Screen count 3-70")			✓	October 25, 2019	October 31, 2024
IX5200 (Immersive; Screen count 3-70")			✓	October 25, 2019	October 31, 2024
Video Endpoint Group 2					
CTS-1100 (Immersive; Screen count 1-65")			✓	February 16, 2009	February 28, 2019
TX1310-65 (Immersive; Screen count 1-65")			✓	October 30, 2015	October 31, 2018
Video Endpoint Group 3					
C20 Quick Set			✓	August 6, 2013	August 31, 2018
C20 w42" (Screen count 1-42")		✓	✓	May 30, 2012	May 31, 2017
C40 w42" (Screen count 1-42")		✓	✓	June 16, 2014	June 30, 2019
C40 w55" (Screen count 1-55")		✓	✓	April 1, 2015	March 31, 2020
C60 wDual 52" (Screen count 2-52")		✓	✓	November 10, 2012	November 30, 2017
C60 wDual55" (Screen count 2-55")		✓	✓	April 1, 2015	March 31, 2020
C60 w52" (Screen count 1-52")		✓	✓	May 30, 2012	May 31, 2017
C60 w55" (Screen count 1-55")		✓	✓	October 1, 2013	September 30, 2018
C60 w65" (Screen count 1-65")		✓	✓	October 29, 2014	October 31, 2019
C90 wDual 65" (Screen count 2-65")		✓	✓	October 29, 2014	October 31, 2019
CTS-500-32 (Screen count 1-32")			✓	October 30, 2015	October 31, 2019
MX200 G1 (Screen count 1-42")		✓	✓	October 29, 2014	October 31, 2019

Video Endpoints	Managed Endpoint Bundle	Managed Customer Owned Equipment (COE) Endpoint -Silver Service	Managed Customer Owned Equipment (COE) Endpoint - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
MX200 G2 (Screen count 1-42")		✓	✓	May 2, 2018	May 31, 2023
MX300 G1 (Screen count 1-55")		✓	✓	October 29, 2014	October 31, 2019
MX300 G2 (Screen count 1-55")		✓	✓	May 2, 2018	May 31, 2023
MX700 Single Camera* (Screen count 2-55")	✓	✓	✓		
MX700 Dual Camera* (Screen count 2-55")		✓	✓	April 1, 2019	March 31, 2024
MX800 Dual Camera* (Screen count 1-70")		✓	✓	April 1, 2019	March 31, 2024
MX800 Single Camera* (Screen count 1-70")		✓	✓	April 1, 2019	March 31, 2024
SX10 *	✓	✓	✓		
SX20		✓	✓	October 29, 2019	October 31, 2024
SX80		✓	✓	October 29, 2019	October 31, 2024
SX80 Precision 4x Camera		✓	✓	February 3, 2018	February 28, 2023
SX80 P60 Camera	✓	✓	✓		
SX80 SpeakerTrac 60	✓	✓	✓		
Video Endpoint Group 4					
DX70		✓	✓	August 16, 2018	August 31, 2023
DX80	✓	✓	✓		
EX60 (Screen count 1-24")		✓	✓	June 18, 2015	June 30, 2020
EX90 (Screen count 1-24")		✓	✓	February 1, 2017	August 31, 2022
Webex Endpoints (Managed COE Group 3)					
Webex Board 55*	✓ (includes Silver Service)	✓			
Webex Board 70*	✓ (includes Silver Service)	✓			
Webex Board 85*	✓	✓			

Video Endpoints	Managed Endpoint Bundle	Managed Customer Owned Equipment (COE) Endpoint -Silver Service	Managed Customer Owned Equipment (COE) Endpoint - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
	(includes Silver Service)				
Webex Room KIT	✓	✓	✓		
Webex Room KIT Plus Precision 60 Integrator Package	✓	✓	✓		
Webex Room Kit Pro	✓	✓	✓		
Webex Room Kit Mini	✓	✓	✓		
Webex Room 55	✓	✓	✓		
Webex Room 55 Dual	✓	✓	✓		
Webex Room 70 Single	✓	✓	✓		
Webex Room 70 Dual	✓	✓	✓		

* These Endpoints can be purchased to register to the Cisco Collaboration Cloud for use with the Webex Service. AT&T Management is limited to Silver Service when Endpoint registers to the Cisco Collaboration Cloud. Calling is limited to devices reachable using URI dialing.

NOTE:
- Vendor maintenance (on-site if available) must be procured (contracted separately) for all video Endpoints

- The End of Sale (EOS) and End of Life (EOL) dates provided in the tables above are based upon information provided by the manufacturer at the time of publication. Such dates may be added/changed/updated at the sole discretion of the manufacturer as the equipment proceeds through its life cycle. AT&T reserves the right to change the EOS/EOL dates in the table above to reflect the updates or changes from the manufacturer. Such changes shall not be considered material, and adverse changes to the Service or Service Guide and shall not constitute a materially adverse impact on Customer.

Video Endpoints and Infrastructure (Polycom)

Polycom E&I	Managed Endpoint Bundle	Managed Customer Owned Equipment (COE) Endpoint -Silver Service	Managed Customer Owned Equipment (COE) Endpoint - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
Video Endpoint Group 3					
Group Series 300 720p EE4 Camera	✓		✓		
Group Series 300 720p Acoustic	✓		✓		
Group Series 500 720p EE4 Camera	✓		✓		
Group Series 500 1080p EE4 Camera	✓		✓		
Group Series 500 720p Acoustic	✓		✓		
Group Series 500 1080p Acoustic	✓		✓		
Group Series 700 720p EE4 Camera	✓		✓		
Group Series 700 1080p EE4 Camera	✓		✓		
Group Series 300 Media Center TT	✓		✓		
Group Series 500 Media Center TT 42	✓		✓		
Group Series 500 Media Center TT Dual 42	✓		✓		
Group Series 500 Media Center Stand 2-42	✓		✓		
Group Series 500 Media Center Stand 1-55	✓		✓		
Group Series 500 Media Center Stand 2-55	✓		✓		
Group Series 500 Media Center Stand 1-65	✓		✓		
Group Series 500 Media Center Stand 2-65	✓		✓		
Group Series 500 Media Center Stand 1-84	✓		✓		
Group Series 500 Media Center Stand 2-84	✓		✓		

Polycom E&I	Managed Endpoint Bundle	Managed Customer Owned Equipment (COE) Endpoint -Silver Service	Managed Customer Owned Equipment (COE) Endpoint - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
HDX 7000 Media Center Single 50"			✓	April 30, 2013	October 31, 2021
HDX 7000 Media Center Dual 50"			✓	May 8, 2013	October 31, 2021
HDX 8000 Media Center Dual 50"			✓		October 30, 2021
HDX 8000 Media Center Single 50"			✓		October 30, 2021
HDX 8000 Exec Dual 50"			✓	May 31, 2015	March 31, 2020
HDX 8000 Exec 1 65"			✓		October 31, 2021
Video Endpoint Group 4					
HDX 4500			✓	June 18, 2015	October 31, 2021
Infrastructure: Group 1					
RMX 1500	✓		✓		
RMX 2000	✓		✓		
RMX 4000	✓		✓		
DMA 7000-100	✓		✓		
DMA 7000-500	✓		✓		
DMA 500	✓		✓		
DMA 100	✓		✓		
CMS 1000	✓		✓		
Resource Manager 100	✓		✓		
Resource Manager 500	✓		✓		
VBP 5300	✓		✓		

NOTE:

• Vendor maintenance (on-site if available) must be procured (contracted separately) for all video Endpoints.

• The End of Sale (EOS) and End of Life (EOL) dates provided in the tables above are based upon information provided by the manufacturer at the time of publication. Such dates may be added/changed/updated at the sole discretion of the manufacturer as the equipment proceeds through its life cycle. AT&T reserves the right to change the EOS/EOL dates in the table above to reflect the updates or changes from the manufacturer. Such changes shall not be considered material, and adverse changes to the Service or Service Guide and shall not constitute a materially adverse impact on Customer.