

# AT&T Dedicated Internet® Managed Customer Expectation Document



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# AT&T - ADI Customer Expectation Document

## Order Submitted

- Your order has now been accepted and the delivery process has started.
- A site survey may be scheduled to review with you any special needs your location may have to prepare for the installation.
- If a site survey is required an AT&T engineer will schedule a date, visit the site and meet with the site contact to review the site and installation.

## Equipment Delivery

- AT&T processes the equipment order as soon as your new service order has been placed. We send via UPS ground shipping in most cases.
- Once shipped an email with tracking number and estimated delivery date will be sent to the local customer contact on file.
- Please review your packing slip to be sure your order number matches. If any boxes look damaged or the order number does not match the packing slip contact the Delivery Team.
- The equipment should be stored in a dry, environmentally-regulated and secure location. Keep in mind that you are responsible for the replacement value of the equipment if it is lost or damaged through neglect.
- Contact AT&T delivery team directly via team shared mailbox [rm-adi\\_router\\_orchestration\\_team@intl.att.com](mailto:rm-adi_router_orchestration_team@intl.att.com) or Customer Care at 1-855-263-7647 to have a ticket open to the router installation team.

## Site Preparation

- Verify Equipment package is on site where it will be installed.
- Verify Power and Rack requirement.
- Complete any work that was previously outlined by the AT&T engineer.
- See Site Preparation Guide for further information.
- Obtain permissions or access to secure spaces needed for the Field Technician to install the service. (keys/building Manger/tickets)

## Circuit Installation and Turn up

- Your physical circuit installation will be performed by either AT&T, a local carrier or an AT&T contractor.
- The installation will be scheduled, and the technician will email or call you two days before the actual appointment.
- On the day of install you will need to make sure the technician has access to the building and any secure spaces needed for the installation.
- If AT&T is not your local carrier, your installation will be a two-step process with the circuit installed first, followed by the service turn-up.
- If AT&T is your local carrier both the circuit installation and service turn-up will be a single event.
- If the service turn up was successful, the service is ready and the order will show activated in the AT&T system the next business day.

## Billing, Maintenance and Migration

- If you have any billing questions you can call the AT&T Business Center at 888-613-6330 Option 4 or reach out to your sales representative.
- If you are experiencing any service issues after your TTU you can call the AT&T Business Center at 1-888-613-8330 Option 2,1 for technical assistance or you can open an Express Ticket.
- If you need to schedule a LAN migration a request needs to be submitted through Express Ticketing.
- Provide Express Ticketing link <https://expressticketing.acss.att.com/>
- If you need assistance with scheduling the LAN Migration you can call the AT&T business center at 1-888-613-8330 Option 2, 1



**AT&T** Business