






# AT&T Virtual Private Network and AT&T Virtual Private Network Express Customer expectation document








## What to expect during installation

### Ordering your service







-  After you sign your contract, we'll send you a thank you email with important information you'll need during your installation.
-  We'll work with you to set up and complete your account profile and identify your site requirements.
-  We'll work with you to submit your order.
-  We'll send you an email confirming details about your AT&T Virtual Private Network Service order.
-  **Important:** Make sure to assign and provide us with a specific, local, on-site contact person for each of your sites.

For more information, see the [AT&T site preparation guide](#).

### Preparing for your service

-  We'll contact you to discuss and review your order, set up meetings as needed, and clarify any technical questions.
-  Your local on-site contact should start the site build out as soon as possible. For details, see the [AT&T site preparation guide](#).
-  If you're hiring any vendors, or technical people to help you prepare your site, have them join any discussion with AT&T.
-  We'll advise you via email of critical dates, including your scheduled due date, and confirm next steps with you.
-  [AT&T Business Center](#) and [AT&T BusinessDirect](#)® help you manage your account and service. Depending on your registration, we'll email you login information so you can set up a Web account.

### Activating your service

-  We'll send you an email confirming site readiness with your service activation dates and a checklist for each service site.
-  **Please note:** If you're providing your own equipment, it needs to be installed 15-days before your scheduled due date.
-  For sites with AT&T Virtual Private Network managed options, AT&T configures and installs the required Customer Provided Equipment at each of your sites on your behalf.
-  If needed, we'll hold a final service activation conference call to activate your service.
-  Your local on-site contact needs to be on-site and ready to perform the activation.
-  After you accept your service and it's active, we'll email you to confirm completion of your implementation.

# Installing and configuring routers

## Install and configure your routers, if applicable

### Managing your own equipment

You're responsible for installing and configuring your equipment, including connecting the router to the demarcation point of the Telco circuit. We'll provide you with a configuration guide to help you.

### AT&T Virtual Private Network managed option

We configure, ship, and install your equipment and test the connectivity from the router through to your Telco local access circuit.

### AT&T Virtual Private Network Lite managed option

We configure and ship your equipment to you and provide you with an implementation planner with installation instructions for your use.

## Detailed information

The [AT&T Virtual Private Network \(VPN\) and AT&T VPN Express Site Preparation Guide](#) explains what you need to accomplish at your site to prepare for service installation.

AT&T Virtual Private Network Lite installation guides, based on your router model, are available for you to properly install and configure your AT&T-managed routers. For guides, see [AT&T Virtual Private Network \(VPN\) with AT&T Managed Router Self-Install Option](#).

To view the AT&T Virtual Private Network Service Customer Implementation Guide, visit [AT&T Business Center](#) or [AT&T BusinessDirect®](#) (User name and password required.)



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