

CSA Customer Experience

OSM CSA: Successful Activation

Order Details

Order Information:
Order Number: 699324259
Customer Requested Due Date: 2015-03-26

Order Schedule:
MIS - New Start | 7:30 Sat | 16:00

Service Address:
TECO, 4, CORNWALL, NY, US

Order Submitted	Service Activation Schedule Confirmed	Circuit Installed	Equipment Delivered	Service Activated
2015-03-12	2015-03-16	2015-11-18	2015-03-02	Issue Identified 2015-11-23 View Alert

1 Click

Activity Name | Scheduled Date | Rescheduled Date | Completed Date

Customer Requested Due Date	2015-03-26	N/A	N/A
Confirmed Due Date	2015-11-22	N/A	N/A
Access Circuit Order Issued(EOC)	2015-03-13	2015-03-13	2015-03-08
Service Activation Schedule Confirmed(EOC)	2015-03-20	2015-09-15	2015-09-15
Order Circuit Installation(BOC)	2015-03-26	2015-11-22	2015-11-09
Circuit Trunk and Activate(CTA)	2015-04-03	2015-11-22	2015-11-09

Order Requests

Order Actions

Initiate Service Activation [Select] [Ready]

2 Click

When service is ready for activation, the status will show "Ready". User clicks "Select" to initiate activity.

User clicks "Requests & Actions" tab.

Initiate Service Activation

Service Activation is a feature that allows you to execute automated testing and activation of the AT&T network connection.

Initiating this process will send a request to AT&T systems to perform a number of automated steps. The progress will be shown on the screen.

This process takes, on average, 10 minutes to complete.

You can leave this screen and return at any time and return to check status. Once completed the status will be displayed. If there is an issue with the activation then information will be provided regarding next steps.

To initiate the testing and activation process click on this button:

Initiate Activation

3 Click

Initiate Service Activation – Completed

The automated testing and service activation of the AT&T network connection was completed on *date_completed*.

You should now be able to activate your equipment and connect to the AT&T network.

If you need assistance, please contact XXXXXXXX.

Close Window

5 Click

Initiate Service Activation – In Progress

This process takes, on average, 10 minutes to complete. The progress counter below provides real-time progress toward completion.

You can leave this screen and return while activation is in progress to check status. Once completed the status will be displayed on a different screen. If there is an issue with the activation then information will be provided regarding next steps.

Activation Status:



Close Window

4 Click

END

Activation Failed

The automated testing and service activation of the AT&T network connection has failed.

Please contact 1-877-XXX-XXXX.

Delayed Completion

Service Activation is taking much longer than expected, but is still in progress. We apologize for the delay.

You can remain on this screen to monitor progress or use the 'Close Window' button to return to the main screen. This utility will continue to execute in the background. You can then use the 'Select' button to check status at a later time.