


Customer Self Activate Retry Feature

The addition of the Retry Feature will provide customers the opportunity to address issues on their end and Retry the port activation. If the initial activation fails for an AT&T reason, there will be no change and customers will be instructed to call into the appropriate Provisioning Center for assistance.

Customer Digital Notifications (DNs)

At specified points during the provisioning process, our customers will receive Digital Notifications alerting them of completions or next steps in process. Below is an example of such a letter when the service is ready for activation using the CSA Process. By clicking on the "AT&T Order Status Manager" link in the email you will be directed to OSM application to confirm readiness and continue with the process.

 **AT&T Business Support**

**Your AT&T Managed Internet Service (MIS)
with Ethernet Access Is Ready for Activation**

Action Required

AT&T Order Number:

Your is ready to be scheduled for activation. You have two options to activate your service:

- Customer Self Activation** enables you to initiate activation through remote test and turn-up of your service using the [AT&T Order Status Manager](#).
 - Before you begin, please review [CSA Site Readiness Requirements](#) to ensure your site is ready for a successful activation.
 - It's fast and easy to initiate activation. Follow these [CSA Steps](#) to virtually activate your service within 10 minutes.

To log into the [AT&T Order Status Manager](#) use the first three characters of your Master Customer Number and the first three characters of your Company Name:

Master Customer Number:
Company Name:

Want to learn more about the Customer Self Activate? Click here to watch short [demo](#).

- Standard Test and Turn Up** requires a scheduled appointment with an AT&T technician to complete your service activation. Please wait 4 days after receipt of this email, click [here](#) to request appointment.

Service Address

What is Next?
Once your service is successfully activated, you will receive an **Order Completion** notification.

Billing Reminder
Please ensure that you have taken all steps to allow AT&T to process and complete implementation of the order. In the event your actions or omissions cause a delay in the completion of the order, AT&T will begin billing for service one day after the AT&T Due Date. Otherwise, billing will commence at the time of service activation.

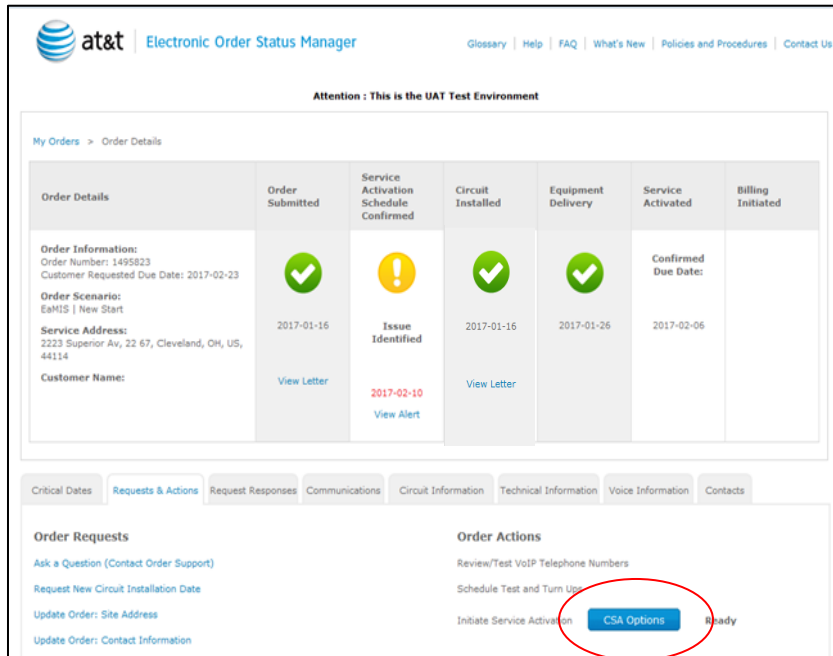
Contact Us for Customer Service
We are here to help Monday - Friday, 8AM - 8PM EST! You have three ways to contact us if you have questions:

- AT&T Order Status Manager: Enter the [AT&T Order Status Manager](#) application and click the "Contact Us" link
- Phone: 1-855-263-7647
- Email: [AT&T Business Support](#)

CSA Ready in OSM

Accessing the CSA function in OSM.

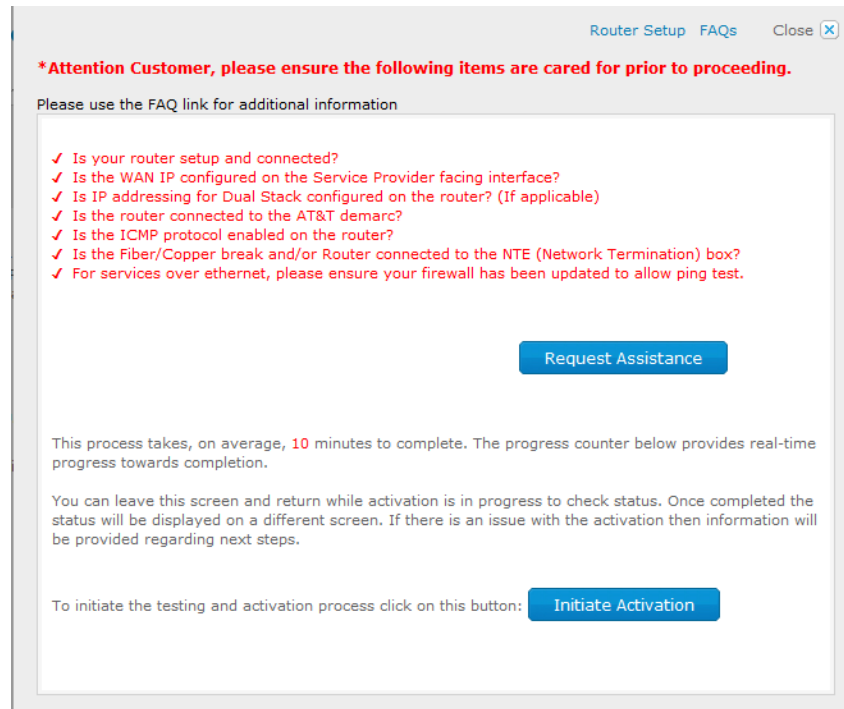
To access CSA within OSM, once you are on the Order Detail page, select the Request & Actions tab along the bottom half of your screen. Once the screen opens you will see a blue button located in the lower right hand side of the screen, CSA Options. (Shown below)



The screenshot displays the AT&T Electronic Order Status Manager (OSM) interface. At the top, there is a navigation bar with the AT&T logo, the title "Electronic Order Status Manager", and links for "Glossary", "Help", "FAQ", "What's New", "Policies and Procedures", and "Contact Us". A warning message states "Attention : This is the UAT Test Environment". Below this, the breadcrumb "My Orders > Order Details" is visible. The main content area features a table with columns for "Order Details", "Order Submitted", "Service Activation Schedule Confirmed", "Circuit Installed", "Equipment Delivery", "Service Activated", and "Billing Initiated". The "Order Submitted" column shows a green checkmark and the date "2017-01-16". The "Service Activation Schedule Confirmed" column shows a yellow warning icon, the text "Issue Identified", and a red date "2017-02-10" with a "View Alert" link. The "Circuit Installed" column shows a green checkmark and the date "2017-01-16". The "Equipment Delivery" column shows a green checkmark and the date "2017-01-26". The "Service Activated" column shows the text "Confirmed Due Date:" and the date "2017-02-06". Below the table, there are tabs for "Critical Dates", "Requests & Actions", "Request Responses", "Communications", "Circuit Information", "Technical Information", "Voice Information", and "Contacts". The "Requests & Actions" tab is selected. Under "Order Requests", there are links for "Ask a Question (Contact Order Support)", "Request New Circuit Installation Date", "Update Order: Site Address", and "Update Order: Contact Information". Under "Order Actions", there are links for "Review/Test VoIP Telephone Numbers", "Schedule Test and Turn Up", and "Initiate Service Activation". The "Initiate Service Activation" link has a blue button labeled "CSA Options" which is circled in red, and the word "Ready" is visible to its right.

CSA Security Window

Once you click on CSA Options a window will open on your screen. This is what we call the security window. The purpose of the security window is to confirm from you, that the necessary items listed in red are completed prior to proceeding with the activation. Failure to complete these tasks will result in a failure and additional steps on your part to complete the activation.



The screenshot shows a web browser window titled "Router Setup FAQs" with a "Close" button. The main content is a security checklist with the following items:

- ✓ Is your router setup and connected?
- ✓ Is the WAN IP configured on the Service Provider facing interface?
- ✓ Is IP addressing for Dual Stack configured on the router? (If applicable)
- ✓ Is the router connected to the AT&T demarc?
- ✓ Is the ICMP protocol enabled on the router?
- ✓ Is the Fiber/Copper break and/or Router connected to the NTE (Network Termination) box?
- ✓ For services over ethernet, please ensure your firewall has been updated to allow ping test.

Below the checklist is a "Request Assistance" button. Further down, there is explanatory text and an "Initiate Activation" button.

If there are any steps listed above that are not clear to you, we have provided you with a Request Assistance button that you can click. This window will allow you to send us a question and we will be right back to you with the answer. This feature is available Monday – Friday, 8 AM – 6 PM ET. If you request assistance outside of these hours we will respond immediately the next business day.

Once you have ensured that all items are cared for, your next step is to select the Initiate Activation button located in the lower right of your screen. Once you click on this a progress counter will appear on your screen, similar to this.

Activation Status:

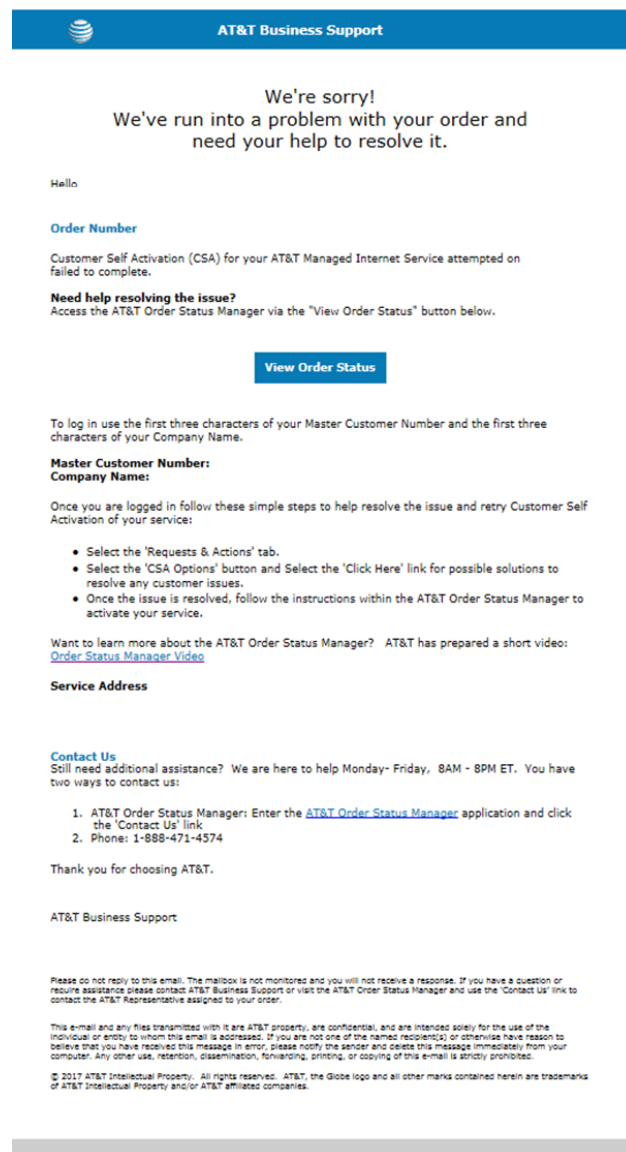


At this point you have two options available to you;

1. You can leave this window open and continue to monitor the progress counter through completion.
2. You can close the window and return later to see the results at a convenient time.

Activation fails due to customer issue

If there is a failure due to what we determined to be an issue on your side or customer related. You will receive an email (Shown below Fig. 1) or if you are in OSM you will receive a notification window (Shown Below Fig. 2)



AT&T Business Support

We're sorry!
We've run into a problem with your order and need your help to resolve it.

Hello,

Order Number

Customer Self Activation (CSA) for your AT&T Managed Internet Service attempted on failed to complete.

Need help resolving the issue?
Access the AT&T Order Status Manager via the "View Order Status" button below.

View Order Status

To log in use the first three characters of your Master Customer Number and the first three characters of your Company Name.

Master Customer Number:
Company Name:

Once you are logged in follow these simple steps to help resolve the issue and retry Customer Self Activation of your service:

- Select the 'Requests & Actions' tab.
- Select the 'CSA Options' button and Select the 'Click Here' link for possible solutions to resolve any customer issues.
- Once the issue is resolved, follow the instructions within the AT&T Order Status Manager to activate your service.

Want to learn more about the AT&T Order Status Manager? AT&T has prepared a short video: [Order Status Manager Video](#)

Service Address

Contact Us
Still need additional assistance? We are here to help Monday- Friday, 8AM - 8PM ET. You have two ways to contact us:

1. AT&T Order Status Manager: Enter the [AT&T Order Status Manager](#) application and click the 'Contact Us' link
2. Phone: 1-888-471-4574

Thank you for choosing AT&T.

AT&T Business Support

Please do not reply to this email. The mailbox is not monitored and you will not receive a response. If you have a question or require assistance please contact AT&T Business Support or visit the AT&T Order Status Manager and use the 'Contact Us' link to contact the AT&T Representative assigned to your order.

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Fig. 1

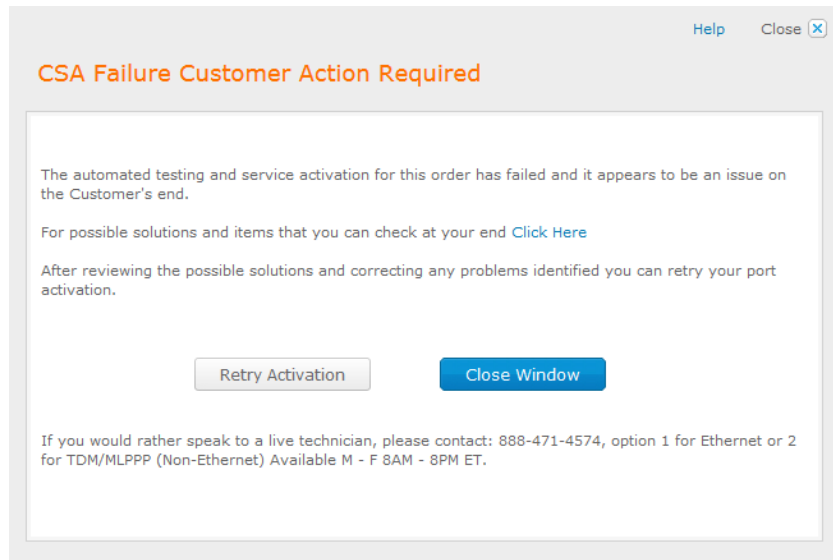
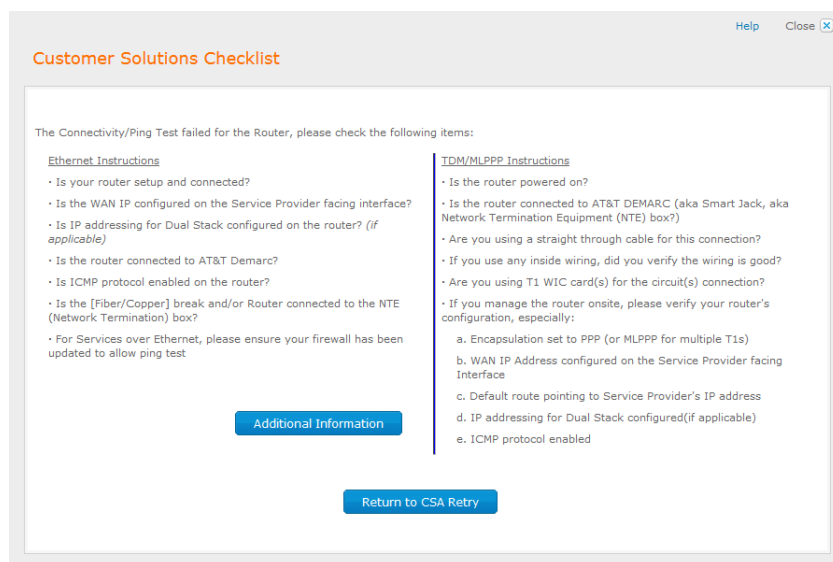


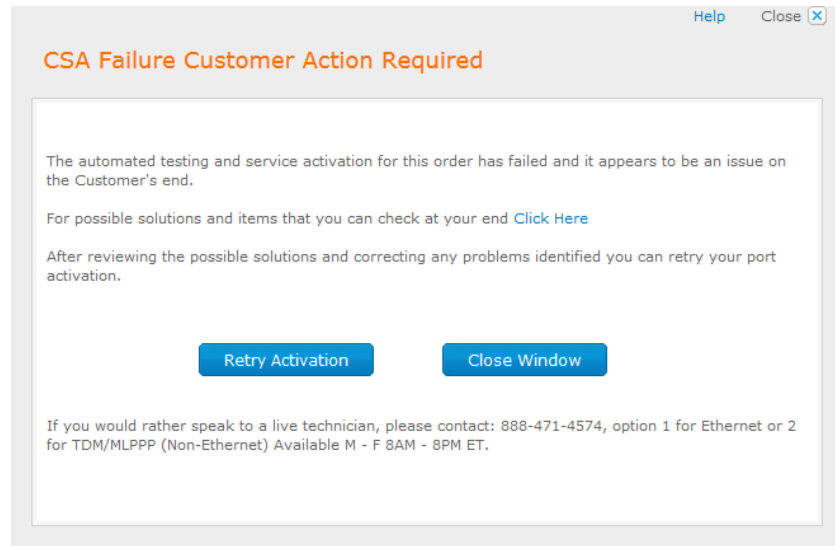
Fig. 2

From the letter you can access OSM by clicking the View Order Status button, and following the previous steps to access the CSA Options, clicking that button will bring you back to this point. (Shown Above Fig. 2)

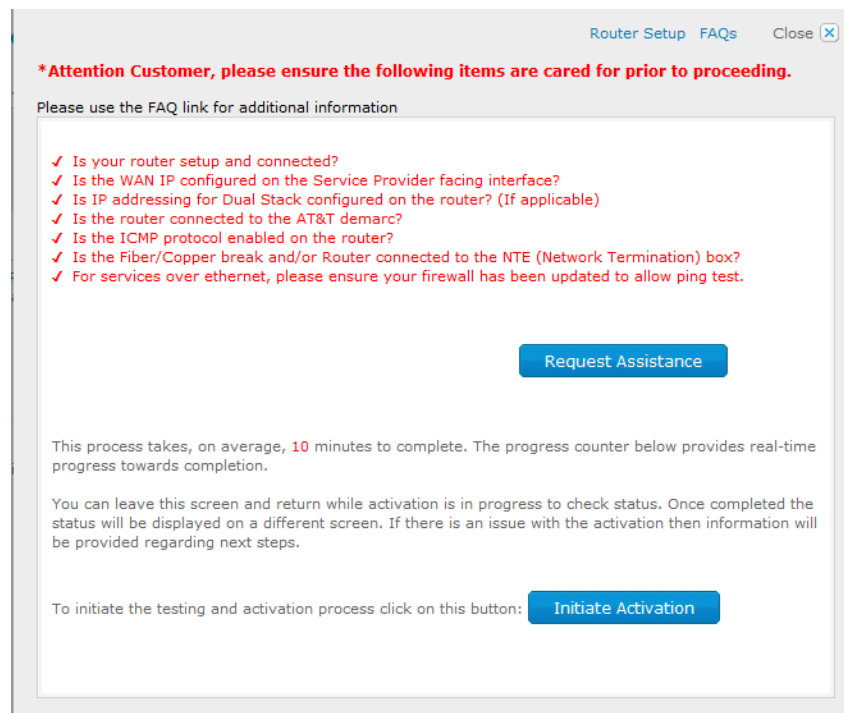
Once on this screen you cannot proceed with the Retry feature until you select the “Click Here” link and confirm that the items listed have been cared for. Here is an example of the screen provided as a customer solutions checklist.



Once you have gone through the list and you are ready to proceed, click on the Return to CSA Retry, and the Retry Activation button is now enabled.



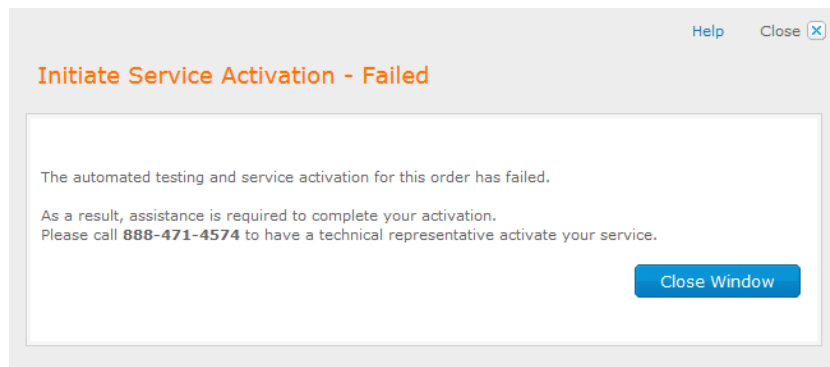
By clicking on the Retry Activation you will then be routed to the following screen where you can Initiate Activation once again.



At this point there are 3 possible outcomes; Retry fails again due to customer issue, retry fails due to AT&T issue, or Retry is successful and completes port activation.

Activation fails due to AT&T issue

If the activation fails due to an issue related to AT&T systems, or something the customer cannot resolve you will receive these types of notification;



(Notification Via OSM)



We're sorry!
We've run into a problem with your order and
need your help to resolve it.

Hello

Order Number: :

Customer Self Activation (CSA) for your AT&T Managed Internet Service attempted on [redacted] failed to complete.

Service Address

Contact Us

We are here to assist with resolution of the issue. Please contact us Monday - Friday, 8AM - 8PM ET at 1-888-471-4574.

Thank you for choosing AT&T.

AT&T Business Support

Please do not reply to this email. The mailbox is not monitored and you will not receive a response.

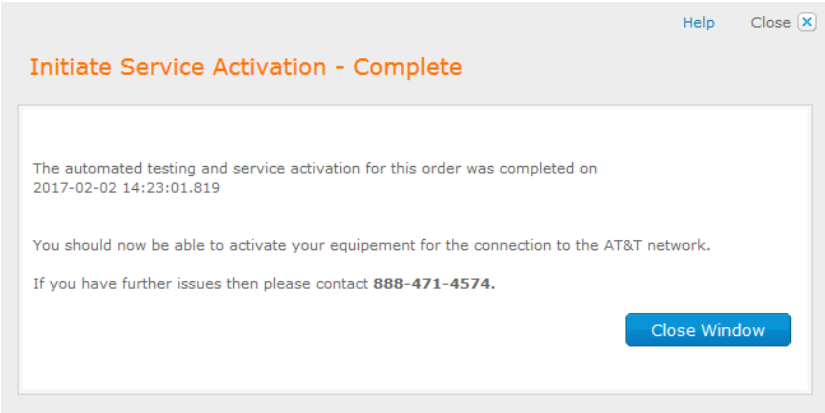
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(Notification Via Email)

Retry is successful and completes port activation

If your Activation is successful, you will receive this type of notification;



The screenshot shows a window titled "Initiate Service Activation - Complete" with a "Help" link and a "Close X" button in the top right corner. The main content area contains the following text: "The automated testing and service activation for this order was completed on 2017-02-02 14:23:01.819", "You should now be able to activate your equipment for the connection to the AT&T network.", and "If you have further issues then please contact 888-471-4574." A blue "Close Window" button is located at the bottom right of the content area.

(Notification via OSM)



Customer Self Activation Complete

Hello

Customer Service Activation (CSA) for your AT&T Managed Internet Service is complete.

AT&T Order Number [redacted]

Service Address

Order Status

You can view order status 24/7 by visiting the AT&T Order Status Manager. Just click the "View Order Status" button below.

To log in use the first three characters of your Master Customer Number and the first three characters of your Company Name.

Master Customer Number:
Company Name:

Want to learn more about the AT&T Order Status Manager? AT&T has prepared a short video: [Order Status Manager Video](#)

[View Order Status](#)

Thank you for choosing AT&T.

AT&T Business Support

Please do not reply to this email. The mailbox is not monitored and you will not receive a response. If you have a question or require assistance please contact AT&T Business Support or visit the AT&T Order Status Manager and use the "Contact Us" link to contact the AT&T Representative assigned to your order.

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(Notification via Email)