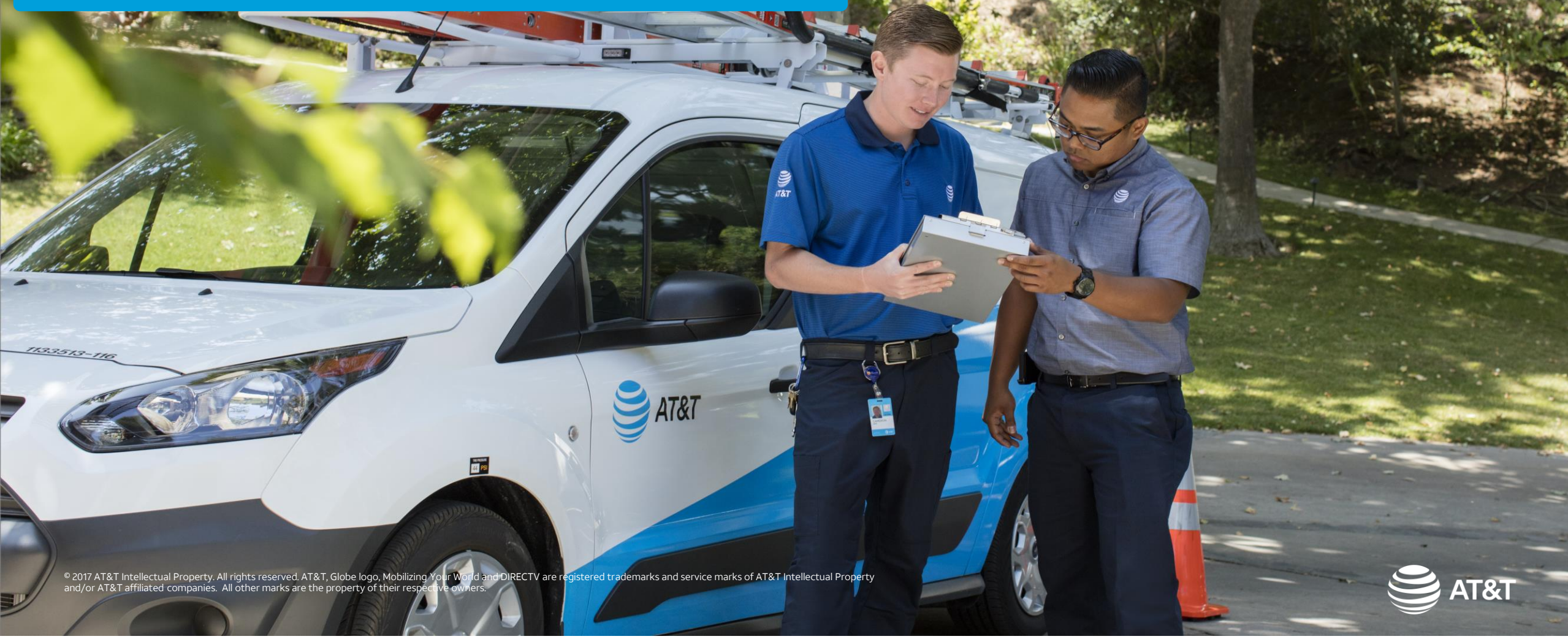
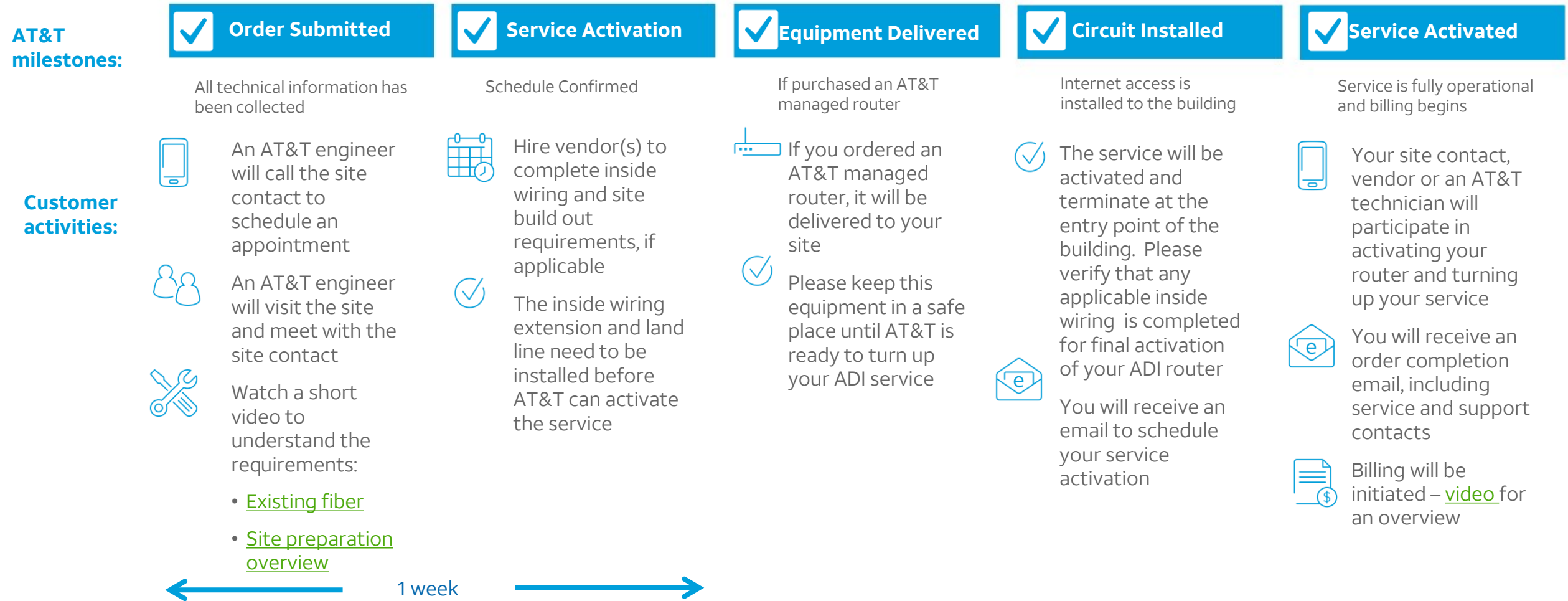


AT&T Dedicated Internet® and Private Network Transport (PNT)

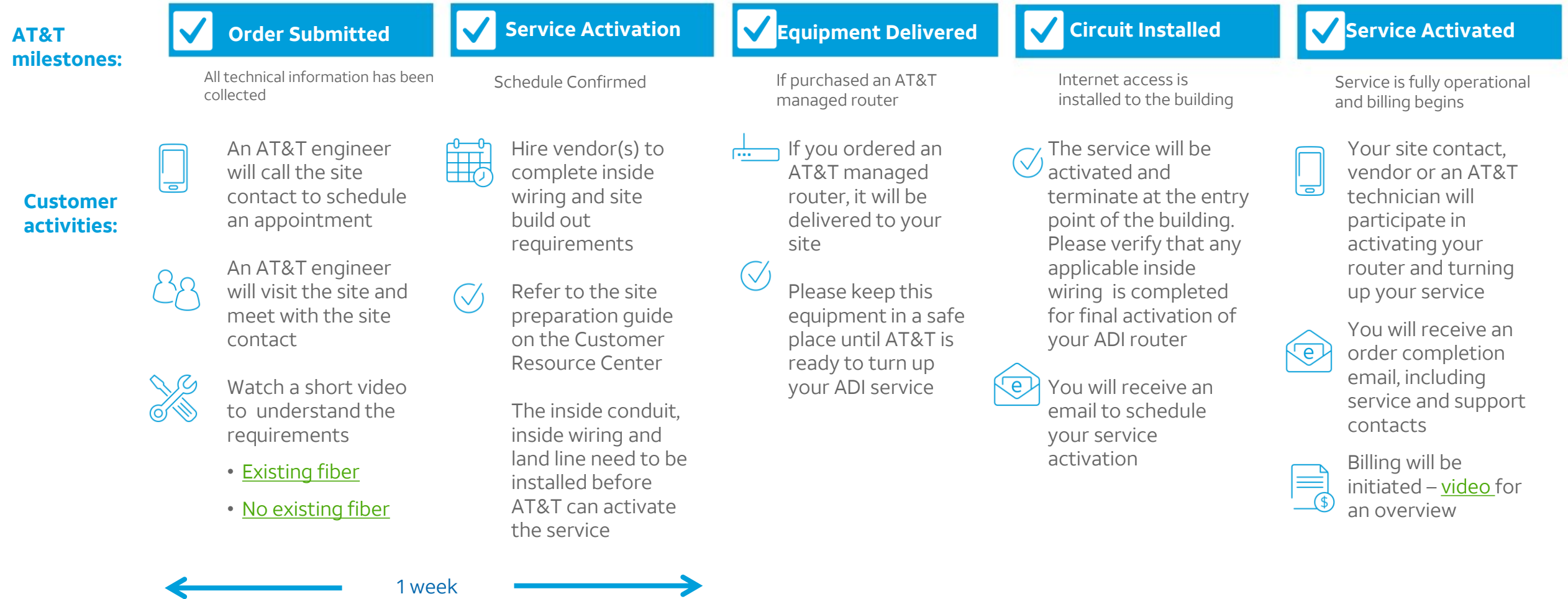
Customer Expectation Document



AT&T ADI and PNT Customer Expectation Document – ADI Express Offer



AT&T ADI and PNT Customer Expectation Document - on Ethernet



AT&T ADI and PNT Customer Expectation Document - on T1, T3 or above

What do I need to get done?

AT&T will contact you to discuss the technical order details (not ADI Express)

You can expect to:

- ✓ Participate in collaborative sessions
- ✓ Meet with AT&T engineers at the service site
- ✓ Hire vendors to prepare your site, unless AT&T is providing entrance facilities
- ✓ Complete inside wiring
- ✓ Let us know how you're doing
- ✓ A key to success is to assign a local customer site contact who is knowledgeable and empowered regarding the items on the following pages

The requirements and timeline for each site will vary based on the type of internet access you ordered:

- ADI with Ethernet (with or without existing fiber)
- ADI with T1, T3 and above
- Private Network Transport (PNT) with T1, T3 and above

To avoid installation delays, please complete site preparation as quickly as possible, if applicable. This includes any electrical requirements, grounding, the back board for the network equipment and any extended inside wiring

Keys to success



Close coordination and effective communication is critical to ensure the service will be available when you need it

AT&T ADI and PNT Customer Expectation Document - on T1, T3 or above

AT&T milestones:

✓ Order Submitted

All technical information has been collected

✓ Service Activation

Schedule Confirmed

✓ Equipment Delivered

If purchased an AT&T managed router

✓ Circuit Installed

Internet access is installed to the building

✓ Service Activated

Service is fully operational and billing begins

Customer activities:



An AT&T engineer will call the site contact to schedule an appointment (T3 and above only)



Hire vendor(s) to complete inside wiring, (if applicable) and site build out requirements



If you ordered an AT&T managed router, it will be delivered to your site



The service will be activated and terminate at the entry point of the building. Please verify that any applicable inside wiring is completed for final activation of your ADI router



Your site contact, vendor or an AT&T technician will participate in activating your router and turning up your service



An AT&T engineer will visit the site and meet with the site contact (T3 and above only)



The inside conduit, inside wiring (if applicable) and land line need to be installed before AT&T can activate the service



Please keep this equipment in a safe place until AT&T is ready to turn up your ADI service



You will receive an email to schedule your service activation



You will receive an order completion email, including service and support contacts



Watch this short [video](#) to understand the installation



Billing will be initiated – [video](#) for an overview



1 week





AT&T