



Rethink Possible

WIRELINE OPERATIONAL PLAN

Service Assurance (Maintenance/Repair)

[AT&T BusinessDirect®](#) allows you to issue a trouble ticket electronically. This online service allows you to save 50% or more of your time over conventional help desk methods and keeps you up to date via email and online trouble ticket tracking.

[AT&T BusinessDirect®](#) can provide you with a secure, convenient, reliable way to access your AT&T account and manage your services online — virtually anytime, anywhere. It's easy and FREE! Discover the advantages of managing your AT&T business services account online with [AT&T BusinessDirect®](#).

Use an intuitive point-and-click map of the world to provide network management capabilities across your AT&T services. With one tool you have network monitoring and management, inventory management, ordering, and trouble reporting. It even provides the status of network alarms, trouble tickets, and service orders proactively!

Key Benefits

- View your entire network at a glance with an on-screen map
- Work more efficiently with current inventory listings and pre-populated screens
- Status across major functions which include: pending orders, trouble tickets and network management, and near real-time customer service impacting alarms
- Spot and resolve network issues proactively
- Receive proactive notifications of order status, trouble tickets, and network alarms

Participate in AT&T BusinessDirect® and AT&T Premier Customer Training

Learn more about all the features and capabilities available on [AT&T BusinessDirect®](#) and AT&T Premier by participating in our Customer End User training sessions: [AT&T BusinessDirect® Portfolio Training and Education](#)

[AT&T Express Ticketing](#) is an online ticketing system that allows you to create trouble tickets quickly and easily from your mobile phone, tablet, or PC for these AT&T services:

- Serial circuit: A serial circuit is a point-to-point circuit, not located on a public network.
- Local Voice Service: Landline telephone service.
- Carrier Circuit: A carrier circuit requires a MUX on-premises or at a remote location. Multiple channels can be used on the circuit.
- Telephone circuit ID: Special services phone number for a public switched network.

Key Benefits

- Status and ticket escalation function has been enabled!
- Ability to add comments and notes to ticket logs
- Easy to use Service ID Wizard to help with customer choices.
- Ability to copy and paste an entire service ID to initiate ticket creation.



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When creating a new trouble ticket, you may be asked to provide some or all of the following information, depending on the service reported:

- The nature of the issue
- Circuit ID, out of band number, POTS line
- The physical address where the trouble is located
- Facility access hours and/or available extended access hours
- If dispatch is necessary, any security procedures needed to gain access to your facility and the billing authorizer name and telephone number
- Your name and telephone number AND the local contact name and telephone number

If you have trouble opening a ticket for [AT&T Express Ticketing](#), you can either select 'Chat Now' in the browser, or call 1-800-247-2020 to speak live with an AT&T customer assistance bureau associate.

Service Management Escalation Path

If you need additional Escalation Assistance on Wireline Service Assurance/Maintenance issues after working with the Service Assurance centers you can engage a Service Manager on a 24/7 basis by <https://ebiznet.att.com/engage/>.

You will need to have the following information available to fill out the engagement form:

- Company Name
- Customer Contact Name/Phone/Email
- ATT Ticket Number
- Site Address
- Description of Problem

A Service Manager will be assigned to assist on your issue and they will contact the designated customer contact within one hour.

Planned Maintenance

In order to maintain and upgrade our wireless network, AT&T conducts regularly scheduled maintenance. This activity is conducted outside of standard business hours and typically has no impact on the availability or quality of service.

Critical Maintenance Work Center Numbers

Local Services

ATM	866-960-3282	Connecticut
ATM, Centrex, DS0, DS1, DS3 and above including SONET, Frame Relay, Gigaman,	888-294-0007	Connecticut



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ISDN PRI, Network Reconfiguration Service (NRS), Optical (OS), POTS Lines and Voice Grade Private Line (VGPL)		
National POTS Lines	888-611-2344	Connecticut

All Other Services

Advanced Feature Toll-Free	800-325-5555	Prompt 3, 4 or 5 depending on service
AT&T Connect	888-796-6118	
AT&T Virtual Pvt. Network (AVPN)	866-AVPN-ATT (866-287-6288)	Enter 5 digit PIN or hold
Business Direct – Technical Support	800-221-0000	
Calling Cards	800-882-2273	
Digital Link, OneNet	800-344-5100	Prompt 3
Enterprise Hosting Svc. (Managed Hosting-prompt 2), Web Hosting	877-789-2877	Prompt 1, 1
Ethernet Pvt. Line Svc.-WAN (EPLS-WAN)	Gig-E 888-644-3662 Metro E 800-247-2020 Core AT&T 800-272-8262	
Frame Relay Service	877-288-3499 ATTSE 800-247-2020 ATT MW, SW, W 800-332-1321	Prompt 1
Frame Relay Plus	888-340-7377	
International Voice Svc, GISDN	800-361-9931	
Integrated Network Connection Svc (INCS)	800-899-7659	
International Toll Free Svc.	800-528-2932	Must have a Point Code
Managed Internet Svc (MIS)	888-613-6330 Prompt 2, 1, ATTSE 800-317-3343 opt 2, 1, ATTSW 1-866-937-3664	
Managed Router Solutions (MRS), Managed Data Network, Global Managed Internet, Enhanced VPN, AVTS, ANIRA/Netgate	800-727-2222 ATTSE 800-317-3343	Prompt 2 Prompt 2
Toll Free Service including Megacom, Voice Nodal and Readyline Switched Service, OneNet, Software Defined Network, Uniplan	800-222-1000	
Toll Free Service Assurance provides our Toll Free customers the ability to re-route a toll-free number to an alternate termination (land line, mobile phone) within 15 minutes in the event of an emergency. Customers simply call the toll-free maintenance number, follow the prompts and our maintenance partners re-route the customer's toll-free calls to an alternate termination within 15 minutes. This is a temporary change and if it needs to be made permanent an order is required from sales.	800-325-5555	Prompt 3,1
Network Connect Solutions	800-779-5853	
Private Line (international and local), Frame Relay, IP Enabled Frame Relay, DSL to Frame, ATM to Frame	877-288-3499	Prompt 1
Teleconferencing	AT&T Core 800-526-2655 All Others 800-232-1234	
Telepresence	866-960-3282	Option 4
Unified Messaging	888-300-6500	
Virtual Telecommunications Network Svc. (VTNS)	800-762-1099	Prompt 2
Voice over IP (VoIP) and BVoIP	877-288-8362	Prompt 1



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Service Delivery (Provisioning/Ordering)

These are important details to remember after an order has been placed with your dedicated Sales Team or via [BusinessDirect® eOrder](#):

- Record the order number and the name of your Order Specialist. Keep this information handy so you can contact the Order Specialist if you have questions about your order.
- Each item or service will have their own order number.
- You should receive regular communications from the ordering team on the progress of your order.
- When your order is scheduled to complete you will receive a readiness email from the ordering team. This will include the contact information of your technician and an escalation path.

If you are not receiving the assistance you need please contact your AT&T representative for assistance.

Billing

Submitting a billing question with Customer Care is easy using one of the two methods outlined below. Customer Care has 30 days to resolve your billing issue. If your issue is not resolved within 30 days, please engage your AT&T representative to request escalations on your behalf.

To Submit a Billing Question:

AT&T Customer Care Center

To speak with an AT&T representative regarding your bill, please refer to the telephone number listed on your monthly billing statement. If additional billing support is needed you may contact your AT&T representative.

Replacement or duplicate bill requests made via [AT&T BusinessDirect®](#) are available to you at no cost. If you request a replacement or duplicate bill via the work center number on your bill, you may be charged a fee for the service.



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Account Team:

Wendy Withycombe
Client Solutions Executive
ww3257@att.com
860-944-7718

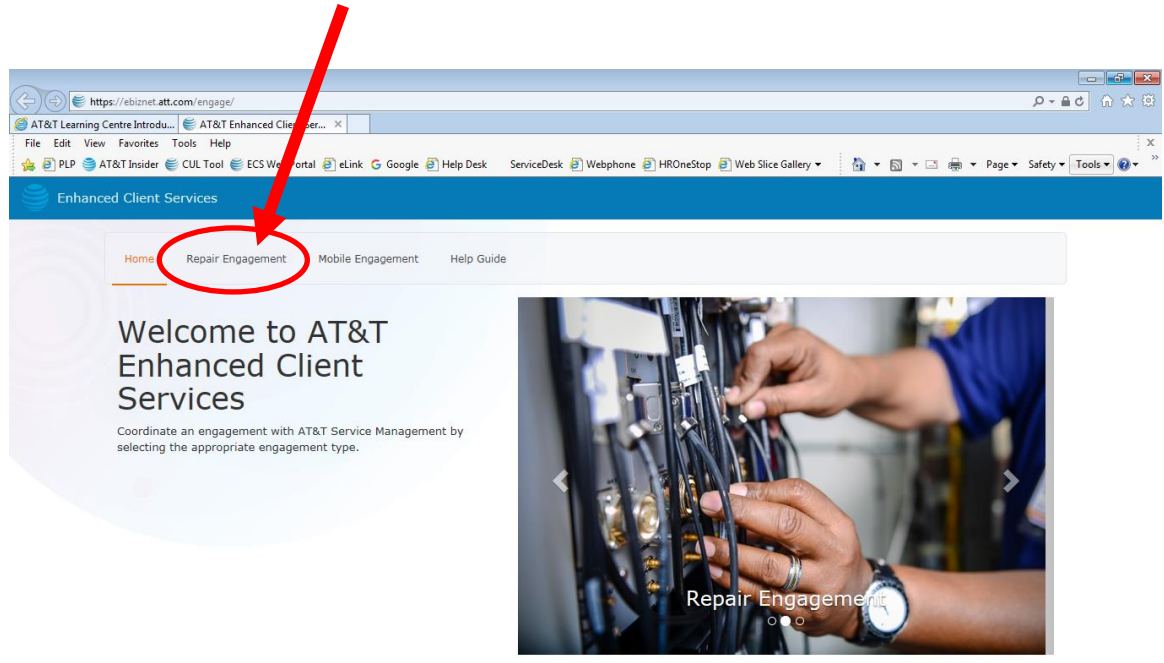
George Herndon
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203-506-7670

Ray Dragoo
Universal Service Executive
rd4642@att.com
860-581-0041



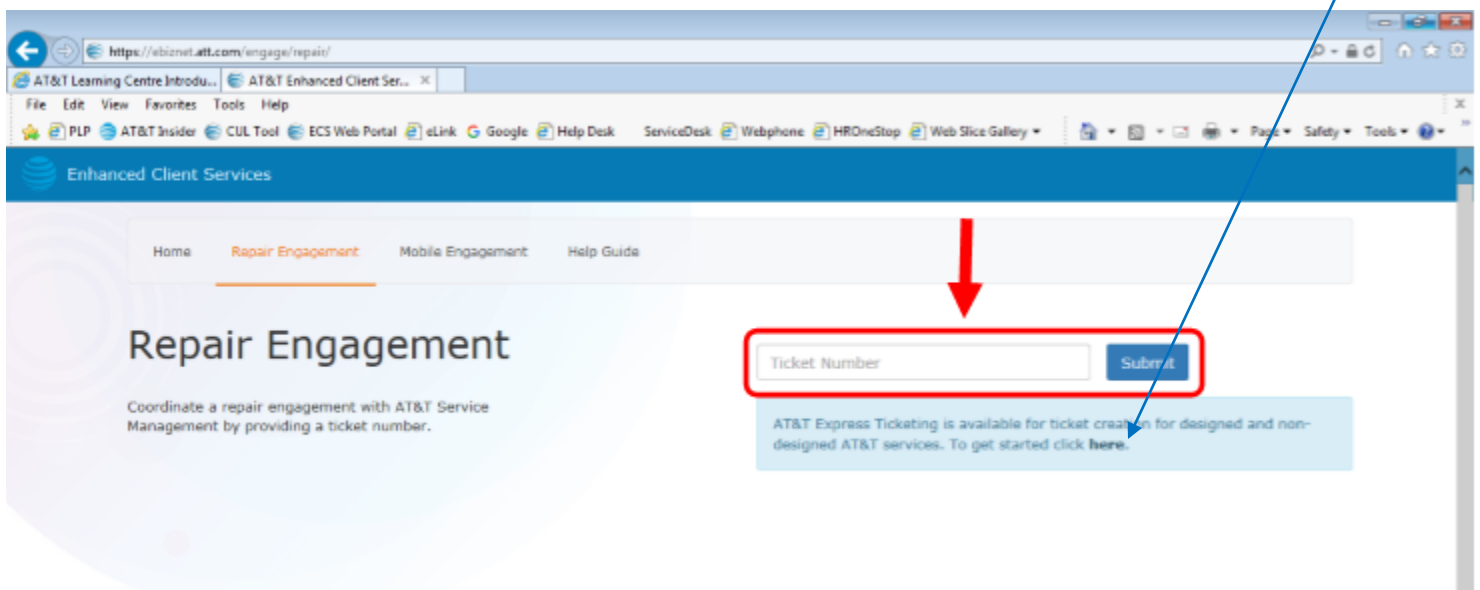
Enhance Customer Engagement Process

1. Access the Enhanced Customer Engagement Portal: <https://ebiznet.att.com/engage/> and Select **Repair Engagement** from the top menu



2. Enter your ticket number and **Submit:**

NOTE: If you do not have an existing opened ticket, you will NOT be able to use this portal site for engagement. You can open a ticket using AT&T Express Ticketing by [clicking here](#).





If you entered an INVALID ticket, you will receive a message "Ticket could not be verified":

A screenshot of the ticket verification interface. At the top is a blue header bar. Below it is a light gray input field containing the text "2219608XX". To the right of the input field is a blue "Submit" button. Below the input field is a red error message box with the text "Ticket could not be verified." circled in red. At the bottom is a light blue informational box with the text "AT&T Express Ticketing is available for ticket creation for designed and non-designed AT&T services. To get started click [here](#)."

If you entered a valid ticket, you will receive a "Ticket Validated" message:

A screenshot of the ticket verification interface. At the top is a blue header bar. Below it is a light gray input field containing the text "221960897". To the right of the input field is a blue "Submit" button. Below the input field is a red success message box with the text "Ticket Validated." circled in red. Below the success message is a link: "Click [here](#) to engage service management."

3. Once your ticket has been validated, click on the hyperlink to engage service management.

A screenshot of the ticket verification interface. At the top is a light gray input field containing the text "221960897". To the right of the input field is a blue "Submit" button. Below the input field is a large blue "Ticket Validated." message. Below the message is a link: "Click [here](#) to engage service management." The word "here" is circled in red, and a blue arrow points from the text in the step above to the "here" link.



4. You will receive a pop-up screen. Completely fill out the escalation form and **Submit.**

Enhanced Client Services

Home Repair Engagement Mo

Repair Engage

Coordinate a repair engagement with AT&T
Management by providing a ticket number

Escalation Form

* REQUIRED

Ticket: 00000221960897

Company Name: *

First Name: *

Last Name: *

Phone: *

Email: *

Site Address: * Location where issue is occurring

City: *

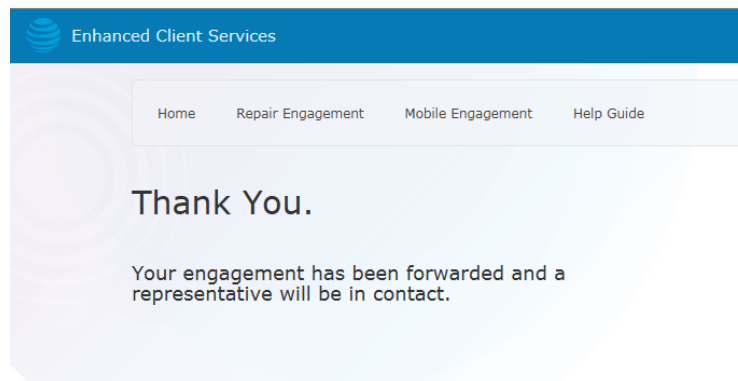
State: * Please select your state

Comments: * Please describe your issue here

Internal Submitter?

Cancel Submit

5. You will receive a confirmation and a representative will contact you shortly thereafter.





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Account Team:

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