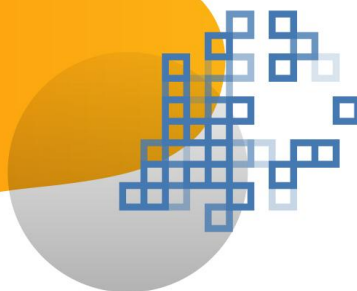




## AT&T Managed Internet Service Customer and AT&T Expectations



# Service Activation

## *Key Information, Responsibilities and Milestones*

Thank you for choosing AT&T's Managed Internet Service and for allowing us the opportunity to serve you.

AT&T is dedicated to providing you with an exceptional user experience. The AT&T team will work closely with you at every step of the way to help make your AT&T Managed Internet Service installation as easy as possible. Please take a few minutes to review the following information, which includes:

- AT&T Managed Internet Service Summary
- Implementation Planning and Requirements
- AT&T Managed Internet Service Special Considerations
- Maintaining your AT&T Managed Internet Service
- AT&T Managed Internet Service Billing Expectations

Once again, thank you for choosing AT&T's Managed Internet Service for your business. We look forward to collaborating with you and we will do all that we can to complete installation on time and in a manner that meets your expectations.

Best Regards,  
AT&T



## Managed Internet Service (MIS) Summary

MIS is available with an AT&T provided and managed router or with a router that you provide and manage.

- **AT&T Provided and Managed Router:** AT&T will order, configure, provide and manage the required equipment for MIS. <http://planner.bus.att.com/>
- **Router Provided and Managed by You:** You will provide, configure and manage the required equipment for MIS. <http://planner.bus.att.com/>
- **AT&T Business in a Box<sup>SM</sup>:** This includes AT&T Provided and Managed Router for your IP Voice and Internet needs. If you purchased this, you can retrieve instructions on installation and configuration of equipment by downloading the AT&T Business in a Box<sup>SM</sup> Router Configuration Guides, located under MIS Plus, under the heading of "Additional Reference Documentation/Information" on the Implementation Planner <http://planner.bus.att.com/>.

## Implementation Planning and Requirements

You may be asked to participate in a kick-off call to verify information.

- **Access Requirements:** Please provide AT&T with local site contact name & phone (cell & land line) for **each** site. This may be used by AT&T or Access Provider.
- **Ethernet Access Requirements:** If you purchased MIS with Ethernet, you will receive the "AT&T Ethernet Service Installation Customer Coverage Document-Site Preparation Guide" from the AT&T Ethernet Order Specialist assigned to you. This document contains the Customer Site Preparation requirements and the steps required of you, which are essential for timely delivery of your MIS Ethernet service.
- **Premises Requirements/Test & Turn-Up:** Please refer to the MIS Implementation Planner <http://planner.bus.att.com/> to assist you in preparing your sites for delivery of the MIS service. This provides important service installation information.
- **Installation:** Your Provisioning Technical Engineer (PTE) will guide you through the cooperative installation process and inform you of critical dates, next steps and technical information required for provisioning. Conflicts should be resolved by contacting your PTE (direct line or email) or 888-613-6330; Prompt 4.

## Managed Internet Service Special Considerations

- **Regional Availability:** Managed Internet Service (MIS) is available within the United States, Puerto Rico and the U.S. Virgin Islands.
- **Feature Change Process:** Please contact your AT&T sales representative for assistance. Please call 866-590-6862 if you do not have a dedicated AT&T sales representative.



## Maintaining your Managed Internet Service (MIS)

Once your implementation is complete, you will be supported by AT&T MIS Customer Care.

- AT&T BusinessDirect® e-Maintenance: <https://www.businessdirect.att.com/portal/index.jsp>
- Phone: 1-888-613-6330 (Prompt 2)

Customer Care website provides information on a variety of topics including Maintenance policies, notifications and instructions. <https://mis-att.bus.att.com/index.html>

## AT&T BusinessDirect

AT&T BusinessDirect® is a web-based tool that provides you with a convenient, reliable way to access your AT&T account and manage your services — virtually anytime, and from anywhere you have online access. It's easy and at no additional charge! Save time and money with network utilization reporting plus e-Billing and e-Maintenance. AT&T BusinessDirect®:

<https://www.businessdirect.att.com/portal/index.jsp>

- **eBill Registration Information:** Go to the "Enterprise Business Customer Center": <http://www.corp.att.com/ebcc/>
- **Account & Billing Information:** [http://www.corp.att.com/ebcc/portal/portal\\_billing.html](http://www.corp.att.com/ebcc/portal/portal_billing.html)

## Key Contact Information

Business Direct	800-221-0000
Network Status/Availability	888-613-6330 (Prompt 1)
Maintenance/Technical Support	888-613-6330 (Prompt 2)
Change Requests	888-613-6330 (Prompt 3)
Service Delivery/Provisioning	888-613-6330 (Prompt 4)
Billing	888-613-6330 (Prompt 5); 800-235-7524 (Prompt 2)

## Key Website Links

Business Direct	eServicing web portal	<a href="http://www.corp.att.com/ebcc/">http://www.corp.att.com/ebcc/</a>
Implementation Planner	Documentation for your service.	<a href="http://planner.bus.att.com/">http://planner.bus.att.com/</a>
Customer Care	Information & tools to administer your service.	<a href="https://mis-att.bus.att.com/index.html">https://mis-att.bus.att.com/index.html</a>
Service Guide	Supplemental to your contract. Provides additional Service Descriptions, SLA's, etc.	<a href="http://att.com/servicepublications">att.com/servicepublications</a>
Network Status and Network Health Websites	MIS Network Status MIS Network Health	<a href="https://mis-att.bus.att.com/si/mns.html">https://mis-att.bus.att.com/si/mns.html</a> <a href="http://ipnetwork.bgtmo.ip.att.net/pws/index.html">http://ipnetwork.bgtmo.ip.att.net/pws/index.html</a>



## Appendix A – AT&T’s Managed Internet Service Billing Expectations

AT&T would like to provide you with the following information to help you understand your MIS invoice and associated charges. Thank you for your business.

**Billing Activation/Start Date** – Billing for each Managed Internet Service (MIS) component will begin on the day after the Test and Turn-up of Service at that Site. You are responsible for ensuring that your premises location is configured correctly to support MIS. Please note, if you did not purchase Local Access Combination (LAC), your Access will be installed and billing may commence prior to the Test and Turn-up of your MIS. This will ensure an accurate and thorough end-to-end test of MIS.

**Billing Cycles** – The Standard Billing Cycle for AT&T’s MIS will be determined on your first bill and it will remain consistent for the life of the service. Once established, billing cycles cannot be changed or consolidated. Differences may exist in billing cycles and these may create unexpected variances on your first few MIS bills. Your first bill may include charges for the initial partial month of service (from the Service Activation Date to your First Bill Date). Your first bill may also include charges for your first full-month of service (charged in advance). These prorated charges may cause initial monthly rates to look different than the actual rate at the time you joined. These charges should “even out” within the first couple months of service and you will see the monthly rate for which you signed up.

**Invoices** – If you purchased Local Access Combination (LAC) option for MIS, the access portion of your service will be charged on your MIS bill. Access ordered through AT&T, on a contract other than your MIS contract, will be billed separately (in a non-LAC scenario). In a non-LAC scenario, billing for Access may commence for this service prior to your MIS Test and Turn-up.

**Additional Fees and Taxes** – Sales, excise and gross receipts taxes apply to MIS. Other applicable taxes, fees, surcharges and shipping and handling fees may also apply.

**Disconnects or Early Termination** – Early Disconnection and cancellation of a Service Component(s) may result in Termination/Cancellation fees. Please review your agreement or contact your AT&T Sales Representative for details.

**Business Direct (eBill)** – For Registration Information go to the “Enterprise Business Customer Center” at: <http://www.corp.att.com/ebcc/> or go directly to the “AT&T Business Direct Portal for Account & Billing Information” at: [http://www.corp.att.com/ebcc/portal/portal\\_billing.html](http://www.corp.att.com/ebcc/portal/portal_billing.html)

**Billing Inquires** – For billing questions, please call the toll-free number that appears on your bill.

**Payment Methods** – You can pay your MIS service using various payment methods:

- Wire Transfer
- Direct Debit from Checking or Savings (recurring or one-time)
- All Major Credit Cards -- Business Direct eBill or Express pay (recurring or one-time)
- US Mail
- Overnight Mail.

**Late Payment Fees** – AT&T may apply a late payment fee if you do not pay your invoice on time. Please contact your AT&T Sales Representative for details.