

November 27, 2018



AT&T Customer Service Guide (CSG)

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INTRODUCTION

Purpose

This Customer Service Guide (CSG) specifies daily working practices and operational relationships pertinent to AT&T's services during delivery and life cycle. It is also meant to specify such work practices for existing products and services that the customer purchases and uses from AT&T.

Document Maintenance and Ownership

This document is owned and maintained on behalf of AT&T by your Service Management team. Please provide them with any feedback or suggested changes you may have relative to this Guide.

YOUR Account Team

Name	Title	OFFICE NUMBER (O) CELL NUMBER (C)	E-MAIL
Asim Alavi	Director - Technology	O: 248 225-5481 C: 248 225-5481	AA1202@att.com
Patricia Hamilton (Pat)	Business Operation Manager	O: 248 649-7855 C: 248-971-4907	PH2595@att.com
Jamie Evans	Operations Manager	O: 608 924-1041 C: 608 445-0981	Je1398@att.com
Vince Jackson	LCM Engineer	O: 630 372-6721 C: 224 279-8008	VJ2843@att.com
Sholanda Johnson	CLCM Incident Manager	O: 248 463-0843 C:	SK7852@att.com
Sara Schroeder	Account Manager	O: 608-252-4665 C: 608-770-0231	SS1927@att.com
Patricia Feldmeier	Associate Director LCM	O: 520 509-4276 C: 480 543-8797	PA2929@att.com
Taunya Starr-Lutz	CLCM SDM	O: 608 719-2922 C: 608 719-2922	TS5185@att.com

SERVICE ORDERS

Adds, Moves and Changes.

Submit request via the BusinessDirect Client Request System:

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

State Agencies:

Please include the necessary details and MDS (Minimum Data Set) data.

Reference the State of WI ticket number in the “Reference Ticket Number” field.

TEACH Customers:

Access the order form from the TEACH website: www.teachwi.state.wi.us

Complete MDS and submit a Service Change Request to TEACH@wisconsin.gov

Authorized Users:

Complete the MDS and email to: DOAETBadgerNet@wisconsin.gov

Broadband

Agency/Authorized User: Submit request to WIBadgerNet@wisconsin.gov

TEACH user: submit request to TEACH@wisconsin.gov to determine funding

DOA/TEACH places order with the AT&T account team:

Sara Schroeder: ss1927@att.com 608 252-4665

Request for Bluejeans license

TEACH Funded:

Complete the CIF (Customer Info Form) and submit to TEACH: Teach@wisconsin.gov

TEACH submits the request to: BadgerNet Sales g00858@att.com

State Agency, or non-TEACH funded:

Complete the CIF (customer information form) and submit to the AT&T account team:

BadgerNet Sales g00858@att.com and CC:

DOAETBadgerNet@wisconsin.gov



Rethink Possible

REQUEST FOR ESCALATION OF SERVICE ORDERS: (not DSR or Bluejeans)

Select the option as “expedite” from the “Priority” dropdown list on “Main Information” tab in the Business Direct Client Request System. Add a note in the “Notes” tab asking the AT&T LCM team (CLCM) to expedite the processing of the request.

As a follow-up, email the CLCM SDM and the PLCM SOE (listed below) requesting the expedite.

If the request for expedite needs to go to a higher level of authority at AT&T:

MACD

1st level: Taunya Starr-Lutz: CLCM SDM: 608 719-2922: TS5185@att.com

2nd level: Patricia Feldmeier: Associate Director LCM: 520-509-4276: PA2929@att.com

3rd Level: Asim Alavi: PLCM Director (SOE): 248 225-5481: AA1202@att.com

New Projects

1st and 2nd level: Patricia Feldmeier: Associate Director LCM: 520-509-4276: PA2929@att.com

3rd Level: Asim Alavi: PLCM Director (SOE): 248 225-5481: AA1202@att.com

REQUEST FOR QUOTE OR PROJECT

Create request in AT&T Business Direct Client Request System:

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

Request system with appropriate MDS for AT&T to fulfill.

Escalations or if you need to discuss, please contact:

Account Manager: Sara Schroeder: 608 252-4665: ss1927@att.com

Sr. Project Manager: Trish Feldmeier: 520 509-4276: pa2929@att.com

REPAIR

Minimum Data Set to open a trouble ticket:

1. Asset ID. If unavailable provide IP Address
2. Users contact information (name, number, etc...)
3. Summary of problem
4. Site access hours and LCON (local contact) availability
5. User location (site name, city, state).

Helpful information:

1. What troubleshooting steps have already been taken (i.e. checked power, reset PC, phones)
2. Severity level of the incident
3. How many people are impacted (no service)?
4. Has the service worked before? When did it stop working?
5. Error message received, if applicable



Rethink Possible

6. Source IP address (for latency issues)
7. Trace route (from your source IP address to the destination IP address)

STATE AGENCIES

Category A & B:

Open ticket in Business Direct portal: <https://www.businessdirect.att.com/portal/index.jsp>
Tickets can be opened, notes added and get ticket status via BusinessDirect

If Business Direct is not available please call the GCSC: 866 373-0524 (Pin #35790)

Category D: (ASE/non-managed)

Open ticket in express ticketing: <https://att.com/expressticketing>
[Click here for express ticketing user guide](#)
Escalations are requested via express ticketing.

If ExpressTicketing is not available please call AT&T ENOC: 888 644-3662

TEACH and AUTHORIZED USERS

All services (Category A, B, C, D) :

WIN Helpdesk: 855 457-9273

WIN NOC Supervisor: Chelsea Holbrook: 715 858-3168: cholbrook@wins.net

AT&T MIS

Open ticket in BusinessDirect portal: <https://www.businessdirect.att.com/portal/index.jsp>

If Business Direct is not available please call AT&T MIS: 888 613-6330 Prompt 2, 1

WiscNet on BadgerNet

Authorized Users/TEACH

WIN Helpdesk: 855 457-9273

WIN NOC Supervisor: Chelsea Holbrook: 715 858-3168: cholbrook@wins.net

CAT C: DSR/BROADBAND

Engage DSR directly for all Incident support: 844 360-8664, Option 1

Escalation: dsrtechsupervisors@drsglobal.com

918 336-6900 X2756 (on-call Duty Manager)



Rethink Possible

VIDEO / BLUEJEANS

WIN Helpdesk: 855 457-9273

WIN NOC Supervisor: Chelsea Holbrook: 715 858-3168: cholbrook@wins.net

BLUEJEANS MEETING ISSUES:

Advanced Care Solutions: 866 563-4703

Hours of operation:

M-F 8:00am-8:00pm CST

Sat. & Sun.: 9:00am-6:00pm CST

Click to chat from your Bluejeans screen is available 24X5.

Bluejeans customer Care: 415 354-5670

BILLING

Billing disputes:

submit bill disputes via AT&T Business Direct “View, Analyze, and Pay your Bill” application. : <https://www.businessdirect.att.com/portal/index.jsp>

Billing questions/issues:

submit bill inquiries via AT&T Business Direct “View, Analyze, and Pay your Bill” application. : <https://www.businessdirect.att.com/portal/index.jsp>

Billing escalations:

1st level: Billing Quality Assurance Manager:

Tim Baran: tb1597@att.com

2nd level: Billing Quality Assurance Associate Director:

Mark Panepinto: mp4542@att.com