

March 18, 2019

# **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
Jo Anne Connar	Service Exec	O: 262 225 6973 C: 414 630-1570	JC6596@att.com
Jerome Taylor	Area Management Service Manager	O: 708-709-5500 C: 312-320-5115	JT1693@att.com
Tom Taibl	Sales Manager	O: 262-506-2862 C: 262-844-6557	TT2365@att.com
Rob Klein	Sales Manager	O: 248-217-2276 M: 313-277-0191	RK8532@att.com
Rob Roy	Technical Sales Consultant	O: 608-772-1518 C: 608-772-1518	RR3914@att.com
Sara Schroeder	Account Manager	O: 608-888-5582 C: 608-770-0231	SS1927@att.com
Rich Krause	Account Manager	O: 262- 844-6557 M: 262- 844-6557	RK7975@att.com
Jed Dolske	Account Manager	O:262-347-8974 M:262 347-8974	JD248C@att.com
Theresa Benko	Mobility Account Manager	C:(262) 617-1004	TB9275@att.com
Kevin Messer	Mobility Service Exec	C: 972.658.6253	KM642n@att.com



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## SERVICE ORDERS

### POTS / CENTREX

Adds, Moves, Changes, Deletes, Directory Listings.

Call: 800 480-2203 Option 2, Option 5

Email: [madison.gem@rdsml.ims.att.com](mailto:madison.gem@rdsml.ims.att.com)

Sandra Aaberg 877 975-8974

Cheryl Fischer 877 975-7033

Cecelia Baier 877 975-7185

Dean Labelle 877 975-7023

Jeff Konkol 877 975-7065

Mike Frahmman 877 975-7172

Andrea Reed 877 975-7179

Linda Cleveland 877 975-8998

Business Office Manager: Diane Schmitt 262-506-6044 Email: ds5657@att.com

### U-Verse Disconnect - 800-750-2355

DSL Repair 877 937-5288

### ISDN Centrex/ISDN Prime/DSO-DS1, HI Cap Circuits,/MIS (BVoIP, IP Flex) / CPE orders

Orders need to be placed with your AT&T Account Manager.

### Voice Mail

Add, Moves, Changes, Deletes

CALL: 888 444-4730

EMAIL: [noc@network-data.com](mailto:noc@network-data.com)

And: [state.of.mwbilling@rdsml.ims.att.com](mailto:state.of.mwbilling@rdsml.ims.att.com) (if billing applies)

**NOC Manager: Andre Sevilla . Office: 847-385-6703 Cell: 708-969-7575 asevilla@network-data.com**

**For Service Order escalations or if you need further assistance, please contact your AT&T Service Executive**

### AT&T Service Order delivery dates

Type of Service	Quantity of lines	Add New Lines	Move Existing Lines Within a Building - non-DOA bldg	Move Existing Lines to a Different Building	Change Analog to ISDN	Change ISDN to Analog	Change SP to MP	Change MP to SP	Change Features (non-Mate)	Customer Premise Wiring Required
Analog	1-5	5 BD	5 BD	5 BD	10 BD				3 BD	5 BD
Analog	5-20	5 BD	5 BD	5 BD	10+ BD				3 BD	5 BD
Analog	20+	Based on Availability	Based on Availability	Based on Availability	Based on Availability	Based on Availability	Based on Availability	Based on Availability	Based on Availability	Based on Availability
ISDN (SP)	1-5	10 BD	10 BD	10 BD	10 BD	5 BD	10 BD		3 BD	10 BD
ISDN (SP)	5-20	10+ BD	10+ BD	10+ BD		10+ BD	10+ BD		3 BD	10+ BD
ISDN (SP)	20+	Based on Availability	Based on Availability	Based on Availability		Based on Availability	Based on Availability		Based on Availability	Based on Availability



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<b>ISDN (MP)</b>	1-5	10 BD	10 BD	10 BD	5-10 BD	10 BD	3 BD	10 BD
<b>ISDN (MP)</b>	5-20	10+ BD	10+ BD	10+ BD	Based on Availability	Based on Availability	3 BD	10+ BD

Port to IP Flex Order Process		60 Days End to End	
Customer provides Minimum Data Set (MDS, no CSR) to Technical Sales Consultant (TSC)		Start	
TSC submits Support Request (SR) to Global Order Sales Support (GOSS)	48 Hours		
GOSS Screener assigns to Client Support Specialist (CSS)	24 Hours	Week 1	
GOSS CSS Accepts SR	48 Hours		
GOSS CSS reviews MDS, requests Customer Service Record (CSR), completes forms package and submits SR to National IP Front Door	5 BD's	Week 2	
Nation IP Front Door Screener reviews package and assigns to IP Flex Order Manager (OM)	48 Hours		
OM reviews and submits orders to Local Exchange Carrier (LEC)	5 BD's	Week 3	
LEC Approves or Rejects			
LEC Intervals of 15 to 20 Business Days to provide FOC	20 BD's	Weeks 4 - 6	
OM schedules Test & Turn Up (TTU) and sends Meeting Invite with details			
Test & Turn Up		End	

\*\*BD = Business Day

\*\*MP = Multipoint SP = Single Point

\*\*Based on Availability - due to size of these orders more time/ATT resources may be needed to complete, dates are agreed upon between AT&T Service Order and State Agency.

\*\*Analog orders must go to the service order /business office ([Madison.gem@rdsmail.ims.att.com](mailto:Madison.gem@rdsmail.ims.att.com)). ISDN orders need to go through your Account Manager

## REPAIR

### POTS / Centrex / ISDN Centrex / ISDN Prime / DSO & HI Cap Circuits

Voice Services: 877 888-5622, Option 5,

Data/Circuits: 877 888-5622 Option 5,

Express Ticketing <https://att.com/expressticketing>

[Click here for express ticketing user guide](#)

**Repair Center Manager:** Joaquin Vega Office: 469 675-7801

Cell 262 3091969 [JV2379@att.com](mailto:JV2379@att.com)

### MIS (IP Flex / BVoIP)

Troubles can be reported in business direct or at: <https://att.com/expressticketing>. When using express ticketing please open up the ticket on the routerhost name.

Call: 1-877-288-8362

PCAPs [bvoip-support@att.com](mailto:bvoip-support@att.com) and your ticket and company name in the subject line

### Voice Mail

CALL: 888 444-4730

EMAIL: [noc@network-data.com](mailto:noc@network-data.com)

NOC Manager: Roy Money. Office: 847 385-6730 Cell: 847 873-2795 [rmoney@network-data.com](mailto:rmoney@network-data.com)



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CPE – 800 248 8484

## **UC SKYPE FOR BUSINESS**

**Please contact DET/ Agency Help Desk first**

Please contact the AT&T UC Skype to support the following tasks:

- Requests support to resolve a service problem
- Request for new phone numbers or to port existing phone numbers
- Request a Move, Add, Change or Deletion on an existing user or device

Call AT&T UC Support Team [844-423-1130](tel:844-423-1130) – (this number can be used for both Service Orders (MACD) Repairs

Email AT&T UC Support Team [wisconsin@attucs.com](mailto:wisconsin@attucs.com)

### **REPAIR – [844-423-1130](tel:844-423-1130)**

#### **1<sup>st</sup> Level Escalation**

Operations Manager: Mohamed Fayaz

Office: 609-955-3034

[mohammed.fayaz@attucs.com](mailto:mohammed.fayaz@attucs.com)

#### **2<sup>nd</sup> Level Escalation**

Director Engineering – Robert Sese

Office: 732-917-4410

[Robert.Sese@attucs.com](mailto:Robert.Sese@attucs.com)

#### **3<sup>rd</sup> Level Escalation**

Sr. Vice President - Operations: Anantha Amancharla

Office (609) 297-8210

[Anantha.Amancharla@attucs.com](mailto:Anantha.Amancharla@attucs.com)

#### **Billing –**

[state.of.mwbilling@rdsmail.ims.att.com](mailto:state.of.mwbilling@rdsmail.ims.att.com)



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## UC ESCALATION CONTACT LIST

If you wish to contact the next level of support for any reason, please do so. Your CTL Team will be aware of any open support tickets and may have already escalated the issue for you.

### LEVEL 1

Operations Technical Support Team (They are your main contact)

UC Customer Care Portal: <http://www.corp.att.com/ucportal/>

Call 1-888-999-0119 option 2, option 1 for UC voice, Option 2 for UC Central

### LEVEL 2

**Area Manager** Diane Tenner Ofc 404 532-1240 Cell 404 661-7203 Email address [dt3524@att.com](mailto:dt3524@att.com)

Diane is available weekdays, Monday thru Friday from 8:30 am to 6:00 pm EST (Eastern Standard Time).

**On Call Manager** pager 404 464-1900 or 1-888-999-0119 option 2 for UC support, option 1 for UC voice, Option 2 for UC Central, UC Customer Care portal: <http://www.corp.att.com/ucportal/>

On call manager is available weekends and Monday thru Friday from 6:00 pm to 8:00 am EST (Eastern Standard Time).

### LEVEL 3

If your issue is still not resolved after escalating to Level 2 Please contact:

Service Executive

Jo Anne Connar Ofc 262 225 6973, Cell 414 630-1570 [jc6596@att.com](mailto:jc6596@att.com)

## UC ESCALATION CONTACT LIST MOVES ADD'S AND CHANGES

### LEVEL 1

For all moves, adds and changes contact the Operations Technical Support Team at: 1-888-999-0119 or <http://www.corp.att.com/ucportal/> The Technical Support Team will send the request to the Service Delivery Team who then has three days to respond.

### LEVEL 2

**Area Manager** James Hopkins Ofc 972 649-8500 Cell 214 250-8989 Email: [jh2965@att.com](mailto:jh2965@att.com)

### LEVEL 3

If your issue is still not resolved after escalating to Level 2 Please contact: Service Executive

Jo Anne Connar 262 225 6973 , Cell 414 630-1570 [jc6596@att.com](mailto:jc6596@att.com)



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**TELECONFERENCING- (800) 526-2655**  
**MOBILITY - Business care - 800-999-5445**

**Account Manager** Theresa Benko 262 617 1004 [tb9275@att.com](mailto:tb9275@att.com)

**Client Support Specialist:** Jamie Bogle: Ofc: 715 551-0030 [jb630s@att.com](mailto:jb630s@att.com)

**Service Executive** Kevin Messer m 972.658.6253 | [km642n@att.com](mailto:km642n@att.com)

**BILLING**

**POTS / Centrex / ISDN Centrex / ISDN Prime / DSO & HiCap Circuits**

Call: 877 438-0041

Requests can be submitted via the Business Direct portal or using email to RDS

[www.businessdirect.att.com](http://www.businessdirect.att.com) or [state.of.mwbilling@rdsmail.ims.att.com](mailto:state.of.mwbilling@rdsmail.ims.att.com)

**UNITY VOICE MAIL/UNIFIED COMMUNICATIONS / SKYPE for Business**

Call: 800 480-2203 prompt 3

[state.of.mwbilling@rdsmail.ims.att.com](mailto:state.of.mwbilling@rdsmail.ims.att.com)

**MIS (IP Flex / BVoIP)**

Call - 877 811-4040

**CPE**

Contact your AT&T Account Manager regarding any billing disputes. Please see page 11 to determine your Account Manager

**MISCELLANEOUS REQUESTS**

If you have a request not listed, please contact your AT&T Service Executive

**Directories:**

**Add/Change/Delete directory listings.**

Call: 800 480-2203 Option 2, Option 5

Email: [madison.gem@rdsmail.ims.att.com](mailto:madison.gem@rdsmail.ims.att.com)





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Business Office Manager: Diane Schmitt: Office: 262 896-5419 [ds5657@att.com](mailto:ds5657@att.com)

**Directory Delivery**

Request for directories: 866 329-7118 or [mydirectories.yp.com](http://mydirectories.yp.com)

Request fewer or no directories: 866 329-7118

**Directory Proof**

Request a directory proof for white page listings Email address [DMUTX@att.com](mailto:DMUTX@att.com).

Email address may be used for corrections to white page listings.

**Customer Service Records (CSR)**

Call: 800 480-2203 Option 2, Option 5

Email: [madison.gem@rdsmail.ims.att.com](mailto:madison.gem@rdsmail.ims.att.com)

Business Office Manager: Diane Schmitt: Office: 262-506-6044 [ds5657@att.com](mailto:ds5657@att.com)

**Billing**

**Copies of bills**

Call: 877 438-0041

Email: [state.of.mwbilling@rdsmail.ims.att.com](mailto:state.of.mwbilling@rdsmail.ims.att.com)

**Bills on CD (and CSR's)**

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

**Centrexmate**

Call: 800 635-7371

Email: [cmatech@att.com](mailto:cmatech@att.com)

**Business Direct**

On line chat <https://www.businessdirect.att.com/portal/index.jsp> or 800 221-0000



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**SERVICE EXECUTIVES:**

<u>Jamie Evans</u>	<u>Jo Anne Connor</u>	<u>Kevin Messer</u>
BCN	All other services not BCN, BadgerNet or Mobility	Mobility / First Net

**ACCOUNT MANAGERS**

Theresa Benko	Sara Schroeder	Tony Wineinger	Rich Krause	JedDolske
Mobility - State / UW	IPBB	Voice Services - State Agency	Voice Services - State Agency	UW - All Facilities - All Services
	Internet	Skype for Business - State Agency	Skype for Business - State Agency	
	Next Generation Data	Contact Center - State Agency	Contact Center - State Agency	
		Security Services - State Agency	Security Services - State Agency	