

Access AT&T BusinessDirect® on Your Mobile Device

Manage Your Network Anywhere

In today's business world, certain events can't be planned or anticipated. Degradation in network performance, or a network outage, while frustrating, shouldn't resign you to your desk or PC while you report the trouble and await resolution.

With an increasingly mobile and geographically dispersed workforce, mobile devices are now considered a key component of the connected enterprise. Mobile devices are an essential component of the next generation of automated enterprise workflows and business processes.

That is why AT&T offers its award-winning¹ AT&T BusinessDirect® eMaintenance application on your PDA, Smartphone or other mobile device. Now you can manage your network anywhere, anytime.

Results You're Sure to Appreciate

Using AT&T eMaintenance, you can create tickets and track them through resolution from your mobile device; you can also update, escalate, or close tickets. You can even initiate a circuit test and view the results!

The AT&T eMaintenance tool helps you:

Speed Trouble Isolation

The testing capability that is part of the AT&T eMaintenance tool enables you to isolate troubles more quickly than ever.

Reduce Your Downtime

Faster identification of the cause and automatic referral to the local exchange company² mean your service may be restored sooner.

Reduce Errors

When you report your troubles online and rely on drop-down menus, you can eliminate many data-entry and transcription errors.

Work More Productively

You may be able to reduce the amount of time you spend on paperwork and phone calls when you perform your maintenance tasks electronically. And because of the greater accuracy, you may save additional time that would otherwise be necessary to clarify your trouble report.

"[Automating] trouble tickets frees up our technicians for higher, complex, more challenging projects. This is a cost-effective, more productive way of doing business."

Terri Nichols, Vice President of Network Operations, Worldspan

Automated Testing Begins Immediately

When you report a trouble on AT&T eMaintenance, automated testing is launched within one minute and AT&T eMaintenance begins testing your circuit from end to end within seconds.³ The initial testing quickly determines whether the problem lies with the local access circuit, the AT&T network, or your own equipment.

If the trouble is found to be with the local access circuit, the system automatically sends an electronic referral to the local exchange carrier. All of this takes place in just minutes due to automation that was designed to minimize your downtime.

Benefits

- Manage your network more effectively – anytime, anywhere
- Get the same results as you do on the web portal
- Reduce your downtime through automated testing and faster trouble isolation
- Work more productively by eliminating paperwork, phone calls, and rework
- Stay informed as your service trouble is restored

Features

- Create and manage trouble tickets quickly and conveniently
- Enjoy sophisticated circuit testing technology that speeds trouble isolation

AT&T eMaintenance has been recognized in the telecommunications industry for both its capabilities and its early development. In fact, the Software Information Industry Association awarded AT&T eMaintenance the Codie Award for the Best eBusiness Solution as early as 2002.



And now in 2007, AT&T eMaintenance is still being recognized for its industry-leading capabilities. In fact, the AT&T eMaintenance mobile capabilities won the 2007 American BusinessSM Award (The Stevies) for the Best New Product or Service in Telecommunications.



If the trouble resides in the AT&T network, additional tests are automatically performed in a standardized, logical sequence. For example, monitor tests, which do not take your circuit out of service, are performed before intrusive tests, which do take your circuit out of service. For your convenience, intrusive tests can be scheduled online for any time within 72 hours of your trouble report.

(For more information on the automated testing capabilities, ask your AT&T Representative for the brochure on automated testing in AT&T eMaintenance.)

As your trouble is being resolved, you will be able to check its status any time.

Technical Requirements

A WAP browser, which supports web browsing on mobile devices, is required. Without a web browser, a mobile device may not properly display content as the provider intended. Please check with your service provider to determine whether your mobile device has a WAP browser.

In addition, for you to use AT&T BusinessDirect eMaintenance on a mobile device, the device must support HTML 3.2 and SSL. It is also recommended that your device support images, tables, and CSS. The Windows Mobile (Smartphone), Blackberry (RIM), Symbian, PALM (Treo), and Pocket PC mobile devices meet all these requirements and are compatible with this application.

AT&T BusinessDirect is the only industry portal that supports a variety of mobile device platforms, so most users won't have to reinvest in a new mobile device.

Get Started Today

Now, you don't have to be bound to your desk to manage your network effectively. You can still monitor your network proactively while on the go.

To begin enjoying convenient trouble reporting via your mobile device, contact your AT&T Representative. If you do not currently use AT&T BusinessDirect, your AT&T Representative will handle the prerequisite

To access AT&T eMaintenance from your mobile device, go to www.mobile.businessdirect.att.com.

registration for you. If you already use AT&T BusinessDirect and are registered to use the AT&T eMaintenance tool, simply go to www.mobile.businessdirect.att.com to utilize the eMaintenance capabilities from your mobile device.

Applicable Services³

The following AT&T services are supported via eMaintenance on mobile devices.

- AT&T Switched Voice Services – Inbound and Outbound
- AT&T Dedicated Voice Services – Inbound, Outbound and Shared
- AT&T Domestic and International Frame Relay Service
- AT&T Domestic and International ATM Service
- AT&T Domestic and International Private Line Service
- AT&T Domestic INCS Services
- AT&T Domestic and International VPN Service.

For more information contact your AT&T Representative or visit us at www.att.com/ebcc.

¹AT&T BusinessDirect eMaintenance received the prestigious 2002 Codie Award for Best eBusiness Solution. http://www.siaa.net/codies/2007/history_2002.asp ²As long as the LEC is electronically bonded with AT&T, as most are. ³The testing capabilities on AT&T eMaintenance are not available for International services. Only ticket creation and ticket status capabilities are available for International services.

Not all capabilities are available for all services. AT&T BusinessDirect applications are available to customers who subscribe to the applicable AT&T services, which are offered pursuant to the terms, conditions, and charges as set forth in the AT&T Service Guide and AT&T's tariffs and contracts as applicable. AT&T BusinessDirect applications and pricing are subject to change. Please refer to the AT&T BusinessDirect web site, terms and conditions, and pricing tables.