



Submitting VoIP Logical Router Change Request via AT&T Business Direct®

On occasion, you may need to request AT&T to update your managed VoIP router to support your business operations. This includes changes such as:

Applies to Cisco Routers:

1. Adding Static Routes
2. Dynamic Routing Updates
3. LAN Port Settings
4. Access List Modifications
5. SNMP Read Only Access
6. DHCP Changes
7. Network Address Translation Updates
8. Netflow Access

Applies to Edgemark Routers:

1. Adding Static Routes
2. LAN Port Settings
3. SNMP Read Only Access
4. DHCP Changes
5. Network Address Translation Updates
6. AT&T Business in a Box_{SM} Hunt Group Updates YES APPLIES FOR BVOIP ONLY NOT MIS DATA
7. AT&T Business in a Box_{SM} WiFi Updates YES THIS APPLIES FOR EDGEMARC DEVICES ONLY
8. AT&T Business in a Box_{SM} Customer Managed Firewall Configuration (4608PoE only). AT&T ONLY TURNS CMF ON OR OFF. All other changes will be made by the customer. Customer contacts their Account Team and gets services from Tech Support 360 to execute customers own security policy.
9. For all changes requested by customer not on this list, the customer needs to contact their account team.



The proper method to make such request is to access the AT&T BusinessDirect[®] Web Portal – <https://www.businessdirect.att.com> and open a MAC request. The request will be processed and completed per your instructions.

Submitting request via the AT&T BusinessDirect[®] Web Portal ensures:

- Your request is directly sent to the AT&T group responsible for processing and completing your request
- You have a written record of your request in the form of a trouble ticket, and AT&T can track your request via the trouble ticket

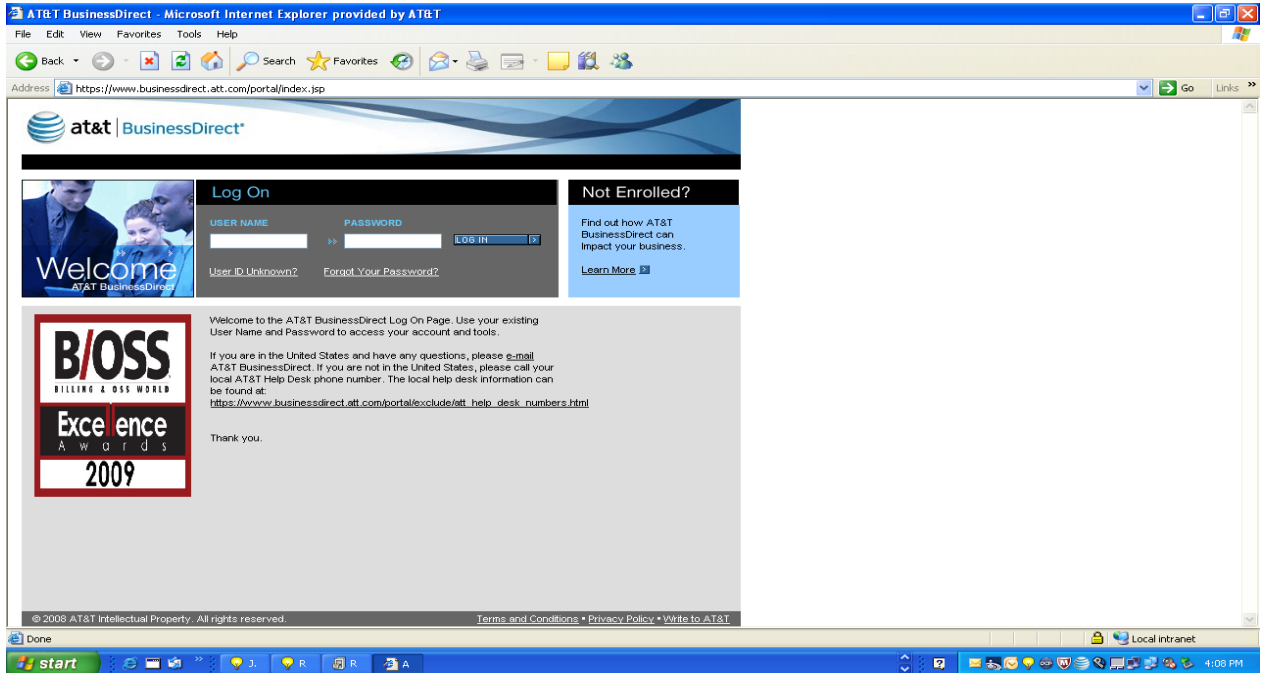
The procedure that follows provides the steps required to submit a Logical Router Change Request for your VoIP routers that are managed by AT&T.

This procedure requires that you have access to AT&T BusinessDirect[®]. Please follow the instructions above to ensure your request is processed timely and accurately.

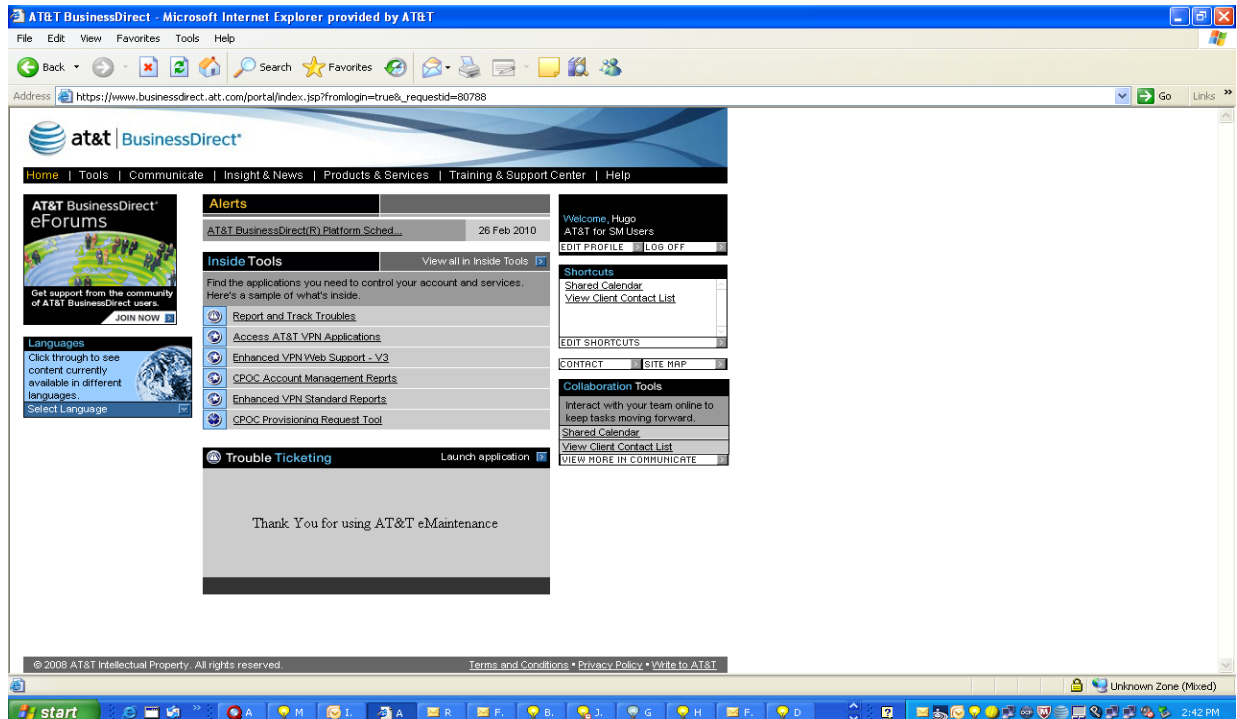
If you do not have access to BusinessDirect[®], please contact your AT&T Account Representative.



1. Access the AT&T Business Direct[®] Web Portal at <https://www.businessdirect.att.com>.
2. Login to the AT&T Business Direct[®] Web Portal.

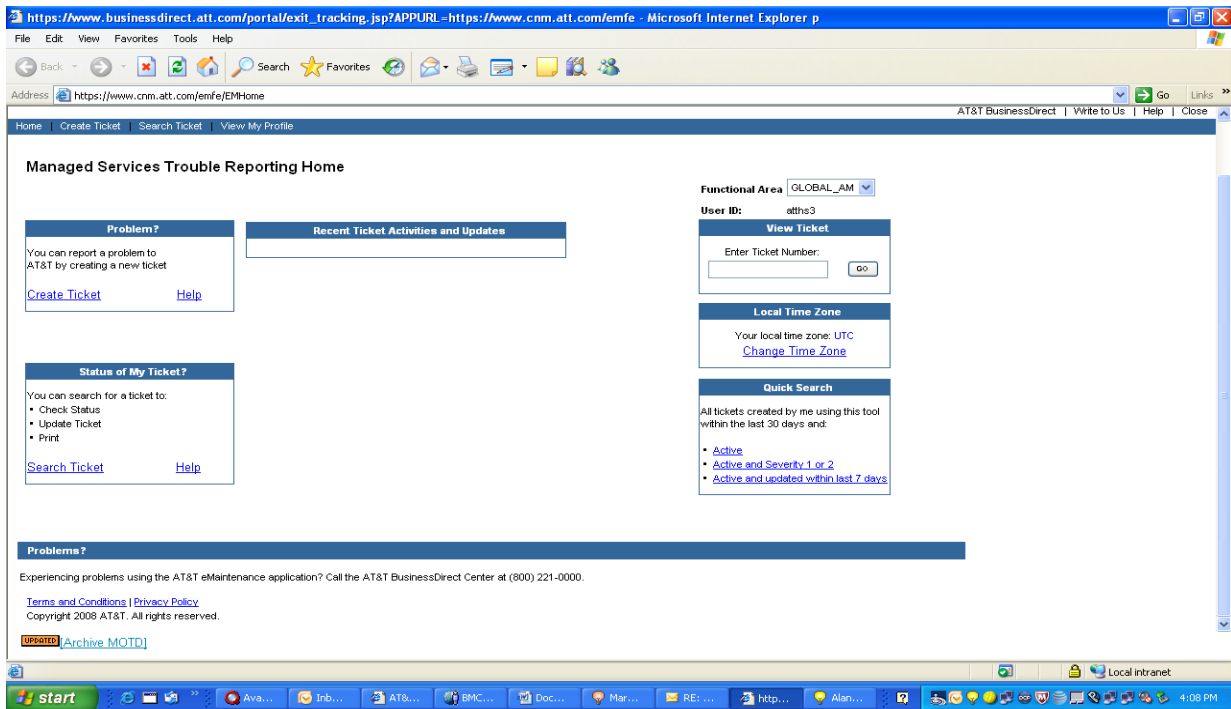


3. Select the **Report and Track Troubles** option from the menu.

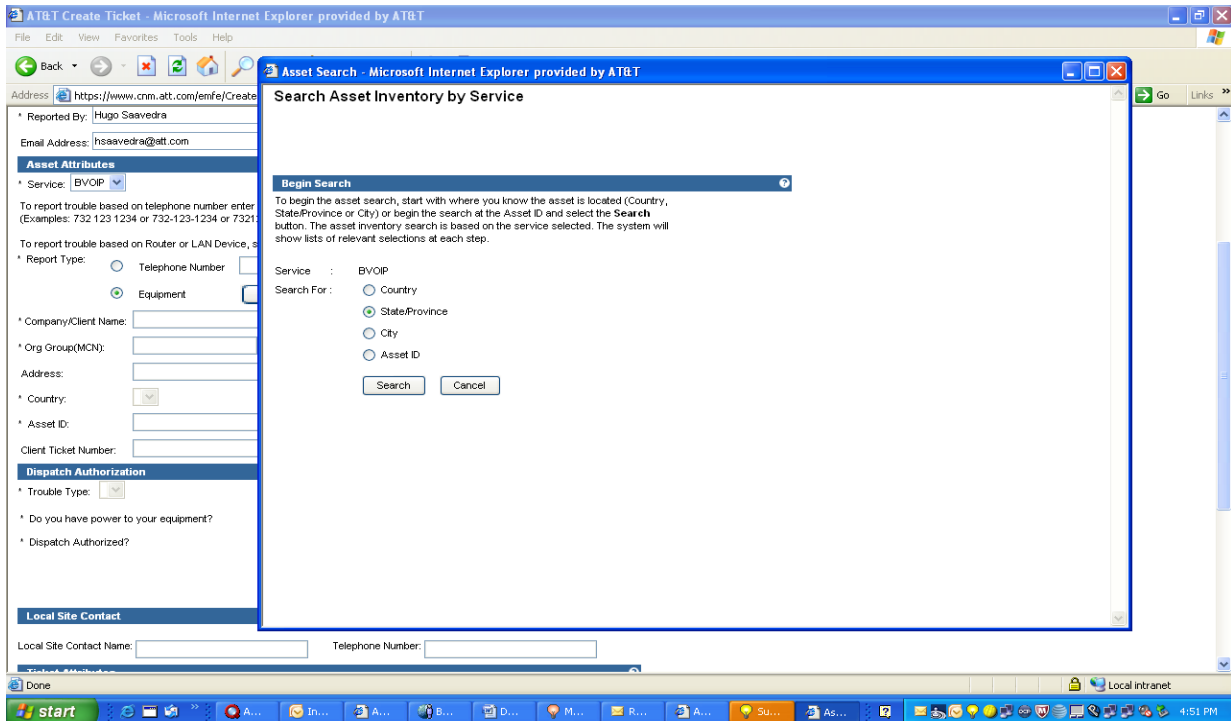




4. Select **Create Ticket**

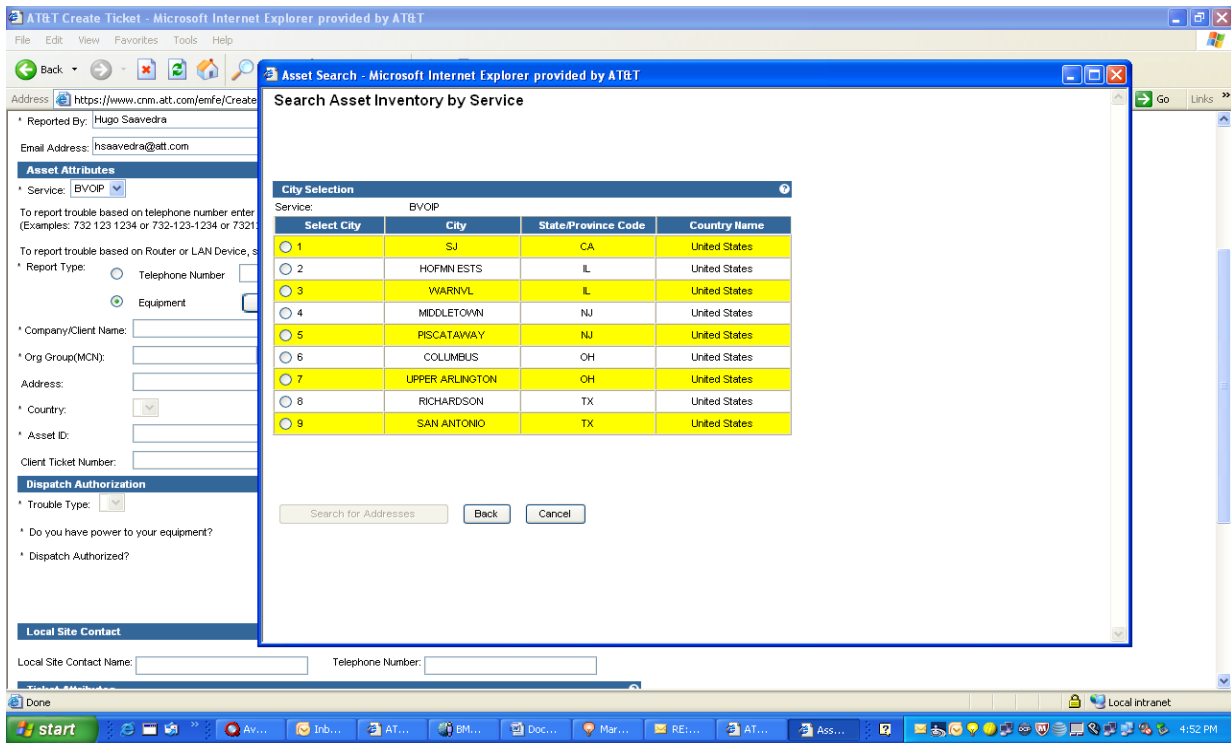


5. Select the **Equipment** radial button to search for the router you want updated. You can search by country, State/Province, City, or Asset ID (router hostname).

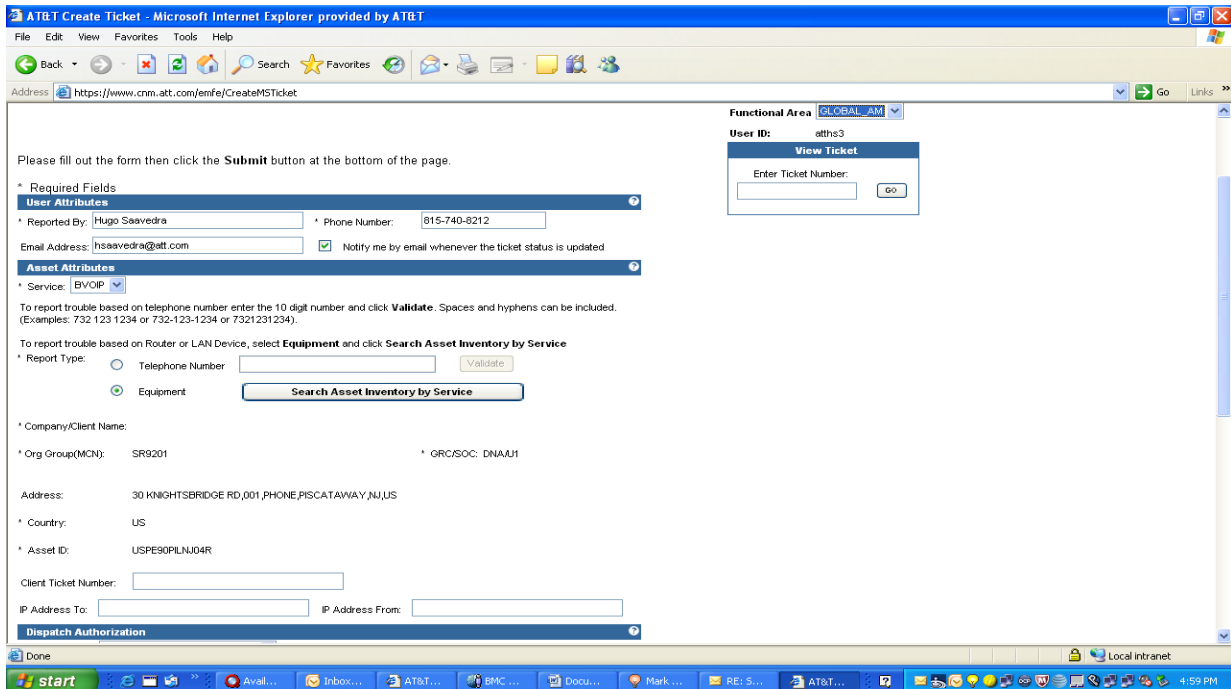




6. Select the asset you want updated.



7. Once the asset is selected, the asset data will be filled out in the ticket.



8. To complete the ticket and ensure the ticket gets routed properly, fill out the designated fields as follows:

06/28/2011

AT&T Proprietary

Page 5 of 6

Use Pursuant to Company Instructions

Submitting BVoIP Logical Router Change Requests via AT&T Business Direct®



- a. Trouble Type = **Other**
- b. **You must have power to your equipment at all times**
- c. Dispatched = **No**
- d. Local Site Contact Name = technical person to contact to coordinate the update
- e. Telephone Number = technical person to contact
- f. Severity = **6-Other** (**Warning**: this must be **6-Other** for the ticket to route correctly)
- g. Request Type = **MAC** (**Warning**: this must be **MAC** for the ticket to route correctly)
- h. Service Impact = **No**
- i. Recurring Trouble = **No**
- j. Trouble Description : provide a brief description of the change request
- k. Comment: provide as much detail as possible about the requested change. Include all pertinent information that would be needed to implement the change.

AT&T Create Ticket - Microsoft Internet Explorer provided by AT&T

Address: <https://www.cnm.att.com/enfe/CreateMSTicket>

Client Ticket Number:

IP Address To: IP Address From:

Dispatch Authorization

* Trouble Type:

* Do you have power to your equipment? Yes No Unsure

* Dispatch Authorized? Yes, I authorize AT&T and my access provider to send someone to the reported location(s) if necessary to isolate the problem, realizing a fee may be associated. No

Local Site Contact

Local Site Contact Name: Telephone Number:

Ticket Attributes

* Severity: * Request Type:

* Service Impact: Yes No

* Recurring Trouble: Yes No

* Trouble Description:

Comments:

[Terms and Conditions](#) | [Privacy Policy](#)
Copyright 2008 AT&T. All rights reserved.

9. Submit the ticket.
10. Record the trouble ticket number for future reference.
11. You can check the status of your ticket in the future by re-entering AT&T Business Direct[®] and search using the ticket number.
12. After checking the status of your ticket via AT&T Business Direct[®] and you need assistance, call: 888-613-6330 prompt 3 then 2

AT&T Business Direct[®] is a registered trademark of AT&T