

# Express bonding

## An easier way to place orders for mobile devices and plans

Express bonding is a capability offered to AT&T corporate customers for placing service orders simply, quickly, and effectively. Express bonding was developed to give AT&T customers like you an electronic bonding solution that complements your own business processes.

AT&T offers express bonding so you can enjoy the benefits of a full electronic bonding solution without the need to invest in extensive software development and system integration. This is accomplished through a simple but powerful process using structured spreadsheet templates. Instead of placing your orders through AT&T order specialists or the online portal, you can now email your order directly to a specific email box. From there, the system will pick up your spreadsheet, transform it, and send it directly to the AT&T order fulfillment system. This can bring you substantial benefits as outlined below.

### **Express bonding simplifies your job**

#### **Save time**

When you use express bonding for your mobility orders, your spreadsheet will be processed through the AT&T order fulfillment system. This eliminates the manual entry of these orders into the AT&T online portal so provisioning can begin sooner. You'll also save time by submitting multiple orders in a single transmission. Express bonding can support single-line and bulk orders in a

spreadsheet format. The spreadsheet will be updated with order status and automatically emailed back to you.

#### **Be more productive**

Express bonding helps you work more productively by allowing you to submit multiple, similar orders in a single request. You may also experience a productivity boost by minimizing rework caused by entry of incomplete or erroneous data. By standardizing your input, the spreadsheet template reduces the possibility of data errors. In addition, express bonding delivers accurate and timely acknowledgements directly to your inbox, giving you ready access to order status information.

#### **Experience fewer ordering errors**

Being able to analyze your mobility orders in a structured file format prior to submitting your orders will minimize some common errors. In addition, express bonding spreadsheet templates clearly identify what is required to successfully complete your order the first time. Automated internal system checks identify some common errors for faster and more accurate order completion.

#### **Enjoy greater control over the ordering process**

For most companies, placing an order involves an internal data-gathering process to determine corporate needs. With express bonding, using the structured spreadsheet can improve your data-gathering and  
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order-entry process. Also, with express bonding, you will determine precisely when your orders are issued, and you'll have system-generated time stamps that document your actions.

### Enjoy round-the-clock access

Express bonding is available to you 24/7.

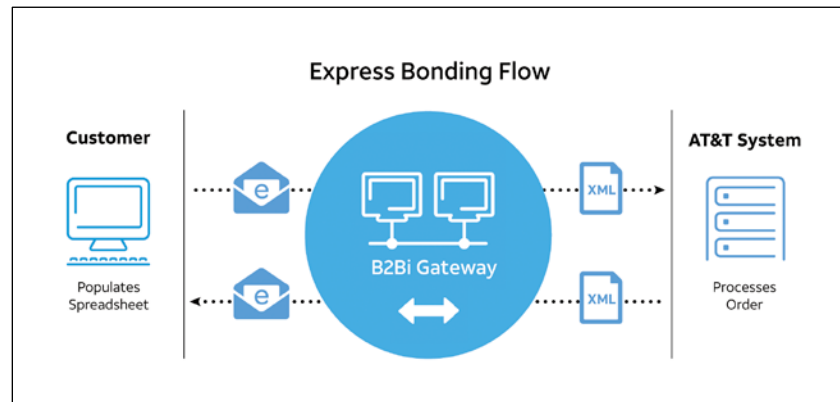
### No additional cost

Express bonding is offered to AT&T customers at no additional cost.

### Express bonding services

Express Bonding accepts orders for the following mobility transactions: new lines of service, upgrades, company-owned and managed (COAM), local number porting (LNP), and accessory-only.

Express Bonding also supports the following Premier Online Care transactions: add and remove features, change rate plan, cancel and resume



### Structured spreadsheets facilitate ordering

service, update subscriber, suspend and reinstate wireless numbers, update device or SIM, and change wireless numbers.

### Call your AT&T representative

To sign up for express bonding, contact your AT&T representative. Your AT&T representative will help you get started with express bonding.

## Highlights

### Benefits

- Automate the mobility ordering process.
- Minimize manual data entry and re-keying.
- Speed ordering so provisioning can begin sooner.
- Improve the accuracy of orders by using standardized spreadsheet templates.
- Leverage your own business processes and systems to place orders.

### Features

- Receive automatic email acknowledgements that include date and time stamps.
- Obtain automatic confirmation that your orders are received by provisioning systems.
- Automatically obtain status on your orders via email

For more information contact your AT&T representative or email us at [dl-eBondMobilityTeam@att.com](mailto:dl-eBondMobilityTeam@att.com).