

Network Authorized Government Designated Agency Representative (DAR) Workshop

Network Authorized Government Designated Agency Representative (DAR) Workshop

Course Overview

Course Overview

Value Of This Workshop

Provide Designated Agency Representatives (DAR) with A Summary of AT&T Networkx Telecommunication and Networking Solutions

Provide Designated Agency Representatives (DAR) with an Introduction to the Processes and Tools Used to Select, Order, and Manage Procurement of AT&T Networkx Products and Services

Course Overview

Module Overview

Module 1 – Network Program Overview

Module 2 – Network Ordering

Module 3 – Network Billing and Disputes

Module 4 – Report and Track Troubles

Network Authorized Government Designated Agency Representative (DAR) Workshop

Module 1

AT&T Network Program



Module Overview

Value Of This Module

- A Summary View of the Networx Program
- An Introduction to AT&T's Web-based, BusinessDirect® Portal that Integrates Ordering, Monitoring, and Management Tools into Single Point of Control

Module Overview

Learning Objective

- To Provide an Overview of AT&T's Capabilities

Learning Outcomes

- Upon completing this module, participants will be able to:
- Describe the Networx Program and its Purpose
- Describe AT&T's Transition Process and Methodology
- List Technologies and Trends Affecting Telecommunications Products and Services
- Describe the Purpose of AT&T's BusinessDirect[®] Portal

Module Overview

Lesson 1: AT&T Networx Program

Program Purpose and Office Organization

Transition Methodology

Lesson 2: BusinessDirect[®] Portal

Key Features and Benefits

Module 1

Network Program Overview

Lesson 1

AT&T Network Program



Networkx Program

Procurement Options

- Allows Government Agencies to Procure Voice, Data and Wireless Services

- Awarded by GSA to AT&T for 10 Years

- Comprised of More Than 44 Services

- Provides Two Contracting Options

- Universal (GS00T07NSD0007)

- Enterprise (GS00T07NSD0041)



Networx Program

Broad Portfolio of Services

- **Engineering Solutions**
 - Systems Design
 - Communications
 - Strategic Consulting
 - Construction and Project Management
- **Transport Services**
 - Management and Application
 - Voice, Data, and Wireless
 - High Bandwidth
 - IP
- **Hardware and Software Procurement**
- **Asset Management**

Click link below for Services

[Networx Products and Services Handout](#)



AT&T Government Solutions Team

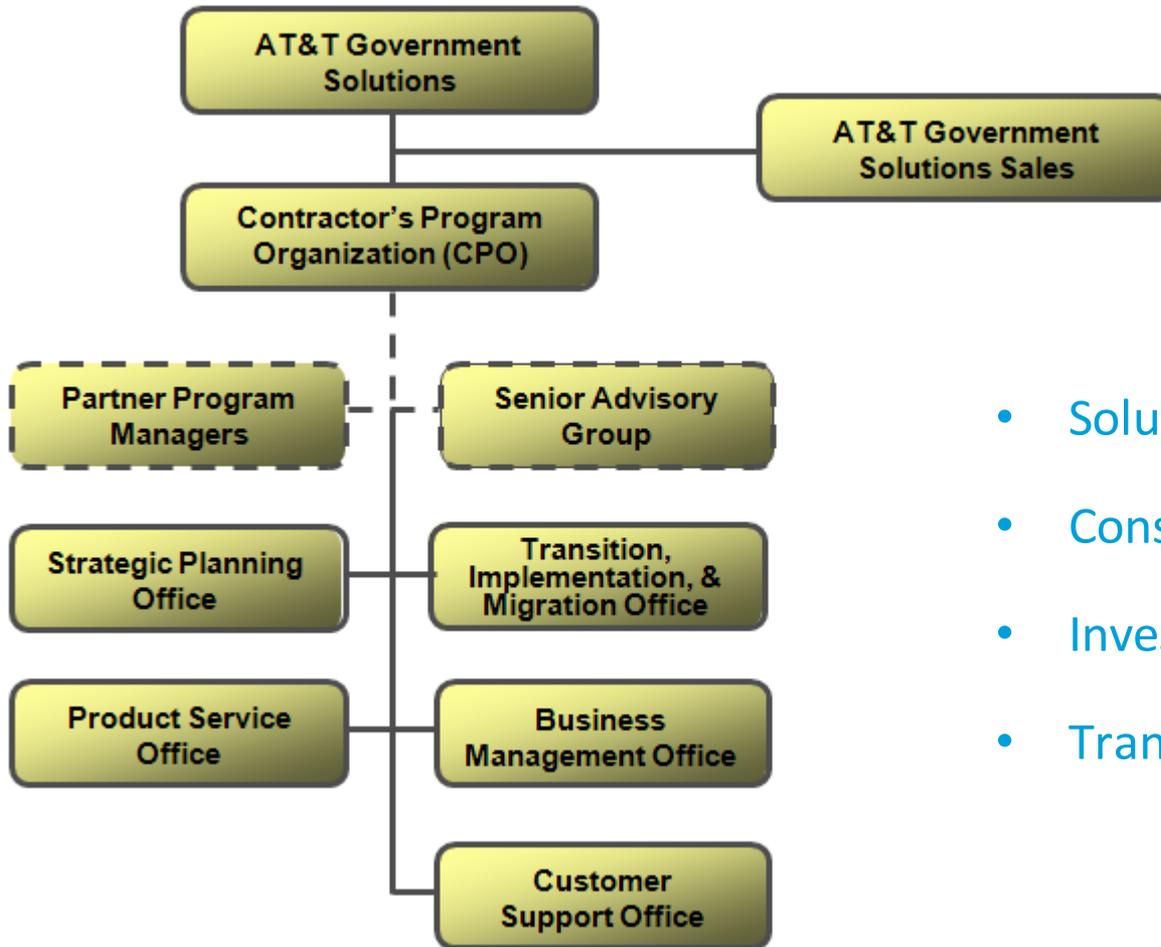
Elite And Dedicated

- 4,000 Professionals with Exclusive Government Focus
- Standard and Custom Lifecycle Solutions
- Proven Technologies
- Range of Contract Vehicles
 - Alliant
 - Crossover
 - GSA Schedule 70
 - SATCOM II
 - GSI TASS



AT&T Government Solutions Team

Networx Organizational Overview

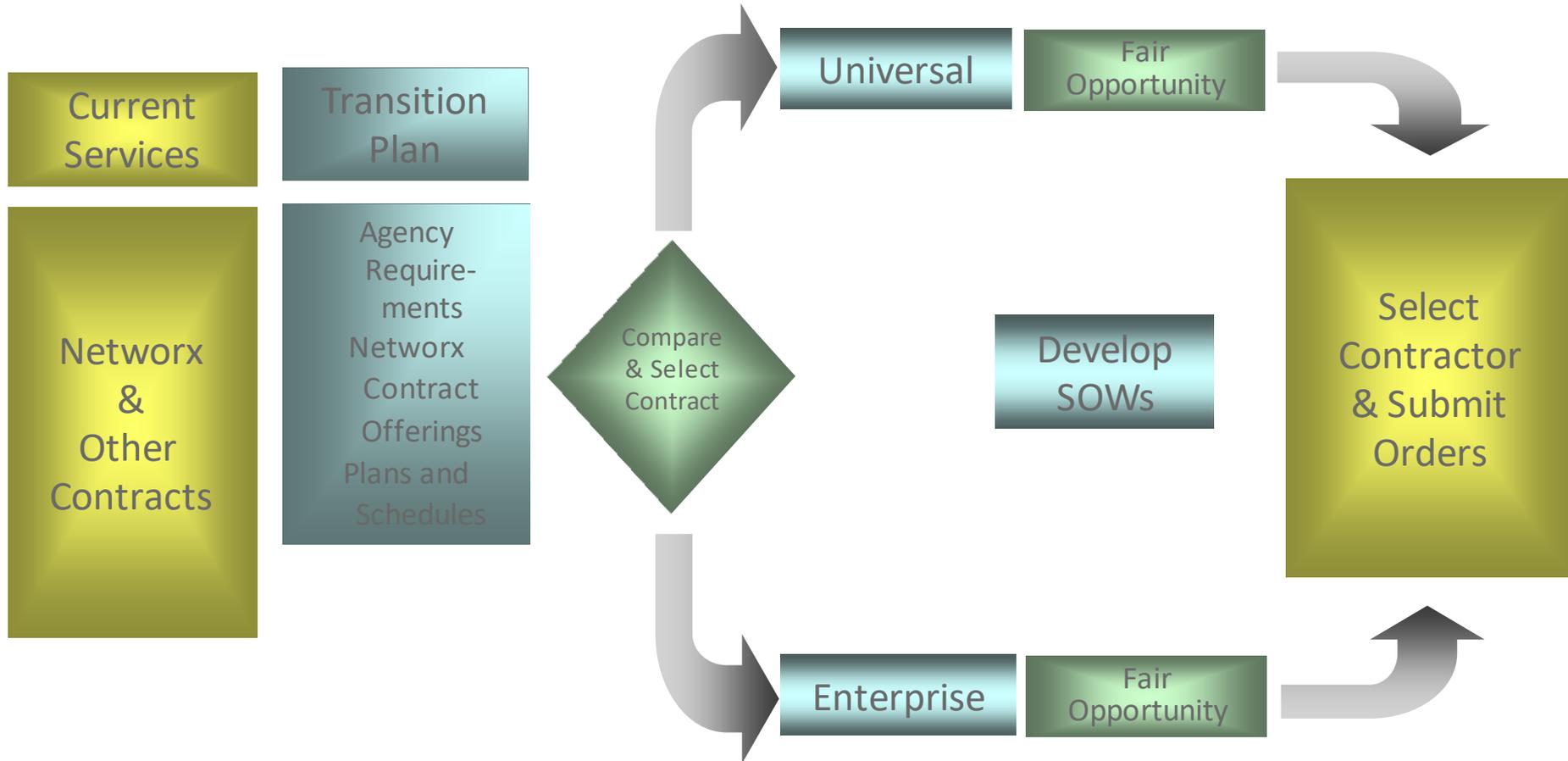


- Solutions Focused
- Consultative Approach
- Investment Protection
- Transition Planning

Transition Methodology

Transition Methodology

Fair Opportunity Model



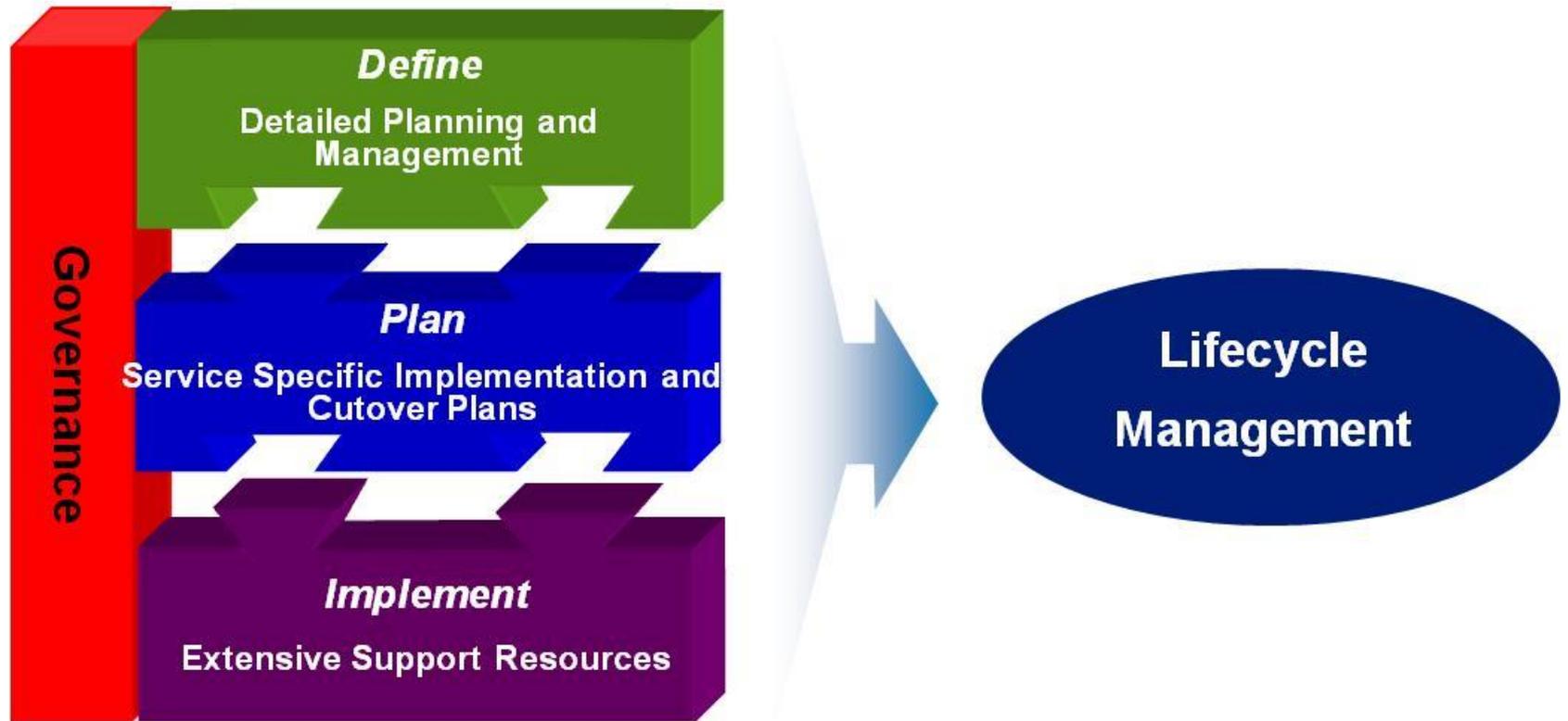
The Networx Contract

What Does Transition Mean?

“Transition” Refers to the Move of an Existing FTS2001 (or Crossover) Customer to the Networx Contract. . .



Transition Methodology



Transition Implementation Migration Office

Team Mission

The TIMO Team is dedicated to:

- Meeting your transition objectives and requirements
- Excellent customer service through comprehensive transition governance and execution
- Detailed collaborative transition planning
- Controlled transition execution and risk mitigation
- Providing specialized, dedicated resources that identify a transition size, complexity, importance, and the mission criticality of your services

Transition Resources

**Our Goal: Reduce risk, provide seamless transition execution,
and deliver excellent customer service**

Dedicated Network Transition Implementation Migration Office (TIMO) - Transition life-cycle management of your AT&T solution

Proven transition resources with availability of Subject Matter Experts from AT&T's vast resources – Manage transitions on every level of complexity every day. It's our business

Scalability – The TIMO personnel are complimentary and integrated with to your Program Management team for seamless migration to steady state operations

The AT&T Transition Center of Excellence (TCOE) – as the foundation and repository of our extensive Program Management and Transition experience the TCOE provides expertise, tools and proven processes in a local site, exclusively for government customers



Module 1

Networkx Program Overview

Lesson 2

BusinessDirect[®] Portal

BusinessDirect® Portal

Through the use of a single web site, AT&T government customers will have access to sales and service applications across all the product offerings -- providing an efficient way to manage all of their AT&T services. . .



To Learn More About BusinessDirect® Go to:
<http://www.corp.att.com/cctours/swf/BusinessDirectPortal.swf>

BusinessDirect® Portal

Single Point Of Control

- Easy Access
 - Ordering and Billing
 - Trouble Reporting
 - Maintenance
 - Network Management
 - Performance Reporting
- Extensive On-line Help
- Industry-standard Security
 - SSL Encryption and Validation
 - State-of-the-Art Data Centers
 - Mirror Image Production Site for Disaster Recovery



Click Link below for Overview of Network Applications

[Managing Network Services Online via Business Direct - Overview](#)



2009 Wins

2009 Stevie Award in the Area of Best Use of Technology in Customer Service **AT&T BusinessDirect® Mobile Capabilities**

Billing & OSS World 2009 Excellence Awards for Best Customer Care Solution **AT&T BusinessDirect®**



2008 Wins

2008 North American Customer Value Award in the Area of Full-Service Business Customer Portal **AT&T BusinessDirect®**

Gartner & 1to1 Customer Gold Award, Organizational Transformation **AT&T eSales & Service**

Small Business Standard of Excellence, Telecommunication Standard of Excellence **AT&T Business Center**

W³ Silver Award Winner **AT&T Business Center**

Yankee Group Report **AT&T BusinessDirect Best Customer Portal – May 2008**



2009 Winner



2008 Finalists



World Communications Awards, Best Technology Foresight
AT&T BusinessDirect® Mobile Capabilities

ITSMA Marketing Excellence Awards, Strengthening
Customer Relationships **AT&T BusinessDirect®**



International Stevie Awards, Most Innovative Company in
North America **AT&T eBonding**

International Stevie Awards, Best New Product or Service –
Telecommunications **AT&T BusinessDirect® Mobile
Capabilities**

Stevie Awards, Best Customer Service Organization **AT&T
BusinessDirect® Center**

Stevie Awards, Most Innovative Company **AT&T eBonding**

TM Forum Excellence Awards Most Innovative Application of
Customer Care **AT&T BusinessDirect® Mobile Capabilities,
AT&T BusinessDirect® Map**



Module 1 Summary

Topics Covered

- Network Contract
- AT&T Network Program Office Organization
- Transition to Network
- Transition Implementation Migration Office
- Products and Services
- BusinessDirect[®] Portal Features and Functions

Network Authorized Government Designated Agency Representative (DAR) Workshop

Module 2

Network Ordering



Module Overview

Value Of This Module

- How to Acquire Services, Products, and Support Through the AT&T Network Contract
- How to Remain Informed and Current Concerning Your Acquired Services / Investment

Module Overview

Learning Objective

- To Become Familiar with the AT&T Processes and Tools Related to Ordering Services, Tracking and Status

Learning Outcomes

- Upon completing this module, participants will be able to:
- Establish a Networx Account
- Obtain an Agency Hierarchy Code (AHC)
- Submit and Track an Order
- Build Queries and Reports
- View Inventory and Notices

Module Overview

Lesson 1: Network Ordering Process & Requirements

Account Establishment – AHC

DAR Registration

Basic Order Flow

Ordering Methods

Ordering Timeframes

Placing Manual Orders

Lesson 2: On-line Ordering Using BusinessDirect[®]

Overview of eOrder Features

Placing an Order Through BusinessDirect[®] eOrder

Module Overview continued

Lesson 3: View and Analyze Inventory & Notices (VAIN)

Capabilities of VAIN

Viewing Notices

Viewing Inventory



Module 2

Network Ordering

Lesson 1

Network Ordering Process and Requirements

Placing Orders

Ordering Elements

- Account Establishment
 - DAR Authorization
 - Agency Hierarchy Code (AHC)
 - BusinessDirect[®] ID
 - BusinessDirect[®] Log-on
- Order Flow
- Ordering Methods
 - Account Team
 - Forms
 - On-line
- CLINs (Contract Line Item Numbers) and SEDs (Service Enabling Devices)
- Ordering Timeframes

Placing Orders

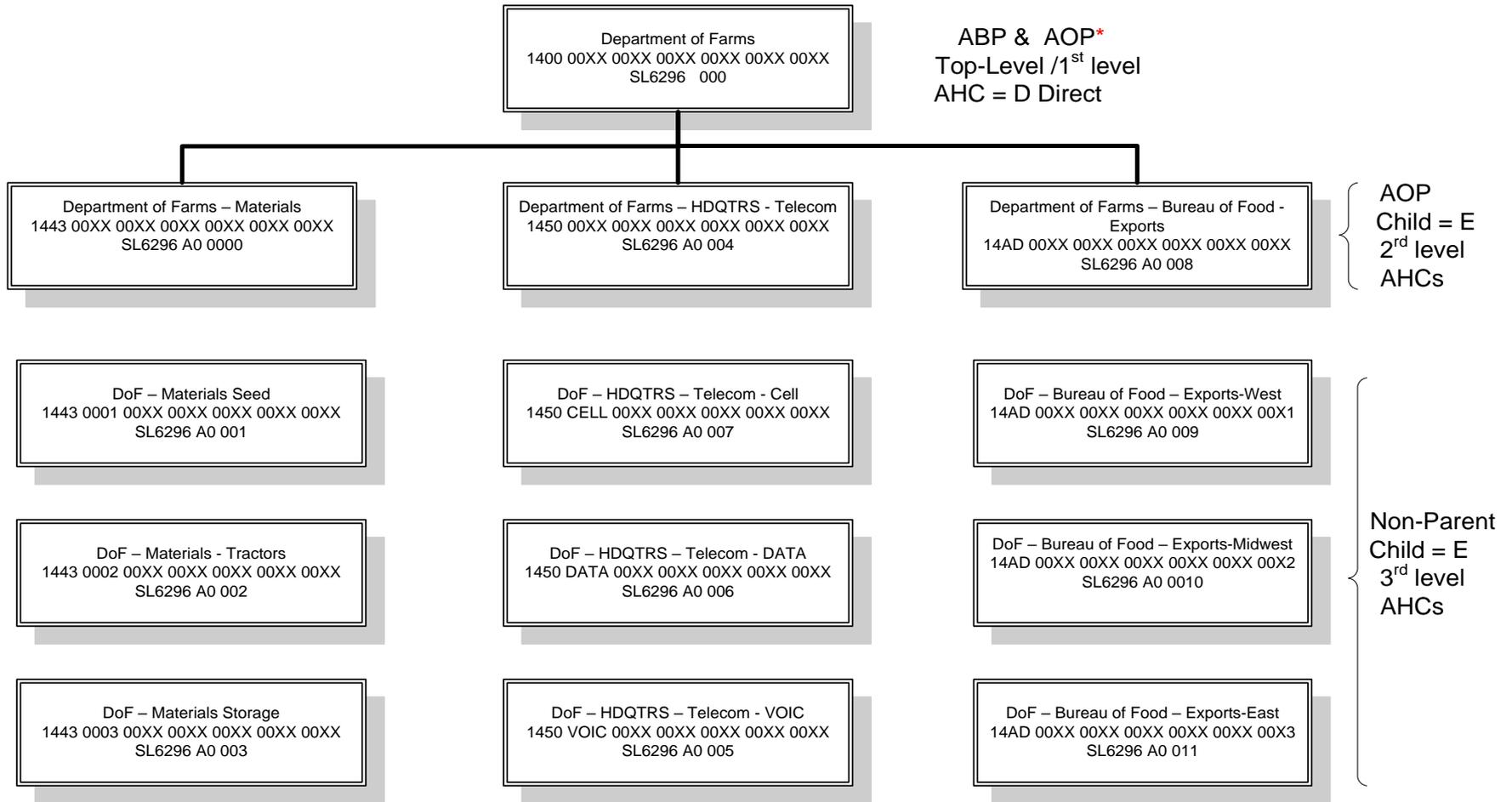
Agency Hierarchy Codes

- An AHC is Required for All Network Customers
 - Contains 28 Characters to Identify Hierarchy Data
 - Applies to GSA Centralized and Direct Billed Customers
 - Designates Agency to be Invoiced and Level Where Costs are Grouped
 - DARs Can Port Existing AHC from All Vendors
- Group Revenue Code (GRC)
 - Bill Groups are Associated with a Master Customer Number (MCN)
 - Same MCN Suffix for Multiple Second Levels
 - GRC Determines Grouping

**Contact Your AT&T Sales Representative for
Information Needed to Establish AHCs**



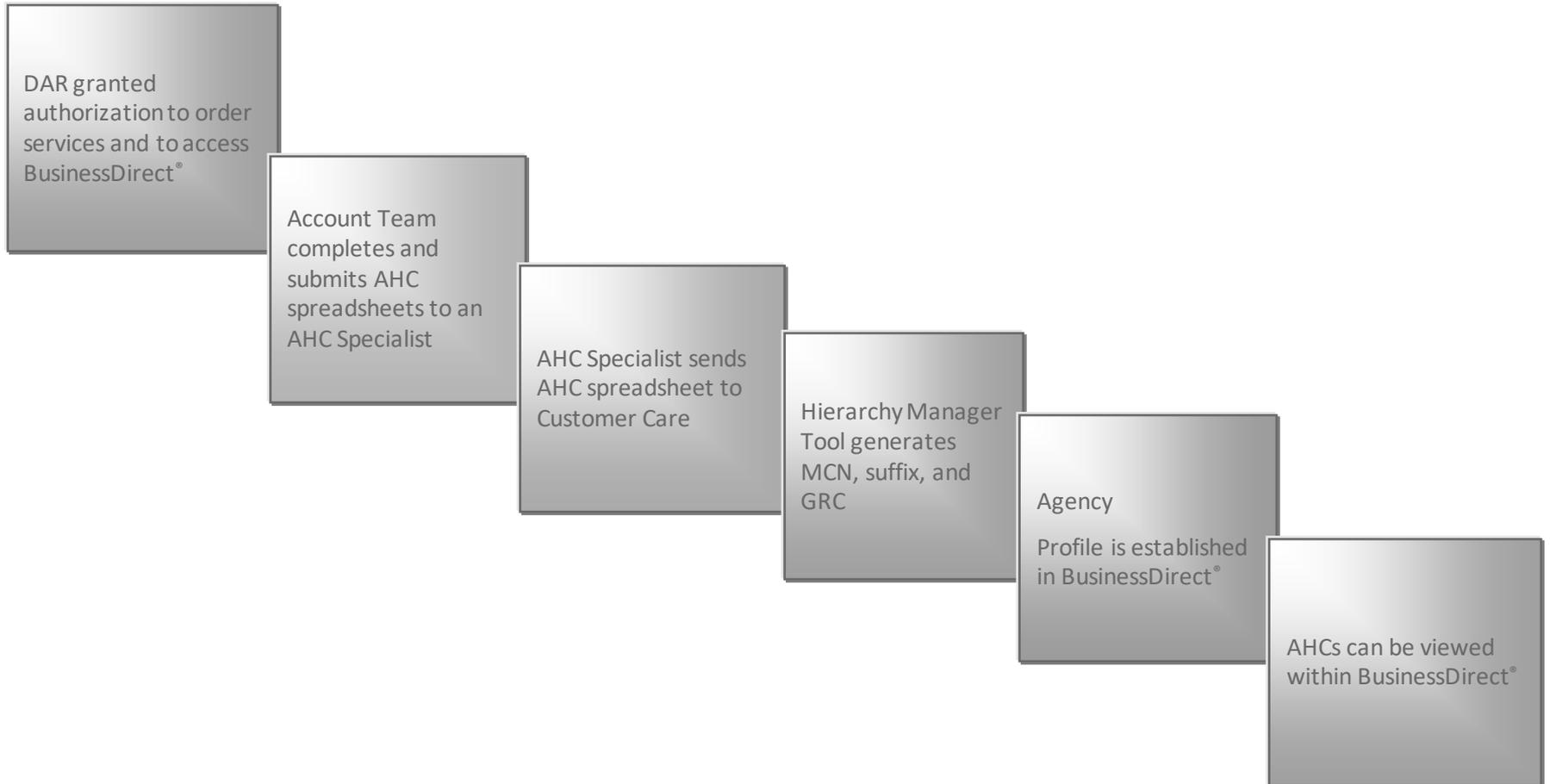
Agency Hierarchy Structure



**Example of 3 Level Agency Hierarchy
Using Networkx Parent – Child Model**

*** ABP = Agency Billing Parent
AOP = Agency Organizational Parent**

AHC Process Flow



Accessing AHC Listings

Hierarchy Manager

From within BusinessDirect®

Query AHC | Update AHC | Query Customer Data | Update Customer Data | User Management | DAR Validation | Exception MCN | Update Contract Data
Query F-AHC | Query F-Contract Details | Query Contract AHCs | Query N-AHC | Query Service Account | N-AHC Family Tree | Query N-MCN Suffix | Query N-Contract Details

Query N-AHC

AH Code :

AHC Billing Parent :

AHC Organizational Parent :

MCN : Suffix : GRC : SOC :

Agency Name :

Bill Ind. :

Status :

#	AHC	AHC Billing Parent	AHC Organizational Parent	MCN	Suffix	GRC	SOC	Agency Name	Status	Direct Invoicing	Bill Ind.
1	0123 DD11 TEST 0000 0000 0000 0000 UJ	0123 DD11 TEST 0000 0000 0000 0000 UJ	0123 DD11 TEST 0000 0000 0000 0000 UJ	AB1234		000	MD	Department of XYZ	A	Y	D
2	0123 AVPN 0000 0000 0000 0000 UJ	0123 AVPN 0000 0000 0000 0000 UJ	0123 AVPN 0000 0000 0000 0000 UJ	AB1234		000	MD	Department of XYZ	A	Y	D

Example of AHC Query from Hierarchy Manager Application

Placing Orders

First Steps

- Register as a DAR for Your Agency
 - Complete DAR Authorization Request Form
- Establish an AHC and Other Customer Identifiers
 - Create Collaboratively with AT&T Account Team Representative
- Obtain BusinessDirect® User ID
 - Work with Your Agency Administrator to Obtain a BusinessDirect® ID and User Permissions
- Access AT&T BusinessDirect® to View and Manage Accounts
 - Go to the BusinessDirect® web site: www.businessdirect.att.com
 - Call 1-877-GET-NTWX (1-877-438-6899)

Click link below for DAR Form

[DAR Registration and Permissions](#)



Placing Orders

Service Requirements

- Determine CLINs and SEDs Needed
- Order Options for Non-Internet Users
 - Sales Teams and Program Teams
 - Customer Care
 - E-mail
 - Fax
- Transition Order Options
 - Transition Team

Placing Orders

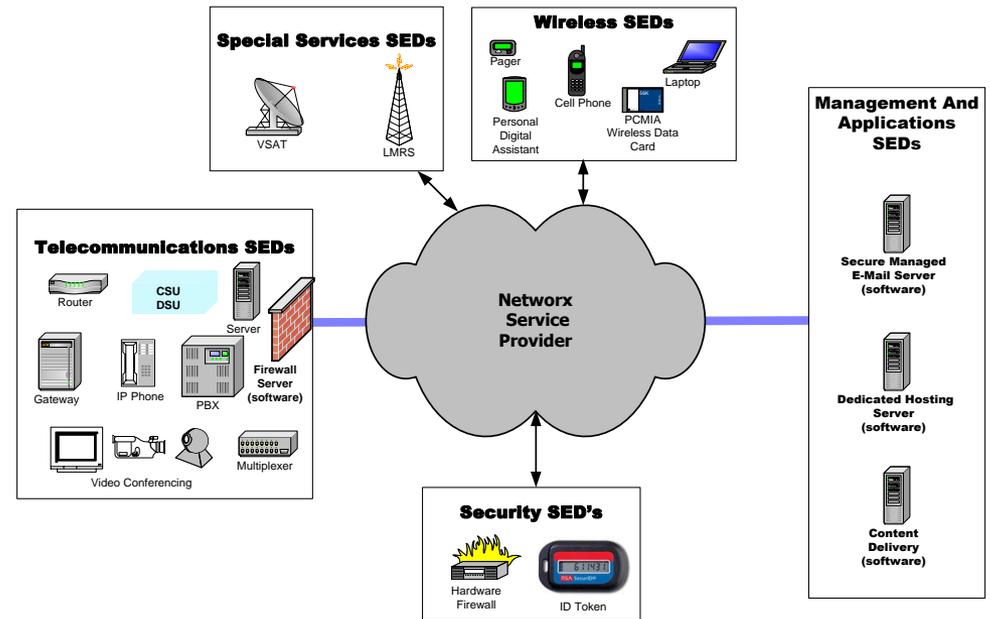
Contract Line Item Numbers

- A 7-digit Number
 - Digits 1-3 (Prefix): Service Identifier
 - Digits 4-7 (Suffix): Billing Element
- Rules for CLINs
 - CLIN's Must be Specified on Most Orders
 - Some Require SED CLINs -- Which Must Also be Specified
- Used for Ordering and Billing Services Under Network

Common Service Elements

Service Enabling Devices (SEDs)

- Replaces “User-to-Network” Interface
- Enables Service
- Purchase Options
 - One-time as a Non-Recurring Charge
 - Monthly Recurring for a Specified Period of Time (2 – 4 Years)



UNIs vs SEDs

UNIs	SEDs
Rented equipment associated with a circuit or service	Rented or owned equipment associated with a circuit or service
MRC for life of the use of the device	DNRC or DMRC <ul style="list-style-type: none">▪ Device Non Recurring Charge▪ Device Monthly Recurring Charge
Price varies with contract modification	Established price for life of specific circuit or device
AT&T is responsible for Maintenance and replacement	MMRC billed to customer <ul style="list-style-type: none">▪ Maintenance Monthly Recurring Charge
Adjustments to price require contract modification	Price point adjusts every 6 months
SCIDs for Installation	NRCs for: <ul style="list-style-type: none">▪ Installation, Inside moves▪ Upgrades

Placing Orders

Ordering Intervals

- Standard

- NPA-NXX and Availability of Facilities Through Local Exchange Carrier

- Expedited

- Class A
 - An Agency Requires Priority Provisioning for National Security and Emergency Preparedness (NS / EP) or If Telecommunications Service Priority (TSP) is Invoked
- Class B
 - Not Covered by TSP
 - Involves Occasions When a Standard Interval Would Bring Hardship to the Agency



Placing Orders

Order Types

- New Service
- Bulk Orders (New and Transition)
- Certain Types of Service Require Additional Information Prior to Ordering
 - IP Services
 - Security Services
 - Calling Cards
 - Transition Orders
 - Requests for Pre-existing Services and Products from Earlier GSA Contracts
 - AT&T FTS2001 Crossover
 - FTS 2001 Services Provided by Other Vendors



Ordering Flow – Customer View

Work with Your Network Account Team



- Submit DAR Authorization Request Form
- Receive BusinessDirect® User Log-In
- Obtain AHC

Work with Account Team to Determine Appropriate SEDs and CLINs Based on Agency Requirements



eOrder

Log-in to BusinessDirect®

Place eOrder

AT&T Sales or Program Team

Work with Account Team to Establish Service Initiation

Submit Order to AT&T Sales or Program Team (Phone, FAX, e-mail)

Order Status and Tracking

Order Status And Tracking

- Multiple Ways to Track Orders
 - Access BusinessDirect®
 - View and Analyze Inventory and Notices (VAIN)
 - Contact Networx Team
 - 1-877-GET-NTWX
 - (1-877-438-6899)
 - Receive Immediate Acknowledgment via E-mail and On-line
 - Contact Account Team Representative





Module 2

Network Ordering

Lesson 2

On-line Ordering Using BusinessDirect[®]

On-line Ordering

BusinessDirect® Portal

- Prerequisites
 - Account Establishment – AHC
 - Registering for BusinessDirect® ID and Log-in
- BusinessDirect® Tools:
 - eOrder

eOrder

On-line Ordering

- Place Service Orders for All Network Services
 - Single, Easy, Intuitive Tool
 - Inventory Displays on Screen
- Take Advantage of Pre-populated Data Fields
- Perform Internal Validation to Reduce Common Errors
- Receive Immediate Order Acknowledgement

at&t Ntwx Generic Training eOrder

Home | BusinessDirect | Write Us | Close | Help

Mon Oct 13 14:09:20 EDT 2008 User ID: Save / View Cart

AT&T BusinessDirections™
Need help using AT&T eOrder?
Search our extensive FAQs to find the help you need.

Submit and Track Government Orders

Customer Support:
If you have any questions or need additional assistance with eOrder for Networkx, please call 1-877-GET-NTWX.

Note: Fields marked with an asterisk(*) are required.

* Contract Number, Name: GS00T07NS00007|Network Universal OSS Staging Environment

* This order is being placed for: 00010000000000000000000000000000|5L6298|000|MD|Department of Government Training

SOW :

* Service Type: Frame Relay

* Sub-Service: Frame Relay

Billing Address: 1100 Pennsylvania Ave NW, , Washington, DC 20001
Billing Contact: Mary Smith 202-555-1212 msmith@govtr.com

* Would you like to copy to this order the information from a previously created Networkx Order ?

No
 Yes

Cancel Clear Next >

Telephone Support
1-877-GET-NTWX
(1-877-438-6899)

Click link below for Handout

[Ordering Networkx Services via Business Direct\(R\) Portal](#)





Module 2

Network Ordering

Lesson 3

View and Analyze Inventory and Notices

View and Analyze Inventory and Notices

Order Supervision

- View, Search, Sort, Print, and Download Billable Charges as well as Order Inventory
- View inventory throughout its lifecycle
 - Current -- Currently Active and Billable Components
 - Historical -- All Updates Associated with One or More Components
 - Monthly -- Active and Billable Components During a Specific Invoice Period
- View Notices generated by the Order Business Services application

Click link below for Handout

[VAIN - View and Analyze Inventory and Notices](#)



Accessing VAIN

The screenshot displays the AT&T BusinessDirect website interface. At the top left is the AT&T logo and the text "at&t | BusinessDirect®". Below this is a navigation bar with links: Home | Tools | Communicate | Insight & News | Products & Services | Training & Site Support | Help.

On the left side, there is a promotional banner for "Stay informed. The AT&T Networking Exchange" with the text: "It's complimentary. It's personalized. It's at your fingertips: The latest in technology trends and business solutions." and a "TAP INTO IT" button.

The main content area is titled "Inside Tools" and contains the text: "Find the applications you need to control your account and services. Here's a sample of what's inside." Below this text is a list of tool options, each with a globe icon and a link:

- [Order Business Services OSS Verification](#)
- [View and Analyze Inventory & Notices - OSS](#)
- [View and Analyze Govt. Bills - OSS](#)
- [Obtain Price Quote - OSS](#)
- [Access Network Express - OSS](#)

A red arrow points to the "View and Analyze Inventory & Notices - OSS" link.

On the right side, there is a user profile section: "Welcome, CARLETTE D Ntwx Generic Training" with "EDIT PROFILE" and "LOG OFF" buttons. Below this is a "Shortcuts" section with a list of links: "AT&T BusinessDirect Learning" and "Order Business Services OSS", and an "EDIT SHORTCUTS" button. At the bottom right, there are "CONTACT" and "SITE MAP" buttons.

Current Inventory View

- Display Current Active and Billable Inventory
- Identify Inventory and Billing Discrepancies
- Build Specific Queries
 - Query Title *
 - Agency Hierarchy Code *
 - NIC (Network Inventory Code)
 - Contract Number *
 - Service Type
 - UBI Code (Unique Billing Identifier)
 - UBI Value
- Set-up Queries / Reports to Run Automatically
 - Schedule Date and Time

Current Inventory Query Results

Contract Number	Contractor Name	Service Order	Order Version	Agency Hierarchy Code	MCH	GRC	Order Type	Service	Routine or Critical	TSP Indicator	Network Inventory Code
GS00T99AHC0005	AT&T	070966403	0	1901DSNT00000000000000000000	SL6257	000	N	CSV	R		ELZBNJ09CT1
GS00T99AHC0005	AT&T	070966403	0	1901DSNT00000000000000000000	SL6257	000	N	CSV	R		ELZBNJ09CT1
GS00T99AHC0005	AT&T	070966403	0	1901DSNT00000000000000000000	SL6257	000	N	CSV	R		ELZBNJ09CT1
GS00T99AHC0005	AT&T	070966403	0	1901DSNT00000000000000000000	SL6257	000	N	CSV	R		ELZBNJ09CT1
GS00T99AHC0005	AT&T	070966403	0	1901DSNT00000000000000000000	SL6257	000	N	CSV	R		ELZBNJ09CT1

Serving Wire Center	Jurisdiction Id	CLP	Street Address 1	Street Address 2	State	Zip Code	Service Country	Access Type	Access Provisioning	Lcon First Name	Lcon Last Name	Lcon Street Address 1	Lcon Street Address 2
NWRKNJ02	120033		625 Evans St		NJ	072012008	1	S	C	Karen	Gilbert	625 Evans St	
	120033		625 Evans St		NJ	072012008	1	S	C	Karen	Gilbert	625 Evans St	
NWRKNJ02	120033		625 Evans St		NJ	072012008	1	D	C	Karen	Gilbert	625 Evans St	
	120033		625 EVANS ST		NJ	072012008	1	N	N	Neil	Tester	625 EVANS ST	
	120033		625 EVANS ST		NJ	072012008	1	N	N	Neil	Tester	625 EVANS ST	

Lcon Street Address 2	Lcon City	Clin	Bandwidth	Quantity	Transport Miles	UBI Code	UBI Value	Works With Circuit	Frame Port Circuit	Unit Price	Clin Description
	Elizabeth	0019005		1		CCN	7327776565			107	AUTHORIZATION CODES/PREPAID CALLING CARD
	Elizabeth	0019005		1		CCN	7327776565			107	AUTHORIZATION CODES/PREPAID CALLING CARD
	Elizabeth	0019005		1		CCN	7327776565			107	AUTHORIZATION CODES/PREPAID CALLING CARD
	ELIZABETH	0019005		1		CCN	7327776565			107	AUTHORIZATION CODES/PREPAID CALLING CARD
	ELIZABETH	0019005		1		CCN	7327776565			107	AUTHORIZATION CODES/PREPAID CALLING CARD
	Elizabeth	0019005		1		CCN	7327776565			107	AUTHORIZATION CODES/PREPAID CALLING CARD
	Elizabeth	0019005		1		CCN	7327776565			107	AUTHORIZATION CODES/PREPAID CALLING CARD
	Elizabeth	0019005		1		CCN	7327776565			107	AUTHORIZATION CODES/PREPAID CALLING CARD



Notices

- Create Query Title
- Enter Contract Number *
- Include Agency Hierarchy Code
- Choose Query Type
 - ORA (Order Receipt Acknowledgement)
 - ORN (Order Rejection Notice)
 - SOC (Service Order Confirmation)
 - FOCN (Firm Order Commitment Notice)
 - SOCN (Service Order Completion Notice)
- Add Service Order Number
- Check Transition Order (If Applicable)

*** Denotes Required Field**

Notices

Service Order Completion

Ntwx Generic Training
osstrn01

[Inventory Home](#) | [Current Inventory](#) | [Inventory History](#) | [Inventory Inquiry](#) | [Monthly Snapshots](#) | [Notices](#) | [Preferences](#) | [Reports](#)

View Notice Information

* Indicates required data input fields

Query Title:

* Contract Number:

Agency Hierarchy Code:

Query Type:

Service Order Number:

Submitted From: (mm/dd/yyyy) To: (mm/dd/yyyy)

Completed From: (mm/dd/yyyy) To: (mm/dd/yyyy)

Transition Order:

Select	AHC	Order Number	Order Version	Order Submitted Date	Order Completion Date	Notice Date	Notice Type
	00010000000000000000000000000000	070966691	0	06/21/2007	06/21/2007	06/21/2007	SOCN

<< [Previous](#) Page 1 of 1 Go to page: [Next](#) >> Records per page:



Reports

Capabilities

- Run and Manage Saved Reports
- Choose Variety of Report Options
 - Saved Reports
 - View Report Submissions
 - View Inventory Count
 - View Query Usage

Module 2 Summary

Topics Covered

- Agency Hierarchy Codes
- Paper Order Requests
- On-line Orders via BusinessDirect[®] Portal
- Order Tracking / Monitoring
- Report Creation
- Inventory and Notices

Network Authorized Government Designated Agency Representative (DAR) Workshop

Module 3

Network Billing and Billing Dispute



Module Overview

Value Of This Module

- Maintaining visibility and control over accounts and charges
- Understanding the components and processes employed to develop cost estimates for requested services

Module Overview

Learning Objective

- To introduce concepts and tools related to Pricing Services/ Solutions, Analyzing Billing Statements, and Requesting Credit Adjustments

Learning Outcomes

- Upon completing this module, participants will be able to:
 - List components associated with pricing of Network Services
 - Describe the purpose of the Integrated Services Biller
 - Analyze and reconcile a Network Bill
 - Issue a billing dispute for Network bill

Module Overview

Lesson 1: Pricing

Network Pricing Components

Lesson 2: View and Analyze Government Bills (VAGB)

Key Features and Functions

Utilizing VAGB Functions to Analyze Billing Data

Lesson 3: Government Billing Dispute

Service Level Agreements (SLA)

Disputing a Government Bill

Viewing Billing Adjustments



Module 3

Network Billing and Billing Dispute

Lesson 1

Pricing

Pricing

High Level View

Transport + SEDs + Access

Managed + Security Products and Services

Recurring Charges

Non-recurring Charges

GSA Fee

Taxes and Regulatory Fees

Miscellaneous Charges

Total

Pricing

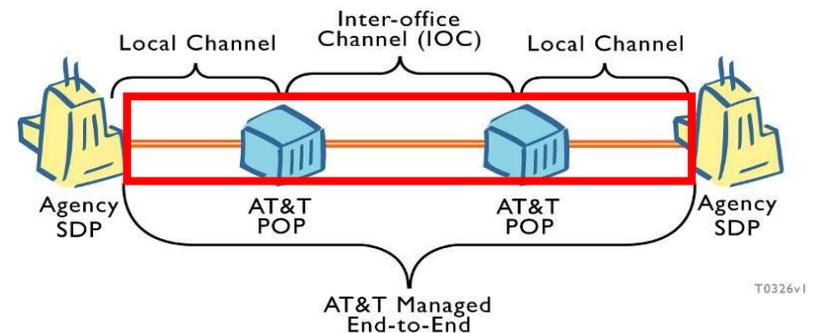
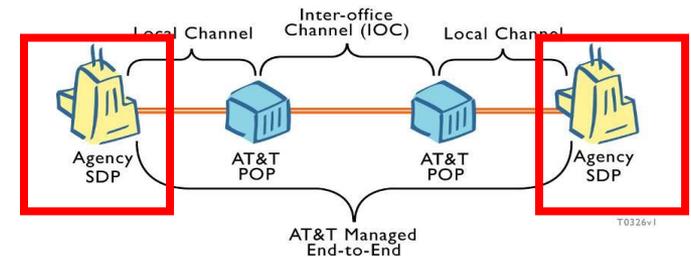
Contract Line Item Number (CLIN)

- Pricing Based on CLIN
- All Ordered & Billed Services Use a 7-Digit CLIN
 - CLINs Structured for Types of Services & Features
- CLINs Replace SCIDs (Service Configuration Identification)
 - SCIDs from FTS 2001 Contract
 - Approximately 5000 Government-mandated CLINs

Pricing

Components -- Transport

- Service Enabling Devices (SEDs)
 - Vendor Selection
 - Purchase or Option
 - Non-recurring Charges
 - Install, Wiring, Activations, etc.
- Transport + Access
 - Recurring Charges
 - Monthly Flat
 - Usage-based
 - Feature Initiated Charges (FIC)
 - Service Initiated Charges (SIC)



Pricing

CLIN Types

- Individual Case Basis (ICB)

- Over 250 in Network
- Case-by-case Pricing Based on Specific Service, Product, Engineering, and Configuration

- Service Enabling Device (SED)

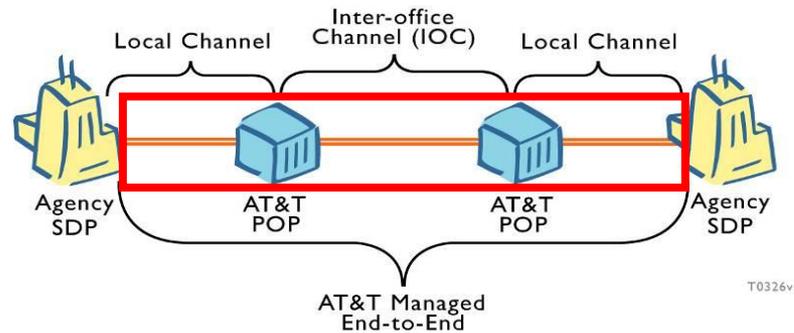
- Equipment Used to Provide Service

- Other Price Characteristics

- Not Separately Priced (NSP)
- Service Level CLINs (Routine or Critical)

Pricing

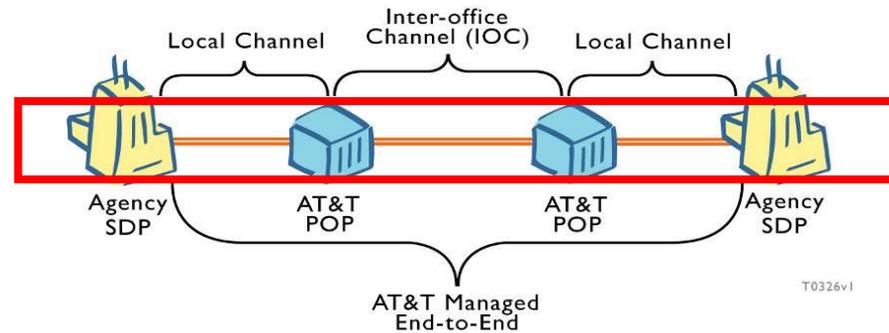
Components – Managed Services



Managed Service – Pricing on Individual Case Basis	
Needs Analysis	Non-recurring or NSP
Engineering	Non-recurring or NSP
Installation	Non-recurring or NSP
Configuration	Non-recurring or NSP
Monthly Support	Recurring or NSP

Pricing

Components – Additional Services



Security Service – Pricing on Individual Case Basis

Vulnerability	Non-recurring or NSP
Engineering	Non-recurring or NSP
Installation	Non-recurring or NSP
Configuration	Non-recurring or NSP
Monthly Support	Recurring or NSP

Pricing

Components – Miscellaneous

- GSA Fee
 - Up to 7%
 - Built into Service / Product Price
- Price for CONUS vs. OCONUS
 - Different Table by Country
- Miscellaneous Fees
 - Additional Program Support



Pricing

Network Price Quote Tool (NPQT)

- Web-based Application
 - Provides an Interface to Build a Quote
 - Select Service to be Priced
 - Enter / Select Additional Data
- Supports Several Pricing Functions
 - Create Quotes
 - View, Print, and Download Quotes
 - Price a CLIN



Module 3

Network Billing and Billing Dispute

Lesson 2

View and Analyze Government Bills (VAGB)

Integrated Services Biller

Core Capabilities

- Maintains all Networx account information
- Aggregates data to appropriate Agency using Agency Hierarchy Codes (AHC)
- Generates Consolidated Monthly Invoice
 - Billing Cycle from First to Last Day of the Month



Click link below for Billing User Guide and Sample Bill

[View and Analyze Government Bills](#)

View and Analyze Government Bills (VAGB)

Invoice Reconciliation

- View and analyze invoices
- Make billing inquiries and request adjustments
- View multiple contracts and 13 months of data
- View by AHC, Service, and Charge Type
- Control User Access
- Generate Reports and perform Searches
- View charges and validate provisioning

The screenshot displays a web browser window titled "ABC's Consolidated Invoice Summary - Microsoft Internet Explorer". The address bar shows a URL starting with "https://eapdev.bcs.att.com:7919/...". The page content includes a "CUSTOMER ACCOUNT SUMMARY" section with the following details:

AHC: 05A00000000000000000000000000000	INVOICE NUMBER: ISB-05040000
ACCOUNT: MD MA1000	INVOICE DATE: 05/01/05
General Services Administration - CB	CONTRACT NUMBER: GS00T99AH00004
6000 Nebraska Ave 18W	ACT NUMBER: A79031233
Washington, DC 20016	INVOICE ENQUIRIES: 800-506-3177

Below this is a section for "NEW CHARGES FOR BILLING PERIOD 04/01/05 TO 04/30/05" with "Back", "Print", and "Download" buttons. The "CHARGES FOR SERVICES" table is as follows:

SWITCHED VOICE SERVICE	\$311.27
TOLL FREE SERVICE	\$4,566.18
FRAME RELAY SERVICE	\$2,274.48
DEDICATED TRANSMISSION SERVICES	\$1,542.52
NEW CHARGES FOR SERVICES	\$8,294.45
GAS FEE FOR NEW CHARGES	(814.40)
NET NEW CHARGES FOR SERVICES	\$7,480.05

Key Benefits:

- ▶ Retain Control and Limit Viewable Invoice Data
- ▶ Dispute and Track Charges through Resolution
- ▶ Easily Investigate Billing and Inventory Discrepancies
- ▶ Use Reports to Spot Month-to-month Charges or Spending Trends
- ▶ View Current and Historical Billing Information

Homepage

The screenshot shows the AT&T BusinessDirect S2 BD System Test Environment homepage. The header includes the AT&T logo, the text "at&t BusinessDirect® S2 BD System Test Environment", and a navigation bar with links for Home, Tools, Communicate, Insight & News, Products & Services, Training & Site Support, and Help. The main content area is divided into several sections:

- AT&T Electronic Maintenance:** A section with a background image of hands typing on a keyboard. The text reads: "The fastest way to put someone on the problem" and "AT&T Electronic Maintenance". Below this, it says: "Now that you can test it, report it, and track it all online — trouble doesn't stand a chance."
- Inside Tools:** A section titled "Inside Tools" with the subtext "Find the applications you need to control your account and services. Here's a sample of what's inside." It contains a list of tools with icons: "Order Business Services OSS Verification", "View and Analyze Inventory & Notices - OSS", "View and Analyze Govt. Bills - OSS", "Access Network Express - OSS", and "Obtain Price Quote - OSS".
- User Profile:** A section on the right that says "Welcome, CARLETTE D Ntwx Generic Training" and includes links for "EDIT PROFILE" and "LOG OFF".
- Shortcuts:** A section titled "Shortcuts" with a list of links: "Report & Message Center", "AT&T BusinessDirect Learning", and "Order Business Services OSS". It also includes an "EDIT SHORTCUTS" link.
- Navigation:** A section with links for "SEARCH", "SITE MAP", "HELP", and "CONTACT".
- AT&T Business Directions:** A section on the right featuring a woman's face and the text: "AT&T Business Directions Need help using AT&T BusinessDirect? Real-time assistance is available Mon-Fri, 8 AM to 8 PM ET." It includes a "CHAT LIVE" button.

Invoice Summary – Top Level AHC

View and Analyze Govt. Bills: View Govt Bill

BusinessDirect | Write Us | Help | Close

Home | View Govt Bill | ABC's Consolidated Invoice Summary | ABI's Consolidated Invoice Summary | ABC Summary | ABI Summary | Search | Report | My Preferences

AHC Summary

CUSTOMER ACCOUNT SUMMARY

AHC 0000111100000000000000000000 ACCOUNT: MD NXDXA4 000 Princeton Engineering Anomalies Rsch ESP Precognitive Studies 606 S Main St Princeton, IL 61356-2013	INVOICE NUMBER: NVX-06069000021 INVOICE DATE: 07/01/06 CONTRACT NUMBER: GS00T07NSD0007 ACT NUMBER: TP0003283 INVOICE INQUIRIES: 800-506-3177
---	--

SUMMARY OF NEW CHARGES FOR BILLING PERIOD 06/01/06 TO 06/30/06

<< Previous Page 1 of 1 Go to page: Next >> Records per page:

AHC / AGENCY NAME	USAGE	MRC	NRC	TAXES	REG/OTHER FEES	TOTAL
AHC 0000111100000000000000000000 Princeton Engineering Anomalies Rsch	\$115,038.00	\$1,277.53	\$2,958.04	\$0.00	\$81.06	\$119,354.63
					Adjustments	\$0.00
					Net Charges	<u>\$119,354.63</u>
TOTAL FOR HIERARCHY: AHC 0000111100000000000000000000 Princeton Engineering Anomalies Rsch TOTAL CHARGES:	\$115,038.00	\$1,277.53	\$2,958.04	\$0.00	\$81.06	\$119,354.63
					Adjustments	\$0.00
					Net Charges	\$119,354.63

VAGB

Invoice Information By Service Type



View and Analyze Govt. Bills: View Govt Bill

BusinessDirect | Write Us | Help | Close

Home | View Govt Bill | ABC's Consolidated Invoice Summary | ABI's Consolidated Invoice Summary | ABC Summary | ABI Summary | Search | Report | My Preferences

AHC Summary By Service

CUSTOMER ACCOUNT SUMMARY

AHC: 0000111100000000000000000000
ACCOUNT: MD NXDXA4 000
Princeton Engineering Anomalies Rsch
ESP Precognitive Studies
606 S Main St
Princeton, IL 61356-2013

INVOICE NUMBER: NMX-06069000021
INVOICE DATE: 07/01/06
CONTRACT NUMBER: GS00T07NSD0007
ACT NUMBER: TP0003283
INVOICE INQUIRIES: 800-506-3177

SERVICE CHARGES FOR BILLING PERIOD 06/01/06 TO 06/30/06

[Back](#) [Print](#) [Download](#)

SERVICE TYPE	USAGE	MRC	NRC	ADJUSTMENT
COMMUNICATIONS TRANSPORT SERVICES				
VOICE		\$397.53	\$2,078.04	
TOTAL COMMUNICATIONS TRANSPORT SERVICES		\$397.53	\$2,078.04	
IP BASED SERVICES				
VOICE OVER IP TRANSPORT		\$440.00	\$440.00	
TOTAL IP BASED SERVICES		\$440.00	\$440.00	

Monthly Recurring Charges



View and Analyze Govt. Bills: [View Govt Bill](#)

BusinessDirect | [Write Us](#) | [Help](#) | [Close](#)

[Home](#) | [View Govt Bill](#) | [ABC's Consolidated Invoice Summary](#) | [ABI's Consolidated Invoice Summary](#) | [ABC Summary](#) | [ABI Summary](#) | [Search](#) | [Report](#) | [My Preferences](#)

Non-Usage Detail Charges

CUSTOMER ACCOUNT SUMMARY

AHC: 000011110000000000000000	INVOICE NUMBER: NVX-06069000021
ACCOUNT: MD NXDXA4 000	INVOICE DATE: 07/01/06
Princeton Engineering Anomalies Rsch	CONTRACT NUMBER: GS00T07NSD0007
ESP Precognitive Studies	ACT NUMBER: TP0003283
606 S Main St	INVOICE INQUIRIES: 800-506-3177
Princeton, IL 61356-2013	

NON-USAGE DETAIL CHARGES FOR BILLING PERIOD 06/01/06 TO 06/30/06

[Back](#) [Print](#) [Download](#)

<< Previous Page 1 of 1 Go to page: [Go](#) Next >> Records per page: [Set](#)

COMMUNICATIONS TRANSPORT SERVICES - VOICE

MONTHLY RECURRING CHARGES

NETWORK INVENTORY CODE	SWC	CLLI	ORIGINATING / TERMINATING	JURISDICTION	NIC	LOCATION
ELZBNJ09DB1		MWRKNJ02	ORIGINATING	CONUS	625 EVANS ST	NEWARK, NJ 07102

VAGB

Monthly Recurring Charges (Cont.)

NETWORK INVENTORY CODE SWC CLLI ORIGINATING / TERMINATING JURISDICTION NIC LOCATION
 ELZBNJ09DB1 NWRKNJ02 ORIGINATING CONUS 625 EVANS ST
 NEWARK BUILDING
 ELIZABETH NJ 07201-2008 USA

ACCESS: WIRELINE ACCESS - T1 (1.536 MBS)

LINE NBR	SERVICE ORDER NUMBER	PURCHASE ORDER NUMBER	BILL START	BILL STOP	CIRCUIT ID/ BAND WIDTH	QUANTITY	ALLOC PCT	CLIN/ CASENBR	C D	S L	T O	CHARGE
2	060400001	AT20060301309998	06/01/06	06/30/06	DHEM124444 ATI/ 1536KBPS	1.000		0760311/	M	R	N	22.00

SED: MMRC - ADTRAH - TSU-LT - CSU/DSU

LINE NBR	SERVICE ORDER NUMBER	PURCHASE ORDER NUMBER	BILL START	BILL STOP	CIRCUIT ID	QUANTITY	ALLOC PCT	CLIN/ CASENBR	C D	S L	T O	CHARGE
5	060400001	AT20060301309998	06/01/06	06/30/06	DHEM124444 ATI	1.000		0911207/	M	R	N	110.00

FEATURE: SUPPRESSION OF CALLING NUMBER DELIVERY

LINE NBR	SERVICE ORDER NUMBER	PURCHASE ORDER NUMBER	BILL START	BILL STOP	BILLED NUMBER	QUANTITY	ALLOC PCT	CLIN/ CASENBR	C D	S L	T O	CHARGE
7	060400001	AT20060301309998	06/01/06	06/30/06	7324514450	1.000		0019022/	M	R	N	0.51

NETWORK INVENTORY CODE SWC CLLI ORIGINATING / TERMINATING JURISDICTION NIC LOCATION
 ELZBNJ09DB2 NWRKNJ02 ORIGINATING CONUS 625 EVANS ST
 NEWARK BUILDING
 ELIZABETH NJ 07201-2008 USA

ACCESS: WIRELINE ACCESS - T1 (1.536 MBS)

Monthly Non-Recurring Charges



View and Analyze Govt. Bills: View Govt Bill

BusinessDirect | Write Us | Help | Close

Home | View Govt Bill | ABC's Consolidated Invoice Summary | ABI's Consolidated Invoice Summary | ABC Summary | ABI Summary | Search | Report | My Preferences

Non-Usage Detail Charges

CUSTOMER ACCOUNT SUMMARY

AHC: 0000111100000000000000000000	INVOICE NUMBER: NWX-06069000021
ACCOUNT: MD NDXA4 000	INVOICE DATE: 07/01/06
Princeton Engineering Anomalies Rsch	CONTRACT NUMBER: GS00T07NSD0007
ESP Precognitive Studies	ACT NUMBER: TP0003283
606 S Main St	INVOICE INQUIRIES: 800-506-3177
Princeton, IL 61356-2013	

NON-USAGE DETAIL CHARGES FOR BILLING PERIOD 06/01/06 TO 06/30/06

Back Print Download

<< Previous Page 1 of 1 Go to page: Go Next >> Records per page: 100 Set

COMMUNICATIONS TRANSPORT SERVICES - VOICE

NON-RECURRING CHARGES

NETWORK INVENTORY CODE	SVC CLLI	ORIGINATING / TERMINATING	JURISDICTION	NIC LOCATION
ELZBNJ09DB1	NVRKNJ02	ORIGINATING	CONUS	625 EVANS ST

VAGB

Monthly Non-Recurring Charges (Cont.)

NETWORK INVENTORY CODE SWC CLLI ORIGINATING / TERMINATING JURISDICTION NIC LOCATION
 ELZBNJ09DB1 MWRKNJ02 ORIGINATING CONUS 625 EVANS ST
 NEWARK BUILDING
 ELIZABETH NJ 07201-2008 USA

ACCESS: WIRELINE ACCESS - T1 (1.536 MBS)

LINE NBR	SERVICE ORDER NUMBER	PURCHASE ORDER NUMBER	BILL START	BILL STOP	CIRCUIT ID/ BAND WIDTH	QUANTITY	ALLOC PCT	CLIN/ CASENBR	C D	S L	T O	W V	CHARGE
1	060400001	AT20060301309998	06/01/06	06/01/06	DHEM124444 ATI/ 1536KBPS	1.000		0760111/	N	R	N	W	32.18

SED: DHRC - ADTRAN - TSU-LT - CSU/DSU

LINE NBR	SERVICE ORDER NUMBER	PURCHASE ORDER NUMBER	BILL START	BILL STOP	CIRCUIT ID	QUANTITY	ALLOC PCT	CLIN/ CASENBR	C D	S L	T O	W V	CHARGE
3	060400001	AT20060301309998	06/01/06	06/01/06	DHEM124444 ATI	1.000		0911107/	N	R	N		110.00

SED: IINSTALL - ADTRAN - TSU-LT - CSU/DSU

LINE NBR	SERVICE ORDER NUMBER	PURCHASE ORDER NUMBER	BILL START	BILL STOP	CIRCUIT ID	QUANTITY	ALLOC PCT	CLIN/ CASENBR	C D	S L	T O	W V	CHARGE
4	060400001	AT20060301309998	06/01/06	06/01/06	DHEM124444 ATI	1.000		0911307/	N	R	N		110.00

FEATURE: SUPPRESSION OF CALLING NUMBER DELIVERY

LINE NBR	SERVICE ORDER NUMBER	PURCHASE ORDER NUMBER	BILL START	BILL STOP	BILLED NUMBER	QUANTITY	ALLOC PCT	CLIN/ CASENBR	C D	S L	T O	W V	CHARGE
6	060400001	AT20060301309998	06/01/06	06/01/06	7324514450	1.000		0019021/	N	R	N		0.50



Module 3

Network Billing and Billing Dispute

Lesson 3

Government Billing Dispute

Service Level Agreements (SLAs)

Aggregate vs. Incident-Based Metrics

SERVICE-SPECIFIC PERFORMANCE OBJECTIVES	
Performance Objective	Type of Metric
Availability	Aggregate-Based
Grade of Service (GOS)	Aggregate-Based
Jitter	Aggregate-Based
Latency	Aggregate-Based
Response Time	Aggregate-Based
SERVICE-INDEPENDENT SLAs	
SLA	Type of Metric
Service Outage SLA	Incident-Based
Time to Restore SLA	Incident-Based
On-Time Provisioning SLA	Incident-Based
Billing Accuracy SLA	Aggregate-Based

Credit Adjustments

Qualifications

If AT&T Service Performance, as measured by the SLA, drops below Accepted Quality Level (AQL)

Credits provided in accordance with RFP requirements.

**NOTE: To download the SLA Credit Request Form, access
"Networx Express" via AT&T Business Direct® Portal**



VAGB

Create A Dispute

- Access “Create Dispute” Link
- Access Line Item Charge
- Create Dispute Title
 - All required fields noted with Asterisk (*)
 - Input minimal information – Pre-populated
- Attach additional files

VAGB

Sample Dispute Screen



BusinessDirect®
View and Analyze Govt. Bills: Govt Dispute

GBMIG_TEST_ALL_01
cdbush

BusinessDirect | Write Us | Help | Close

Home | Govt Dispute | Create Dispute | Reports/Search | My Preference

Create Dispute

* Indicates required data input fields

* Title:

Status:

* AHC:

* Service Type:

* Agency Dispute Id:

* Invoice Section:

* Invoice No:

* Total Amount Disputed:

* Line 1 Start: <input type="text"/>	* Line 1 Stop: <input type="text"/>
Line 2 Start: <input type="text"/>	Line 2 Stop: <input type="text"/>
Line 3 Start: <input type="text"/>	Line 3 Stop: <input type="text"/>
Line 4 Start: <input type="text"/>	Line 4 Stop: <input type="text"/>

Dispute By Line Item

NETWORK INVENTORY CODE SWC CLLI ORIGINATING / TERMINATING JURISDICTION NIC LOCATION
 ELZBNJ09DB1 MWRKNJ02 ORIGINATING CONUS 625 EVANS ST
 NEWARK BUILDING
 ELIZABETH NJ 07201-2008 USA

ACCESS: WIRELINE ACCESS - T1 (1.536 MBS)

LINE NBR	SERVICE ORDER NUMBER	PURCHASE ORDER NUMBER	BILL START	BILL STOP	CIRCUIT ID/ BAND WIDTH	QUANTITY	ALLOC PCT	CLIN/ CASENBR	C D	S L	T O	CHARGE
2	060400001	AT20060301309998	06/01/06	06/30/06	DHEM124444 ATI/ 1536KBPS	1.000		0760311/	M	R	N	22.00

SED: MMRC - ADTRAN - TSU-LT - CSU/DSU

LINE NBR	SERVICE ORDER NUMBER	PURCHASE ORDER NUMBER	BILL START	BILL STOP	CIRCUIT ID	QUANTITY	ALLOC PCT	CLIN/ CASENBR	C D	S L	T O	CHARGE
5	060400001	AT20060301309998	06/01/06	06/30/06	DHEM124444 ATI	1.000		0911207/	M	R	N	110.00

FEATURE: SUPPRESSION OF CALLING NUMBER DELIVERY

LINE NBR	SERVICE ORDER NUMBER	PURCHASE ORDER NUMBER	BILL START	BILL STOP	BILLED NUMBER	QUANTITY	ALLOC PCT	CLIN/ CASENBR	C D	S L	T O	CHARGE
7	060400001	AT20060301309998	06/01/06	06/30/06	7324514450	1.000		0019022/	M	R	N	0.51

NETWORK INVENTORY CODE SWC CLLI ORIGINATING / TERMINATING JURISDICTION NIC LOCATION
 ELZBNJ09DB2 MWRKNJ02 ORIGINATING CONUS 625 EVANS ST
 NEWARK BUILDING
 ELIZABETH NJ 07201-2008 USA

ACCESS: WIRELINE ACCESS - T1 (1.536 MBS)

Dispute By Line Item (Cont.)



AT&T | **BusinessDirect**[®]
View and Analyze Govt. Bills: Govt Dispute

Create Dispute

* Indicates required data input fields

* Title:

Status:

* AHC:

* Service Type:

* Agency Dispute Id:

* Invoice Section:

* Invoice No:

* Total Amount Disputed:

* Line 1 Start:	<input type="text" value="5"/>	* Line 1 Stop:	<input type="text" value="5"/>
Line 2 Start:	<input type="text"/>	Line 2 Stop:	<input type="text"/>
Line 3 Start:	<input type="text"/>	Line 3 Stop:	<input type="text"/>
Line 4 Start:	<input type="text"/>	Line 4 Stop:	<input type="text"/>
Line 5 Start:	<input type="text"/>	Line 5 Stop:	<input type="text"/>

* Description:

VAGB

Dispute By Line Item (Cont.)

* Description:

Attachment: No files currently attached.

Attach a file:

User Id:

* External Customer Name:

* Ext. Customer Email Address:

[Return to top](#)

[Terms and Conditions](#). [Privacy Policy](#)

Copyright 2004 AT&T. All rights reserved.

VAGB

AHC Summary By Service Adjustments

CUSTOMER ACCOUNT SUMMARY ?

AHC: ,0000111100000000000000000000
ACCOUNT: MD NE0468A0 000
GMCCC Agency
Kenny Rogers
555 Golden Boy Drive
Newark, NJ 07102

INVOICE NUMBER: ISB-05051015
INVOICE DATE: 06/01/05
CONTRACT NUMBER: ATT-ACCNT
ACT NUMBER:
INVOICE INQUIRIES: 800-506-3177

SERVICE CHARGES FOR BILLING PERIOD 05/01/05 TO 05/31/05

SERVICE TYPE	USAGE	MRC	FIC/SIC	ADJUSTMENT
CIRCUIT SWITCHED SERVICES				
TOLL FREE SERVICE NUMBER OF CALLS 0 MINUTES OF USE 0.0		\$108.64		
TOTAL CIRCUIT SWITCHED SERVICES NUMBER OF CALLS 0 MINUTES OF USE 0.0		\$108.64		
TOTAL SERVICE CHARGES		\$108.64		\$325.96

VAGB

Detailed Adjustment Information

<< Previous Page 1 of 1 Go to page: Next >> Records per page:

AT&T Adjust. ID/ Agency Disp. ID/ Disp. Track ID	Invoice ID/ Section	Service/ Reason	Start Line	Stop Line	Adjustment Amount	Tax Amount	Amount Requested/ Percent Requested	Disputed Amount/ Original Charge
ATT00000019051 0	ISB-05021015 NON-USAGE	TFS MRC	1 0 0 0 0	8 0 0 0 0	108.65	1.26	0.00 100%	108.65 108.65
ATT00000023289 0	ISB-05031015 NON-USAGE	TFS MRC	1 0 0 0 0	8 0 0 0 0	108.65	1.26	0.00 100%	108.65 108.65
ATT00000023344 0	ISB-05041015 NON-USAGE	TFS OTH	1 0 0 0 0	8 0 0 0 0	108.65	1.27	0.00 100%	108.65 108.65
Agency Adjustment Totals					\$325.96	\$3.79		

<< Previous Page 1 of 1 Go to page: Next >> Records per page:

REASON CODE

CNC = CALL NOT COMPLETED	CTO = CUTOFF	DAK = DENY ALL KNOWLEDGE
INR = INCORRECT RATE	LOC = LOCATOR SERVICE PROBLEM	MRC = MONTHLY RECURRING CHARGES
NRC = NONRECURRING CHARGES	O90 = OVER 90 DAYS	OTH = OTHER
PTR = POOR TRANSMISSION	RCG = RECHARGE	REB = REBATE
TAX = TAXES	VOI = VOID	WNO = WRONG NUMBER



VAGB/GOVT DISPUTE

Create New Report



BusinessDirect
View and Analyze Govt. Bills: Govt Dispute

GBMIG_TEST_ALL_01
cdbush

[BusinessDirect](#) | [Write Us](#) | [Help](#) | [Close](#)

[Home](#) | [Govt Dispute](#) | [Create Dispute](#) | [Reports/Search](#) | [My Preference](#)

Create a New Report From Billing Disputes

* Indicates required data input fields

* Report Title:

* Fields Displayed:

Available Fields		Selected Fields
EXPECTED RESOLUTION DATE	<input type="button" value="Add >"/> <input type="button" value="Add All >>"/> <input type="button" value="< Remove"/> <input type="button" value="Remove All"/>	Sys. Tracking #
GSA DISPUTE ID		DISPUTE OPEN DATE
ADJUSTMENT REASON CODE		DISPUTE CASE STATUS
INTERNAL USER PHONE NUMBER		DISPUTE AMOUNT
ADJUSTMENT REMARK TEXT		AHC
STATUS MESSAGE TEXT		SERVICE TYPE
FULL INVOICE ID	AT&T CLOSE DATE	

VAGB/GOVT DISPUTE

View Saved Reports



AT&T BusinessDirect®
View and Analyze Govt. Bills: Govt Dispute

GBMIG_TEST_ALL_01
cdbush

BusinessDirect | Write Us | Help | Close

Home | Govt Dispute | Reports/Search | My Preference

Saved reports for Billing Disputes

* Indicates required data input fields

Saved Reports

* Report Name:

TESTING

* Action:

Run

Delete

Submit

[Return to top](#)

[Terms and Conditions](#) [Privacy Policy](#)

Copyright 2004 AT&T. All rights reserved.

Module 3 Summary

Topics Covered

- Pricing Components
- Integrated Services Biller
- Billing Analysis and Information
- View and Analyze Government Bills in BusinessDirect[®]
- Billing Dispute Submissions
- Billing Adjustment Requests

Module 4

Report and Track Troubles

Module Overview

Value Of This Module

- Reporting Performance Defects or Service Degradation Quickly and Efficiently
- Increased Visibility of Problem Status from Definition Through Resolution

Module Overview

Learning Objective

- To Familiarize the Participants with the Trouble Reporting and Tracking Capabilities within the BusinessDirect® Portal

Learning Outcomes

- Upon completion of this module, participants will better understand how to:
 - Create Trouble Tickets
 - View and Edit Trouble Tickets
 - Generate Related Reports

Module Overview

Lesson 1: The Trouble Ticket Process

Create and Submit Tickets

View and Update Tickets

Check Ticket Status

Understand Ticket Logs

Generate Various Reports



Module 4

Report and Track Troubles

Lesson 1

The Trouble Ticket Process

Trouble Ticket Submission

Reporting Options

- Phone Submissions
 - One Easy Phone Call:
1-877-GET-NTWX (1-877-438-6899)
 - Report Troubles
 - 44 Products and Services
- On-line Submissions
 - Transport Services
 - Managed Services
 - Accessible from BusinessDirect[®]



Not sure which service you have?

Match Networkx Product and Service to the
Corresponding AT&T Product and Service

Report and Track Troubles

From BusinessDirect® Portal

The screenshot shows the AT&T BusinessDirect portal interface. At the top, the AT&T logo and 'BusinessDirect' text are visible. Below the logo is a navigation bar with links: Home | Tools | Communicate | Insight & News | Products & Services | Training & Site Support | Help.

On the left side, there is a welcome message: 'Welcome to AT&T BusinessDirect™ Personalized, secure access to all of your tools and information'. Below this is a 'Read More' link.

The main content area is divided into sections. The 'Alerts' section shows two items: 'BusinessDirect Map Scheduled Maintena...' dated 11 Oct 2007 and 'Report and Track Troubles Scheduled M...' dated 10 Oct 2007.

The 'Inside Tools' section is titled 'Find the applications you need to control your account and services. Here's a sample of what's inside.' Below this, there is a list of tools with icons and links. The 'Report and Track Troubles' link is circled in red. Other tools include 'Managed Internet Service', 'View BusinessDirect Map', 'Analyze Voice Network Data', 'View Voice & Data Order Status', and 'IP Services Account Information'.

At the bottom of the 'Inside Tools' section, there is a 'Launch application' button.

Below the 'Launch application' button, there is a table with the following data:

Function	#	
	0	View Details
	—	Data Error
	0	View Details

To the right of the table, there is a map of the United States with a 'LAUNCH MAP' button and a 'CONTROL PANEL' button.

At the bottom of the page, it says 'Viewing: MCN RL0302A0'.

Report and Track Troubles

From Your Mobile

- Anytime, Anywhere Network Performance Management Capabilities
- Mobile Device Requirements
 - Wireless, Internet-enabled
 - Supports HTML 3.2 and SSL Protocols

Go to: <http://mobile.businessdirect.att.com>



Report and Track Troubles

Problem Identification and Resolution

- Initiate Circuit Tests and View Results
- Check Alarms
- View Circuit and Telephone Number Inventories
- Create and Track Trouble Tickets
- Modify and Add Comments to Open Tickets
- Check Ticket Status
- Generate Reports
- Notify Users Regarding Critical Circuit Events



Report and Track Troubles

Main Page Menu Options

- Home, Circuits, and Phone Numbers
- Ticket Status, Test Results, and Scheduled Tests

The screenshot shows the AT&T BusinessDirect main page. The top navigation bar is blue and contains the following links: Home, Circuits, Phone Numbers, Local Services, BVoIP Services, Auto-Status, Reports, User Profile, Ticket Status, Test Results, and Scheduled Tests. The 'Home', 'Circuits', and 'Phone Numbers' links are circled in red. Below the navigation bar, the dashboard is divided into several sections:

- Circuits**: View Circuit Inventories and View Test Results of your circuit
- Phone Numbers**: View Toll Free Number Inventory
- Local Services**: View Local Services Inventory
- Reports**: View Summaries that show statistics about your trouble tickets
- Auto-Status Notification**: Get the status of your trouble tickets and circuit tests, and see notification of maintenance
- Test Results**: View the results of circuit tests on your network
- Ticket Status and Inventory**: Check the status of your trouble tickets
- Scheduled Tests**: View a list of tests scheduled to run on your circuits
- User Profile**: View your user information, provisioned services, and privileges; Edit your preferences

At the bottom of the page, there are two panels:

- Check Ticket Status**: A search form with a dropdown menu for 'Search Type' (set to 'AT&T Ticket Number'), an 'Enter Value:' input field, and a 'Search' button.
- Ticket Status Summary**: A summary table showing the following data:

Open	0
Open Cleared	0
Closed last 48 hrs.	1

Buttons for 'Display All Open', 'Retest', and 'Start Auto Status' are also visible.

In the bottom left corner, there is a small orange box with the text 'UPDATED [Archived MOTDs]'.

Report and Track Troubles

Additional Options

Hyperlink Screen Text

Check Ticket Status and Ticket Status Summary

Choose from Several Text Links

The screenshot shows the AT&T BusinessDirect website interface. At the top left is the AT&T logo and 'BusinessDirect' text. A navigation bar contains links: Home, Circuits, Phone Numbers, Local Services, VoIP Services, Ticket Status, Test Results, Scheduled Tests, Auto-Status, Reports, and User Profile. A secondary navigation bar includes BusinessDirect, Write Us, Help, and Close. The main content area is divided into three columns: Circuits, Phone Numbers, and Local Services. Each column contains several links with brief descriptions. A red bracket on the left side groups the 'Circuits', 'Reports', 'Ticket Status and Inventory', and 'User Profile' links. At the bottom, two panels are highlighted with grey circles: 'Check Ticket Status' (with a search form) and 'Ticket Status Summary' (with a table of ticket counts).

at&t BusinessDirect

BusinessDirect | Write Us | Help | Close

Home | Circuits | Phone Numbers | Local Services | VoIP Services | Ticket Status | Test Results | Scheduled Tests | Auto-Status | Reports | User Profile

Circuits
View Circuit Inventories and View Test Results of your circuit

Reports
View Summaries that show statistics about your trouble tickets

Ticket Status and Inventory
Check the status of your trouble tickets

User Profile
View your user information, provisioned services, and privileges; Edit your preferences

Phone Numbers
View Toll Free Number Inventory

Auto-Status Notification
Get the status of your trouble tickets and circuit tests, and see notification of maintenance

Scheduled Tests
View a list of tests scheduled to run on your circuits

Local Services
View Local Services Inventory

Test Results
View the results of circuit tests on your network

Check Ticket Status

Search Type: AT&T Ticket Number
Enter Value:
Search

Ticket Status Summary:

Open	0
Open Cleared	0
Closed last 45 hrs.	1

Display All Open | Refresh | Start And Status

UPDATED: Archived MOTDs

View and Edit Trouble Tickets

Ticket Summary Snapshot

 CST Time

View/Edit Ticket 751001414

[Ticket Summary](#) [Ticket Log](#) [Contact Info](#)

Ticket Summary

The data in this section is for your information only and cannot be edited.
All time stamps in this section are in CST.

Circuit ID: CBAX 444221 AT1	Ticket Status: AT&T Closed
Created By: AT&T	AT&T Closed Date: 06/07/2007, 09:53
Created Date: 05/10/2007, 06:11	

Trouble Type: Release on circuit requested by AT&T	Outage Condition:
Trouble Description:	
Reported Locations:	
Ticket Type: release	Dispatch Authorized: N
Recurring Trouble: N	
Intrusive Test Authorized: N	
Power Availability to Equipment: Unsure	

Network Service: Domestic Private Line	
Type Of Service: GOVT T1.5 SERVICE	
Service Details:	Circuit/TFN Alias:
First Worked On Date: 05/10/2007, 06:22	Estimated Time To Repair:
Referred Date:	Last Worked On Date: 06/07/2007, 09:53
Cleared Date: 06/07/2007, 09:53	Returned Date:
Contested Date:	Customer Requested Close:
Clearance Summary: PER MRG WEBSITE RLS COMPLETED	

**Provides
Trouble
Details**

**Outlines
Ticket
History**

**Shows
Ticket
Status**

View and Edit Trouble Tickets

Ticket Log

Entries stamped in "Network Time" and listed as most recent entry first

Reference to ATandT indicates our automated systems are working your trouble

```
11/24/2005,10:33:53 [cmoorhes] [TEST] [TEST INFORMATION FROM AT&T]
Recvd call from Irwin at SBC advising they are adjusting their close time to 14:38 on 11/24/05.

11/23/2005,17:10:19 [AT&T ] [CLOS] [TICKET CLOSED BY AT&T]
TICKET CLOSED FOR REVISION #00

11/23/2005,04:03:51 [dcalvelli ] [ETRC] ESTIMATED TIME TO REPAIR CHANGED

11/23/2005,04:03:18 [dcalvelli ] [CLMR] TICKET CLEARED BY AT&T

11/23/2005,04:02:52 [dcalvelli ] [ETRC] ESTIMATED TIME TO REPAIR CHANGED

11/23/2005,04:02:13 [dcalvelli ] [PROG] [PROGRESS/STATUS MESSAGE FROM AT&T]

11/23/2005,03:57:13 [AT&T ] [GEN] [COMMENT FROM AT&T]
SBC HAS RETURNED THE CIRCUIT BACK TO AT&T FOR VERIFICATION. THE SUPPLIER RESOLUTION WAS CKT TOK TO NIU
```

An individual's name denotes the technician working the problem

Abbreviation "GEN" indicates something has occurred



Reports

Available Types

- Ticket Categorization
- Closed Ticket Summary
- Closed Ticket Detailed Summary
- Brief Ticket Summary
- Service ID Ticket Activity
- Service Type Activity
- Related Tickets/History
- Data Extraction (XML File or CDF Format)

Module 4 Summary

Topics Covered

- Trouble Ticket Creation and Submittal
- Ticket Monitoring and Updates
- Ticket Status
- Ticket Logs
- Report Generation

Resources

Handouts and User Guides

- [Network Products and Services Handout](#)
- [Managing Network Services Online via BusinessDirect\(R\) Portal - Overview](#)
- [DAR Registration and Permissions](#)
- [Ordering Network Service via BusinessDirect Portal\(R\)](#)
- [VAIN - View and Analyze Inventory and Notices](#)
- [View and Analyze Government Bills](#)



AT&T