

# AT&T SASE Branch Express Customer Expectation Document

June 2022

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## AT&T SASE Branch Express— An AT&T SASE with Fortinet Offer


















This guide is designed to give you a high-level understanding of what happens during the installation of your AT&T SASE Branch solution.

For issue resolution during the provisioning process, please contact your assigned AT&T contact.


# Key Contacts Roles and Responsibilities

<b>AT&amp;T Roles</b> 	<b>Customer Roles</b> 
<p><b>Account Manager</b> Primary lead on sales activities and assists customers with required forms, including Data Collection form</p> <p><b>Implementation Manager (IM)</b> Primary contact and coordinator during Implementation &amp; Lifecycle Stage. Responsible for orchestrating orders across transport and equipment vendors, coordinating site dispatch and TTU (Test and Turnup) activation windows. Collection and validation of the TPD (Technical Provisioning Document).</p> <p><b>Field Engineering Technician</b> Responsible for on-site installation of service</p> <p><b>Configuration Engineer (Optional via Concierge Service)</b> Work with customer to develop security policy and network policy, outline technical requirements and implementation plan. Perform requirements gathering, network design and router configuration. Support with staging, Test &amp; Turn Up and LAN Migration.</p> <p><b>Test and Turnup Engineer</b> Deployment of AT&amp;T SASE Branch Fortinet device(s). Coordinate with the field engineer for the installation of the equipment. Troubleshoot equipment and any other issues during TTU. Perform TTU and LAN migration.</p>	<p><b>Primary Contact</b> Responsible for all operational and administrative matters related to the services across all sites, including identifying the On -Site Contact for each site (if applicable).</p> <p><b>On-Site Contact</b> Individual at the site, where the device(s) will be installed, will be the main contact for AT&amp;T for access and site information. On-Site Contact will be responsible for the following pre -Installation activities or arrangements with AT&amp;T Implementation Manager:</p> <ul style="list-style-type: none"><li>• Receive equipment shipments and store assets in a secure location until installation</li><li>• Provide AT&amp;T with building access and be familiar with the Telco rooms and where in the building the circuit demarcation (demarc) is located</li><li>• Meet the AT&amp;T Field Engineering Technician the day of the installation</li><li>• Responsible for any network troubleshooting</li></ul> <p>Note: A secondary On-Site Contact is preferred in the case the primary contact is unavailable during implementation activities. Coordinated failed activities may result in extra billing charges.</p>

# Provisioning Steps | Overview

<p><b>Ordering</b></p> 	<p>1 </p> <p>Please review the checklist of defined roles and responsibilities on slide 3. You will need to provide a Tier 1 Helpdesk.</p>	<p>2 </p> <p>You will be requested to play an important role in the delivery of the service by providing your corporate security policy information to your Implementation Manager (IM). Please provide this information in a timely manner to prevent delays.</p>	<p>3 </p> <p>Your AT&amp;T Implementation Manager (IM) will email you the Technical Provisioning Document. Please outline all firewall and network requirements.</p>	<p>4 </p> <p>Once the TPD has been approved by your Implementation Manager (IM), your provisioning interval begins. Target provisioning interval is <u>45 days</u>.</p>	<p>5 </p> <p>You will receive an email confirming details about your SASE Branch order. Please validate the on-site contacts that were provided with your Implementation Manager (IM). <b>This is important to avoid delays.</b></p>
<p><b>Pre-Installation</b></p> 	<p>1 </p> <p>Your On-site contact will prepare the site prior to installation date. Outside vendors supporting installation should join the discussions with AT&amp;T. AT&amp;T can assist with site readiness for an additional fee. Please contact your AT&amp;T Account Manager for details.</p>	<p>2 </p> <p>Site Requirements include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Properly ventilated floor space</li> <li>• A power source to run the AT&amp;T provided equipment</li> <li>• Rack and/or cabinet space</li> </ul>	<p>3 </p> <p>The circuit will need to be in close proximity to where the equipment will be installed.</p>	<p>4 </p> <p>Inside wiring is your responsibility and should be completed before receiving AT&amp;T equipment. Inside wiring is defined as "All wiring from the point of entry, i.e., jack to your premises equipment". If inside wiring is required, a change order will need to be placed.</p>	<p>5 </p> <p>AT&amp;T will send the required equipment to your site. <b>Please do not handle or unpack the equipment upon receipt</b> . Your IM will coordinate equipment installation with you.</p>
<p><b>Installation</b></p>	<p>1 </p> <p>Your IM will provide your LCON with critical dates, including your scheduled installation date when a technician will arrive for installation.</p>	<p>2 </p> <p>AT&amp;T will configure and install the required SASE Branch equipment at your location(s).</p>	<p>3 </p> <p>Your local On-Site contact will need to be on-site and ready to assist with the activation.</p>	<p>4 </p> <p>After installation, you will receive a confirmation email:</p> <ol style="list-style-type: none"> <li>1. Confirms completion of implementation.</li> <li>2. Confirms site is in maintenance (Service Assurance) and information for contacting the Security Network Operations Center (SNOC).</li> </ol>	<p>5 </p> <p>You now have access to UConnect to view Performance Reports, Service Level Agreement and request change orders.</p>

# AT&T Customer Support | Contact Information

<p style="text-align: center;">Post- Installation and Maintenance</p> 	<p><b>Please have the following information prepared to report a problem:</b></p> <ul style="list-style-type: none"> <li>• Customer and location identifier</li> <li>• Ticket number (if applicable)</li> <li>• Local site contact name and phone number</li> <li>• Local site contact availability</li> <li>• Problem description (including application affected, errors received)</li> <li>• Any troubleshooting steps completed</li> </ul> <p>If the issue is related to speed/bandwidth, please contact your network service provider.</p>	<p><b>Web Portal Support:</b></p> <ul style="list-style-type: none"> <li>• For moves, adds, changes and disconnects (MACDs) please submit your requests via <a href="#">UConnect</a></li> </ul>	<p><b>Toll -Free Customer Support:</b></p> <p><a href="#">Toll Free 1.800.464.6054</a></p> <p><a href="#">Local 704.815.2066</a></p> <p>Support hours: 7 x 24 x 365</p>
<p style="text-align: center;">Billing</p>	<p><b>Billing Start Date:</b></p> <ul style="list-style-type: none"> <li>• For each site, your billing will start one calendar day after the activation of your SASE Branch device or 30 days after device is delivered.</li> <li>• SASE Branch product will be billed separately from your transport bill.</li> <li>• First bill review is available with your Sales representative upon request.</li> <li>• You are able to view, print and pay your bills quickly and easily at <a href="#">AT&amp;T Business Direct®</a></li> <li>• Disconnection of a service component(s) may be permissible; however, your account may be subject to early termination fees and/or change in pricing. Please consult your contract for details.</li> </ul>	<p><b>Web Billing Support:</b></p> <ul style="list-style-type: none"> <li>• Recurring charges are billed one month in advance, which means they are billed at the start of your monthly billing period.</li> <li>• For example, if the date on your bill is May 19th, 2021, the recurring charges period will show on your statement as May 19, 2021 through June 18, 2021.</li> </ul>	



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