
Using Support Functions



Accessing Support – Quick Start

[Job Aids and User Guides](#) – AT&T Control Center Home > Knowledge Base > User Guide (located directly under the search bar in the Knowledge Base)

[Frequently Asked Questions](#) – AT&T Control Center Home > Knowledge Base > FAQs (located directly under the search bar in the Knowledge base. Top FAQs located in tab below,)

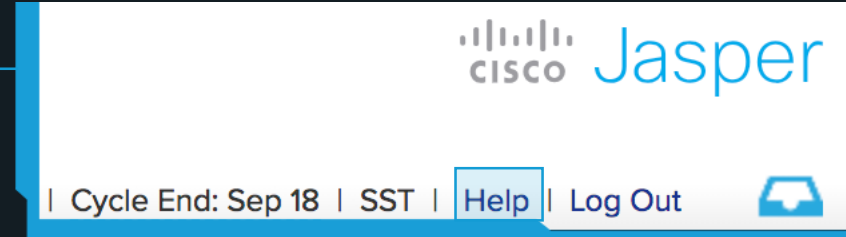
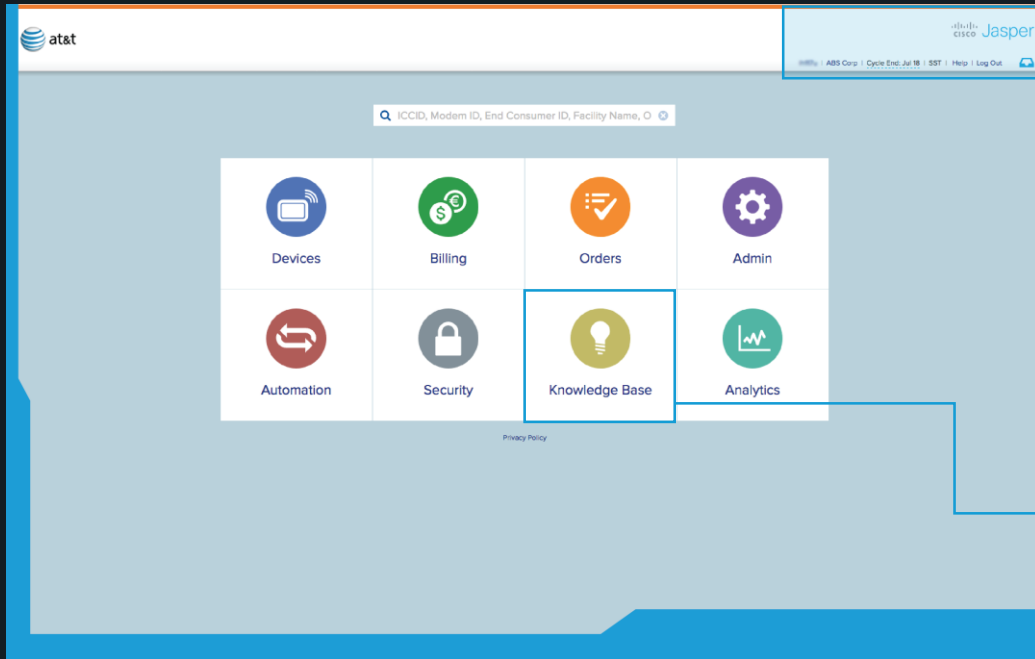
[Submit a support ticket from within ACC](#) – AT&T Control Center Home > Knowledge Base > Contact Support (located at the bottom of page) > Submit a Case > Fill out Case Entry form

[Advance Solutions Care Helpdesk](#)

- General/Trusted Professional – 1-866-516-9473
- Manager SPOC Line (Available 24/7) – 1-866-210-5983
- Area Managers – 1-866-241-6573

[Billing and Support Team \(Email\)](#) - g47136@att.com

Support Instructions



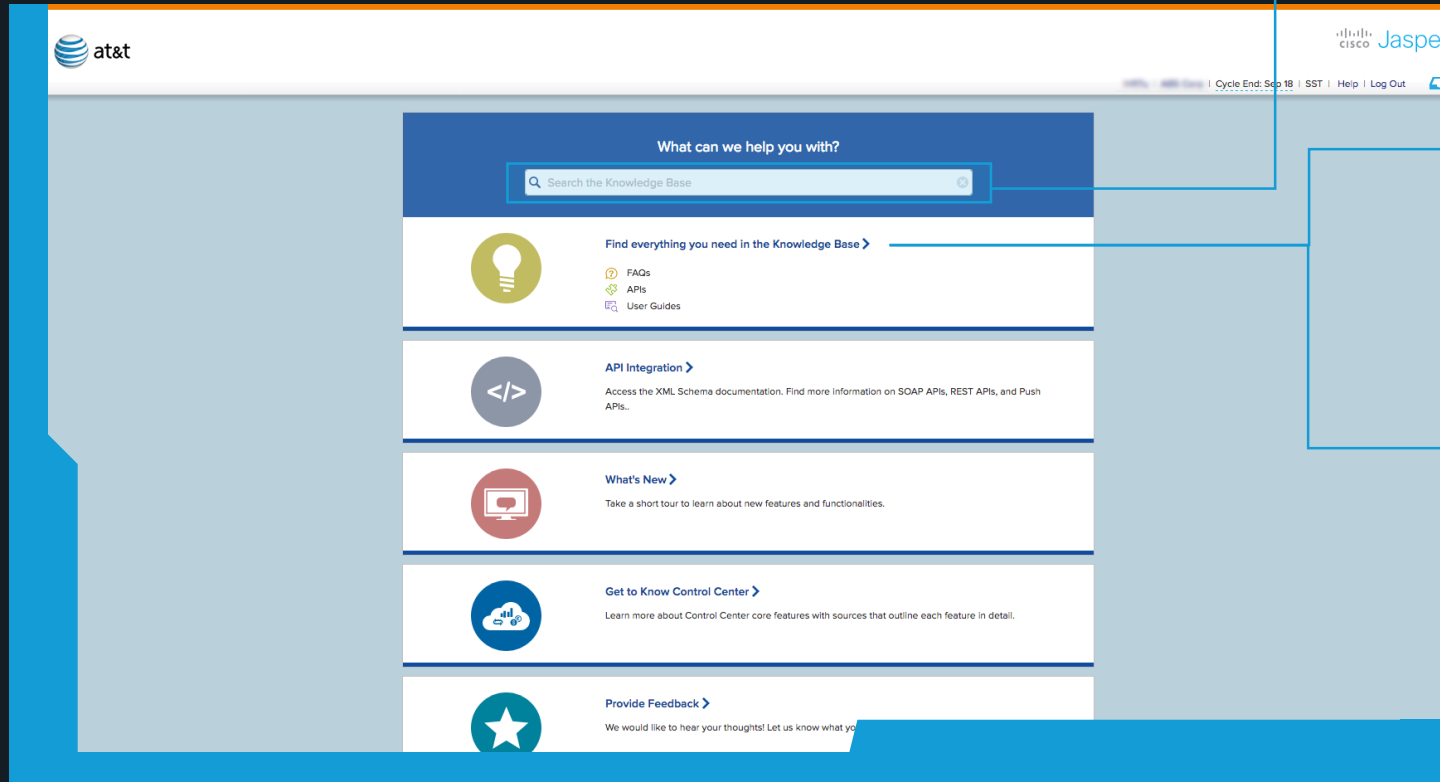
Log into AT&T Control Center:

<https://simcontrolcenter.wireless.att.com/>

- Then click on **Help** in the right upper hand side of any screen

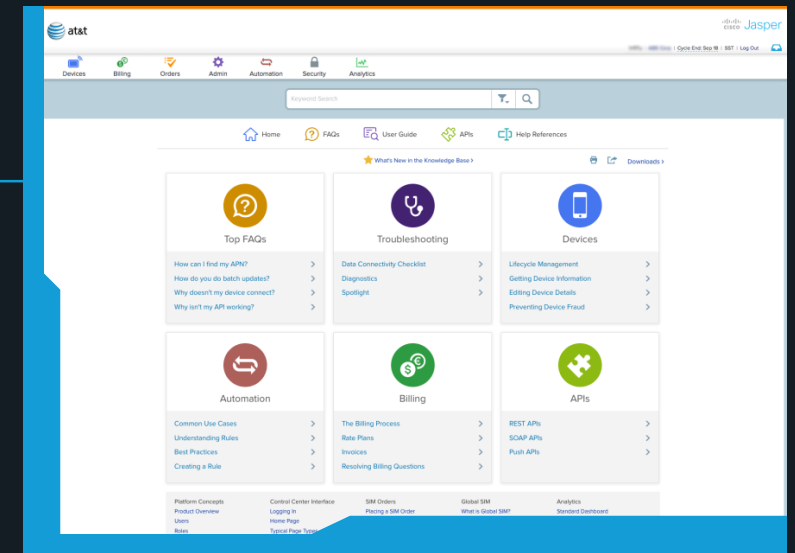
You can also access help by selecting **Knowledge Base** on the home screen

Support Instructions

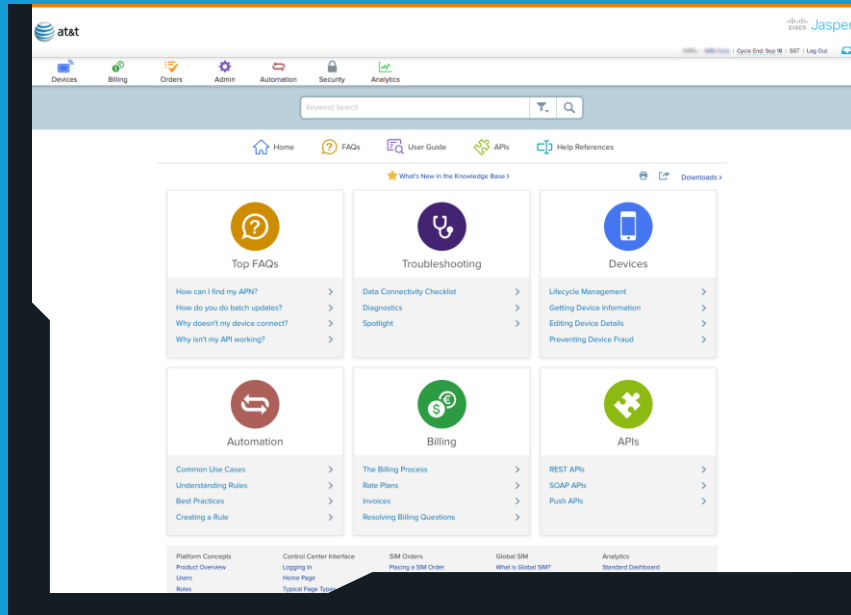


Use this short cut screen to immediately start searching for what you need or access quick info.

If you select "Find everything you need in the Knowledge Base", the full knowledge base will populate

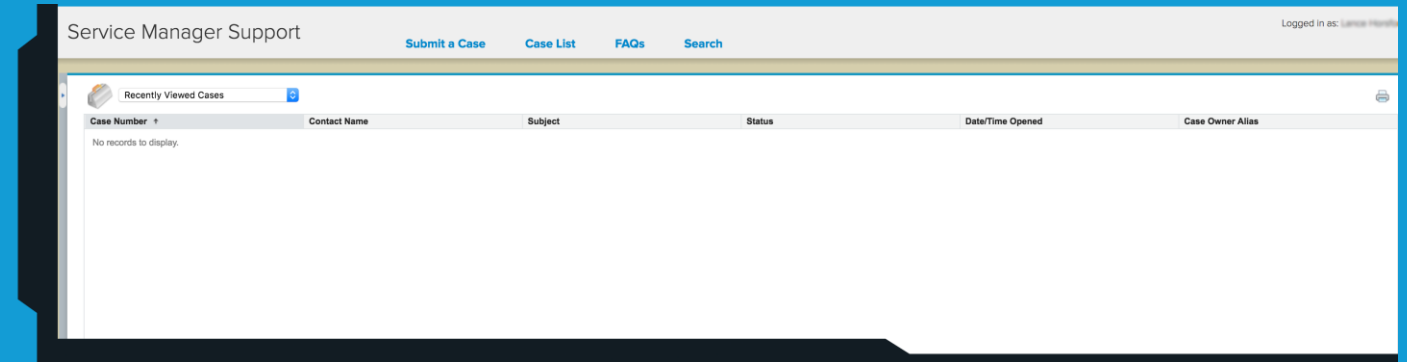


Submitting a Case



If support is still needed:

1. scroll to the bottom of any page and click “Contact Support”
2. Then select “Submit a Case”



Submitting a Case

Service Manager Support

[Submit a Case](#)[Case List](#)[FAQs](#)[Search](#)

Case Entry

Please provide as many details as possible to assist us in efficiently handling your inquiry

Contact Name

Lance Hendrix

Service Type

✓ --None--

Billing Non Technical Issue

Documentation

Product Enhancement Request

Notification

Other

Question

Sales/Marketing Issue

Service Request

Technical Issues

Service Detail

Subject

Case Submitter (if not same as contact)

Regarding Account Name

Severity

3 Standard (single device issues, control center issues, general questions, fe

Description

Continue

Possible solution to your case

Always submit a support ticket, even if you plan to call Jasper support . See escalation path and contact information on the next page.

When you submit a case, please include the following information in the description field:

- Description of the problem and symptoms
- Date/time when the problem started
- Exact location of the issue, if applicable
- ICCID number of the device(s) involved, if applicable
- SIM status (for example, Activated)
- Any log files that show the issue
- Any error messages you received
- Steps you have taken to resolve the problem
- Can the problem be reproduced?
- Describe the business impact. In other words, what percentage of your devices are affected? Do you have a viable workaround? What business functionality are you unable to perform?

Contact Support

AT&T Billing Solutions and Support

Hours of Operations – 8am-5pmn ET Monday – Friday
Email: Billing Solutions and Support Group (g47136@att.com)

Business Mobility Customer Care
Advanced Solutions Care Helpdesk (ASC-HD)
External and Internal

Escalation intervals are based on ticket create time	
Critical	20 or more devices affected, or Public Safety
Major	5-19 devices affected
Minor	1-4 devices affected

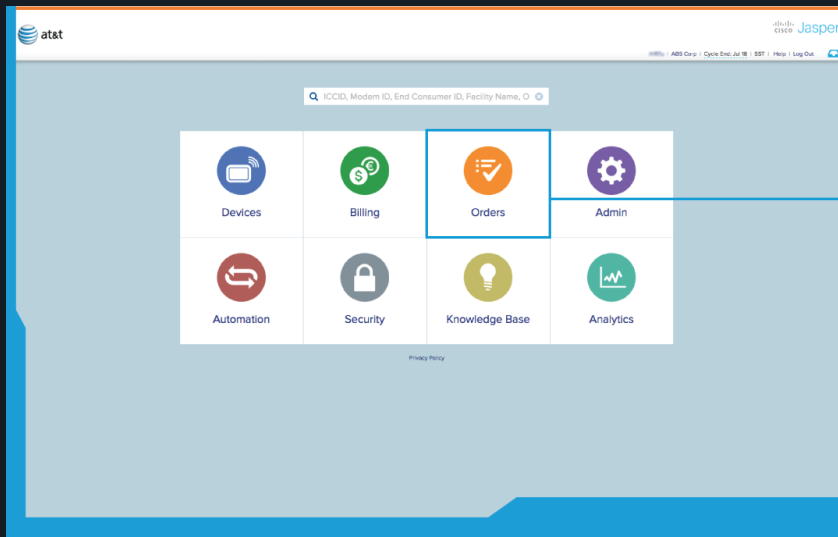
Escalation Intervals	Level	Contact
Customer’s Request	Trusted Professional	• ACC/M2MAP: 1-866-516-9473
First Escalation Critical Ticket: +2 hrs. Major Ticket: +6 hrs. Minor Ticket: +48 hrs.	Trusted Professional	• ACC/M2MAP: 1-866-516-9473
Second Escalation (must have 1 st level) Critical Ticket: +4 hrs. Major Ticket: +10 hrs. Minor Ticket: 72 hrs.	Manager SPOC Line	24x7 **866-210-5983
Third Escalation (must have 2 nd level) Critical Ticket: +5 hrs. Major Ticket: +16 hrs. Minor Ticket: +96 hrs.	Area Managers	Area Manager Hotline **866-241-6573

Ordering SIMs



AT&T Control Center's greatest strength is its ability to complete many tasks from a centralized location. In addition to the more data driven applications, ACC offers many administrative features as well. In this guide we will explore how to order SIMs from AT&T Control Center.

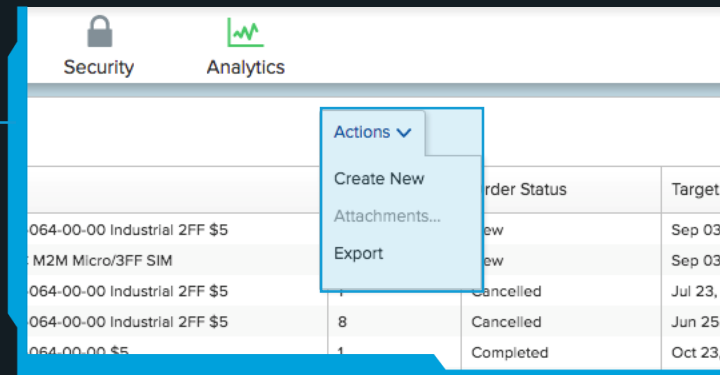
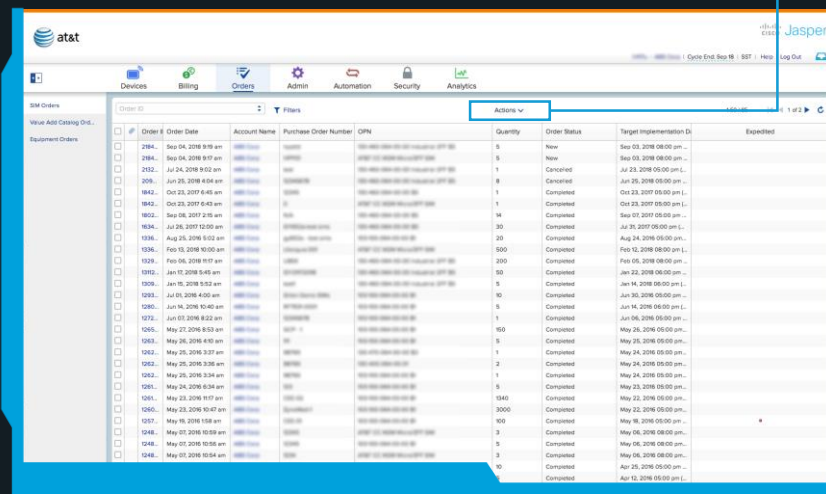
Ordering SIMs



Select Orders Tab

From the dash board, select the orders tab. If this option is not available to you, contact your account team.

Control Center makes SIM ordering quick and simple. Let's review how to place, view and track SIM Orders.



Once on the Orders screen in ACC, select **Actions** then **Create New**

Ordering SIMs

The screenshot shows the AT&T Jasper 'New SIM Order' form. The form is divided into several sections: Requester Information, Order Information, Shipping Information, and Alternate Shipping Instructions. Large blue numbers 1, 2, 3, and 4 are overlaid on the form to indicate the required fields for each step. 1 points to the Requester Information section, 2 points to the Order Information section, 3 points to the Shipping Information section, and 4 points to the 'OK' button at the bottom right of the form.

1. Requester Information

2. Order Information

3. Shipping Information

4. Click OK to submit order.

This is the **New SIM Order form**. Fill in the entry fields for:

1. Requesters Information
2. Order Information
3. Shipping Information.

Once all information is entered 4. click OK to submit order.

The **Purchase Order Number** is a required field, but you are not required to enter an actual PO. If you use PO Numbers internally, you can enter that in the field. If not, you can enter any information you like in this field to distinguish the order.

OPN or Order Part Number refers to the type of SIM being ordered.

Target Implementation refers to the date you want the SIM order to be processed. To receive the order ASAP, leave the field in its default position of today's date.

Use this field if you need to use an alternate form of shipping. If left blank AT&T will cover the cost of shipping. Expediting your order will result in a charge of \$250.

Please note, you can only order one product type at a time. That means that if you want to order multiple SIM types you must create a separate order for each one.

Order Fulfillment Policy

In an effort to provide a more consistent customer experience, we are setting parameters around our fulfillment processes for SIM orders placed via AT&T Control Center.

Order Quantities:

- Minimum 1
- Maximum 10,000 (Over 10K, customer encouraged to purchase directly from the manufacturer)

Order Fulfillment Objective:

- Between 1 & 1,000 – up to 10 business days
- Over 1,000 – up to 8 weeks
 - Depending on available inventory, order may be forwarded to SIM manufacturer for production and shipment to customer
 - Process improvement effort in progress to reduce interval (Feb 2019)

Expedite Service Request:

- Delivery within 3 business days
- Order receipt by 10am PST
- 1,000 SIMs or less
- \$250 expedite fee
- 1 expedite per month, per customer

Viewing SIM Orders + Order Billing

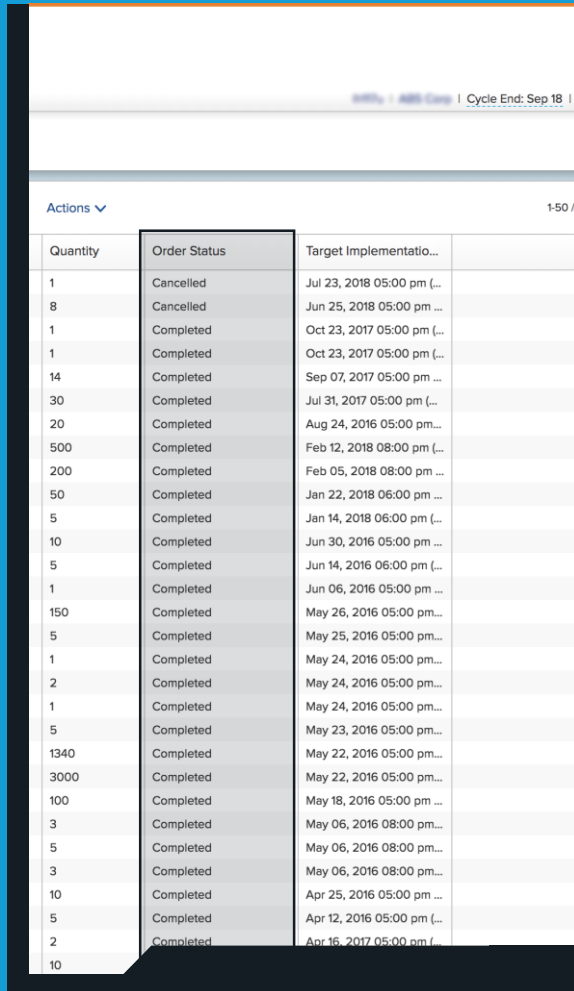
Order ID	Order Date	Account Name	Purchase Order Num...	OPN	Quantity	Order Status	Target Implementation...	Expedited
12345	Jul 24, 2018 9:02 am	AMS Corp	12345678	100-400-004-00-00 Industrial 2PT \$5	1	Cancelled	Jul 23, 2018 05:00 pm (...)	
12345	Jun 25, 2018 4:04 am	AMS Corp	12345678	100-400-004-00-00 Industrial 2PT \$5	8	Cancelled	Jun 25, 2018 05:00 pm (...)	
12345	Oct 23, 2017 6:45 am	AMS Corp	123456	100-400-004-00-00 \$5	1	Completed	Oct 23, 2017 05:00 pm (...)	
12345	Oct 23, 2017 6:43 am	AMS Corp	0	4787 CC WDM Micro 2PT \$88	1	Completed	Oct 23, 2017 05:00 pm (...)	
12345	Sep 08, 2017 2:15 am	AMS Corp	765	100-400-004-00-00 \$5	14	Completed	Sep 07, 2017 05:00 pm (...)	
12345	Jul 26, 2017 12:00 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	30	Completed	Jul 31, 2017 05:00 pm (...)	
12345	Aug 25, 2016 5:02 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	20	Completed	Aug 24, 2016 05:00 pm (...)	
12345	Feb 13, 2018 10:00 am	AMS Corp	07650000000000000000	4787 CC WDM Micro 2PT \$88	500	Completed	Feb 12, 2018 08:00 pm (...)	
12345	Feb 06, 2018 11:17 am	AMS Corp	07650000000000000000	100-400-004-00-00 Industrial 2PT \$5	200	Completed	Feb 05, 2018 08:00 pm (...)	
12345	Jan 17, 2018 5:45 am	AMS Corp	07650000000000000000	100-400-004-00-00 Industrial 2PT \$5	50	Completed	Jan 22, 2018 06:00 pm (...)	
12345	Jan 15, 2018 5:52 am	AMS Corp	07650000000000000000	100-400-004-00-00 Industrial 2PT \$5	5	Completed	Jan 14, 2018 06:00 pm (...)	
12345	Jul 01, 2016 4:00 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	10	Completed	Jun 30, 2016 05:00 pm (...)	
12345	Jun 14, 2016 10:40 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	5	Completed	Jun 14, 2016 06:00 pm (...)	
12345	Jun 07, 2016 8:22 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	1	Completed	Jun 06, 2016 05:00 pm (...)	
12345	May 27, 2016 8:53 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	150	Completed	May 26, 2016 05:00 pm (...)	
12345	May 26, 2016 4:10 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	5	Completed	May 25, 2016 05:00 pm (...)	
12345	May 25, 2016 3:37 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	1	Completed	May 24, 2016 05:00 pm (...)	
12345	May 25, 2016 3:36 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	2	Completed	May 24, 2016 05:00 pm (...)	
12345	May 25, 2016 3:34 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	1	Completed	May 24, 2016 05:00 pm (...)	
12345	May 24, 2016 6:34 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	5	Completed	May 23, 2016 05:00 pm (...)	
12345	May 23, 2016 11:17 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	1340	Completed	May 22, 2016 05:00 pm (...)	
12345	May 23, 2016 10:47 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	3000	Completed	May 22, 2016 05:00 pm (...)	
12345	May 19, 2016 1:58 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	100	Completed	May 18, 2016 05:00 pm (...)	
12345	May 07, 2016 10:59 am	AMS Corp	07650000000000000000	4787 CC WDM Micro 2PT \$88	3	Completed	May 06, 2016 08:00 pm (...)	
12345	May 07, 2016 10:56 am	AMS Corp	07650000000000000000	100-400-004-00-00 \$5	5	Completed	May 06, 2016 08:00 pm (...)	
12345	May 07, 2016 10:54 am	AMS Corp	07650000000000000000	4787 CC WDM Micro 2PT \$88	3	Completed	May 06, 2016 08:00 pm (...)	
12345	Apr 26, 2016 5:54 am	AMS Corp	07650000000000000000	4787 CC WDM Micro 2PT \$88	10	Completed	Apr 25, 2016 05:00 pm (...)	
12345						Completed	Apr 12, 2016 05:00 pm (...)	
12345						Completed	Apr 16, 2017 05:00 pm (...)	
12345						Completed	Mar 12, 2017 05:00 pm (...)	

You can track the progress of the order by looking at the order status column.

Once the order receives the **Completed Status**, Center Center automatically bills for the order.

Whenever the status of an order changes, Control Center automatically notifies the email address associated with the order.

SIM Order Status



Quantity	Order Status	Target Implementation...	Target Implementation Time
1	Cancelled	Jul 23, 2018 05:00 pm (...)	
8	Cancelled	Jun 25, 2018 05:00 pm (...)	
1	Completed	Oct 23, 2017 05:00 pm (...)	
1	Completed	Oct 23, 2017 05:00 pm (...)	
14	Completed	Sep 07, 2017 05:00 pm (...)	
30	Completed	Jul 31, 2017 05:00 pm (...)	
20	Completed	Aug 24, 2016 05:00 pm (...)	
500	Completed	Feb 12, 2018 08:00 pm (...)	
200	Completed	Feb 05, 2018 08:00 pm (...)	
50	Completed	Jan 22, 2018 06:00 pm (...)	
5	Completed	Jan 14, 2018 06:00 pm (...)	
10	Completed	Jun 30, 2016 05:00 pm (...)	
5	Completed	Jun 14, 2016 06:00 pm (...)	
1	Completed	Jun 06, 2016 05:00 pm (...)	
150	Completed	May 26, 2016 05:00 pm (...)	
5	Completed	May 25, 2016 05:00 pm (...)	
1	Completed	May 24, 2016 05:00 pm (...)	
2	Completed	May 24, 2016 05:00 pm (...)	
1	Completed	May 24, 2016 05:00 pm (...)	
5	Completed	May 23, 2016 05:00 pm (...)	
1340	Completed	May 22, 2016 05:00 pm (...)	
3000	Completed	May 22, 2016 05:00 pm (...)	
100	Completed	May 18, 2016 05:00 pm (...)	
3	Completed	May 06, 2016 08:00 pm (...)	
5	Completed	May 06, 2016 08:00 pm (...)	
3	Completed	May 06, 2016 08:00 pm (...)	
10	Completed	Apr 25, 2016 05:00 pm (...)	
5	Completed	Apr 12, 2016 05:00 pm (...)	
2	Completed	Apr 16, 2017 05:00 pm (...)	
10			

New – When you create a new order, Control Center adds a record to the database with a updated status of New. An email is then sent to the address entered in the New SIM Order form.

In Progress – You receive a status of In Progress once the operator has verified your order.

On Hold – Orders receive an On Hold status if the order has incorrect information and/or is awaiting verification.

Ready for Approval – If all the order information is complete and ready to move forward, the order status will be updated to Ready for Approval.

Approved - After viewing the financial standing of your account, the operator finance team makes a decision about whether to approve or deny the order. The order contact person receives an email either way.

Denied - If for any reason your order is denied, Control Center sends an automated email response to the order contact. The email typically contains a note explaining the reason for the denial. If not, an operator representative may follow up with more information.

Completed – Your status will be updated to Completed once the operator fulfills and ships the order. All cost are automatically calculated by Control Center and will appear on your next account invoice. At this point the operator also transfers the new SIMs to your Control Center account. From this point on, the SIMs Can be found on your device list page (Devices > Device List).

Canceled – In order to cancel an order, you must contact the operator directly. You do this by logging a Support Case from your portal. Occasionally you are able to cancel Approved orders. Completed orders cannot be canceled.