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

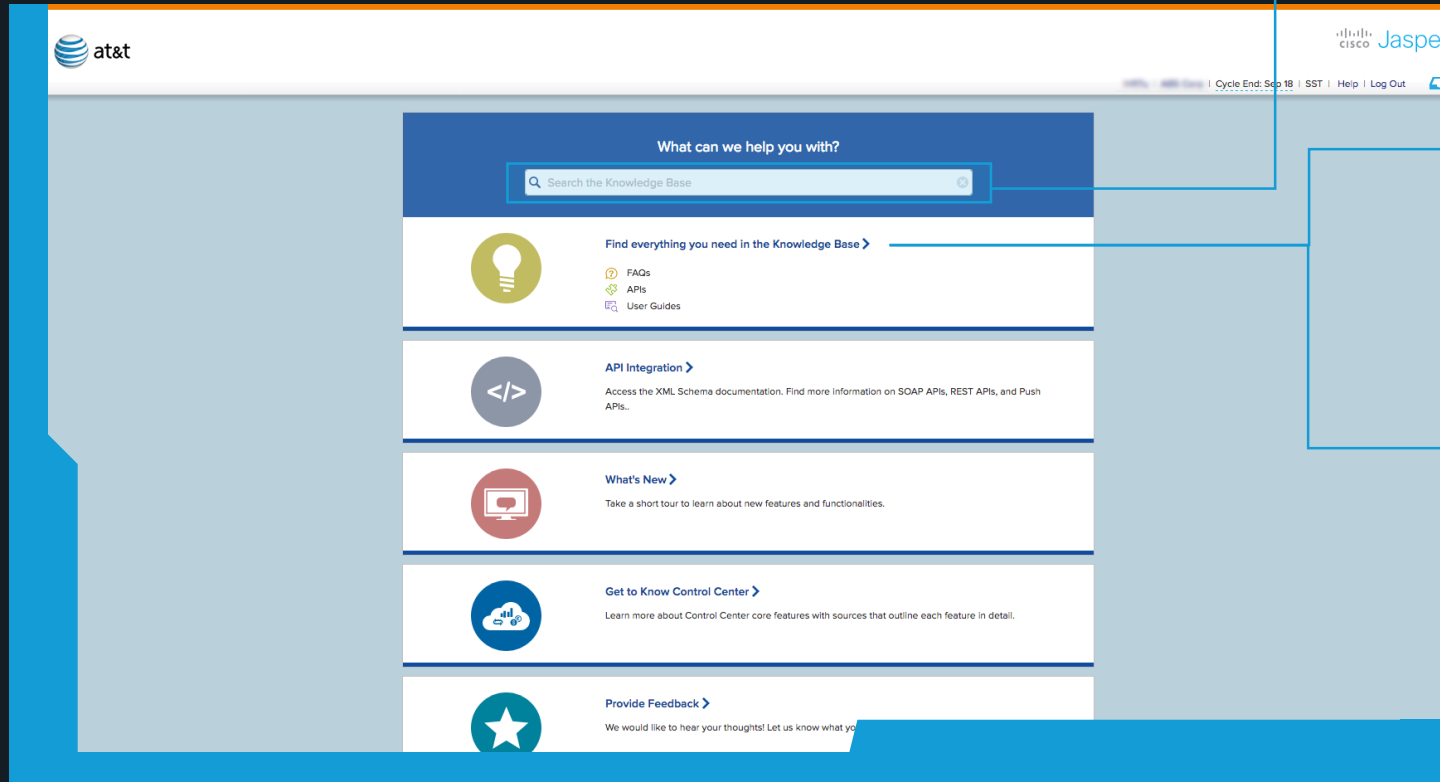Billing and Support Team (Email) - g47136@att.com

Support Instructions
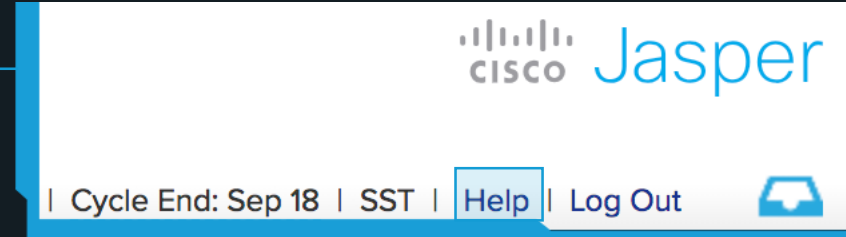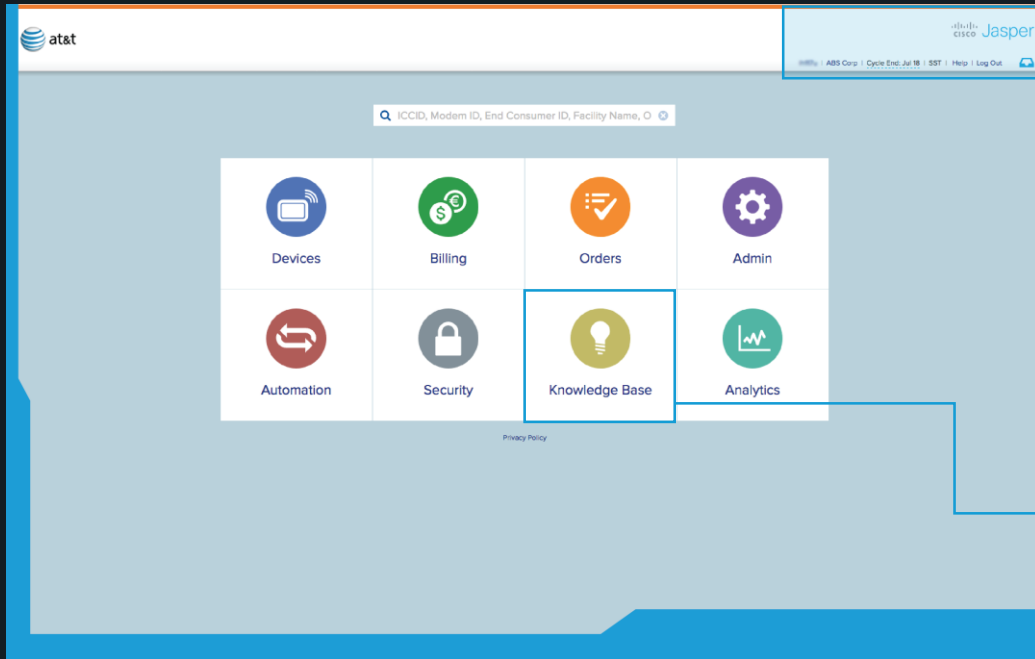
Log into AT&T Control Center:
https://simcontrolcenter.wireless.att.com/
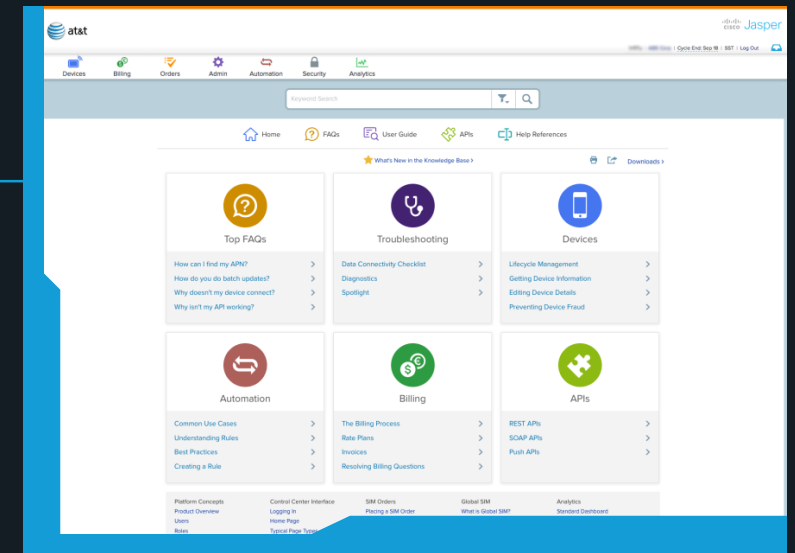- Then click on Help in the right upper hand side of any screen

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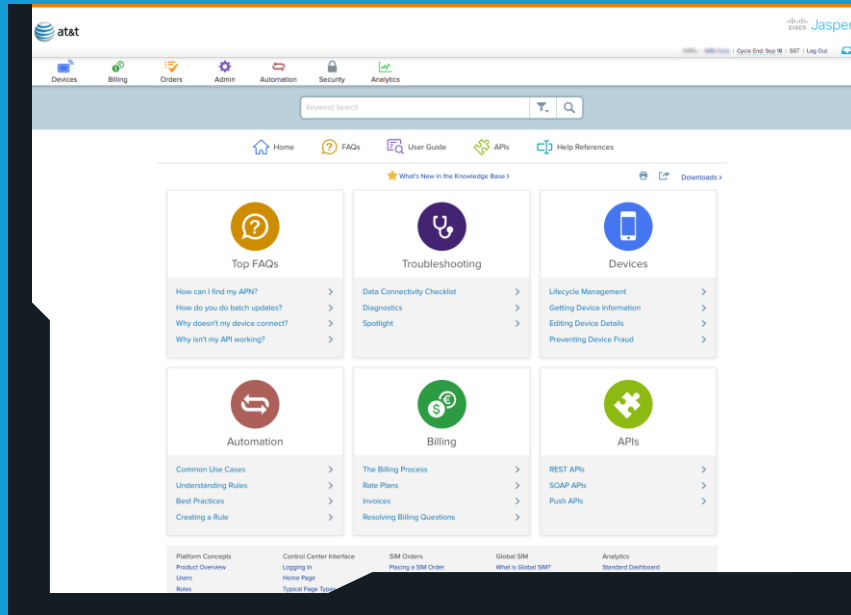
Support Instructions

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

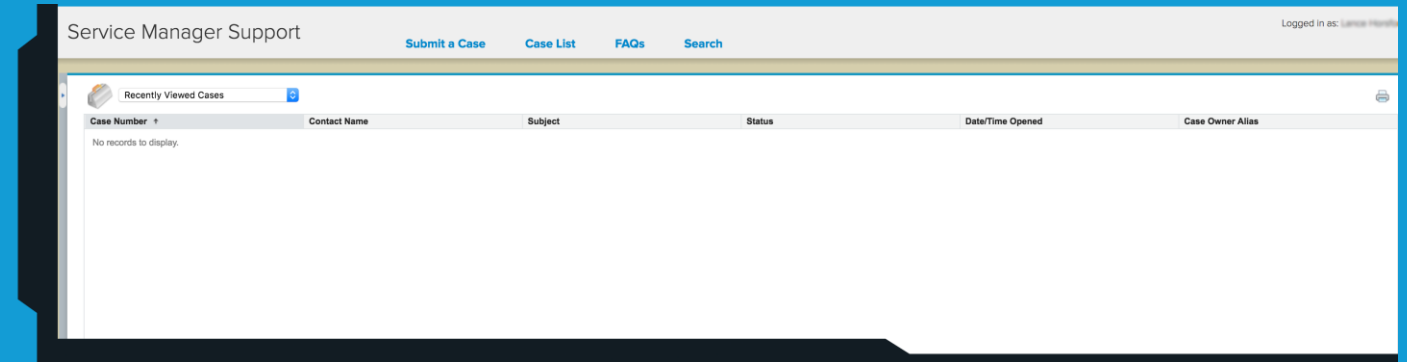If you select" Find everything you need in the Knowledge Base", the full knowledge base will populate

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

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

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

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

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 1st level) Critical Ticket: +4 hrs. Major Ticket: +10 hrs. Minor Ticket: 72 hrs.	Manager SPOC Line	24x7 **866-210-5983
Third Escalation (must have 2nd 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.
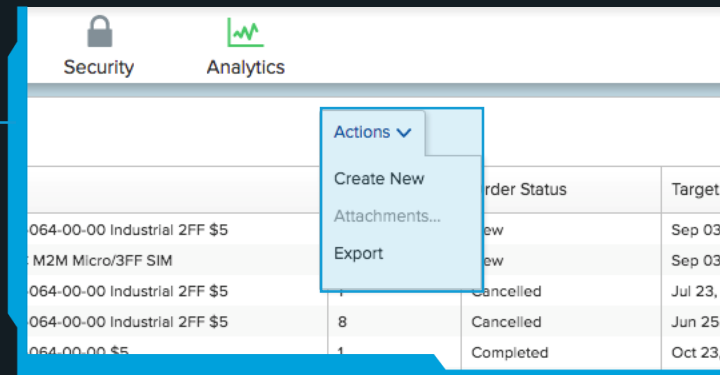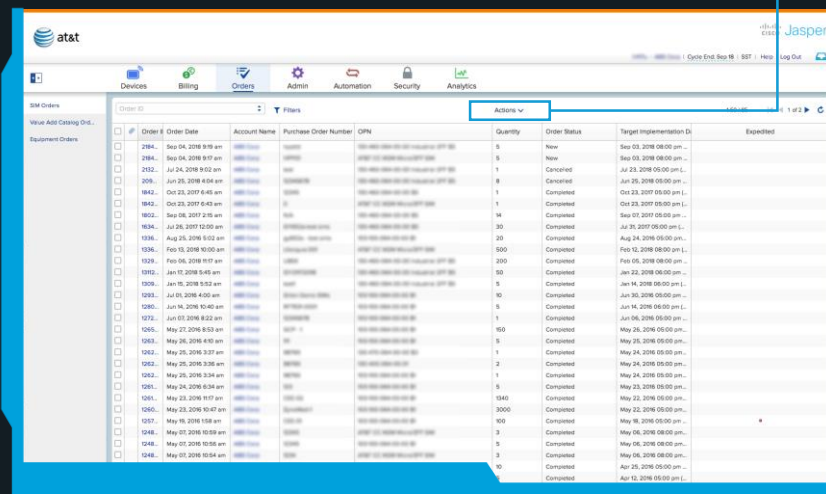
Ordering SIMs

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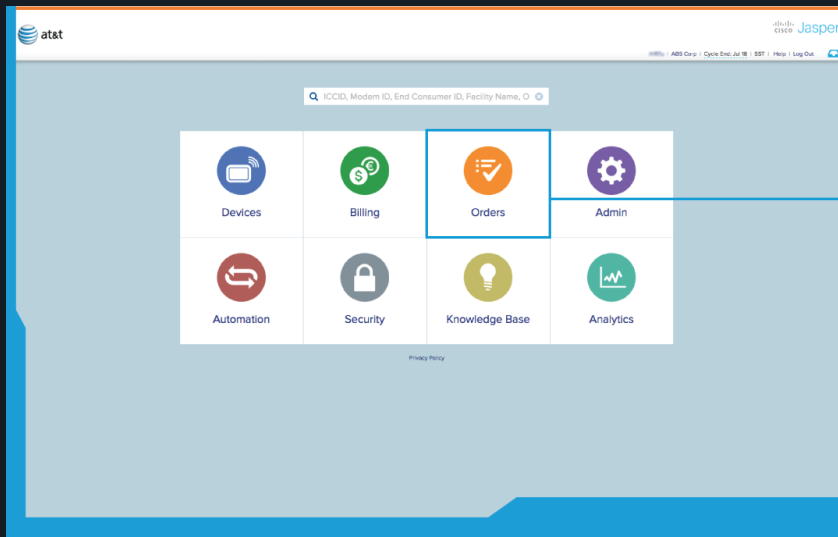
Select Orders Tab

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

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

Ordering SIMs

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 it's default position of today's date.

Use this field if you need to use an alternate form of shipping . If left bank AT&T will cover the cost o 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

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

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.