



**AT&T EDUCATION
AND ADMINISTRATIVE
SUPPORT SERVICES**





As communities face the promise and challenges of connecting underserved citizens and students, top of mind for agencies, educators and policymakers is providing the necessary operational support to successfully implement these programs. With parents working essential jobs into the night while students tackle research for a book report to adult seniors without family or financial resources—providing connectivity and device support services is fundamental to the success of these programs.

Cities, counties, states and schools are looking for solutions to answer a range of questions. Who do families call for help to learn how to turn on a hotspot? What happens when students and citizens need technology support over the weekend? How do agencies maintain asset inventory and manage devices?

AT&T Education and Administrative Support Services can help by delivering a full-suite of professional services to ensure that students, families and citizens receive the assistance they need to keep their connectivity and devices up and running. AT&T Education and Administrative Support Services can also help manage device logistics for AT&T-purchased devices to offload the strain for Education and Government Administrators and IT departments.

Understanding the offer:

AT&T Education and Administrative Support Services provides staging and kitting services, including labeling with help desk information, for Education institutions and Government agencies purchasing AT&T connected devices. The product offers two assistance options for end users: (i) the ability to speak to a live help desk agent via phone or (ii) online chat. AT&T provides bilingual English and Spanish support via phone, and online chat offers dozens of language options to ensure support services can be provided to a diverse community of users.

The help desk can assist with connected devices provided by AT&T or, for an additional charge, devices that Education institutions and Government agencies “bring on their own” (BYOD). Administrators, IT support staff and end users can access assistance with tablet, iPad, laptop, or mobile hotspot devices for issues related to mobile network connectivity, wi-fi connectivity and general tablet, laptop and mobile hotspot hardware issues. Administration and IT support staff also will have access to an inventory management system to see order status changes, request additional mobile devices, inventory of devices purchased, and view usage/cost data to manage devices efficiently and effectively.

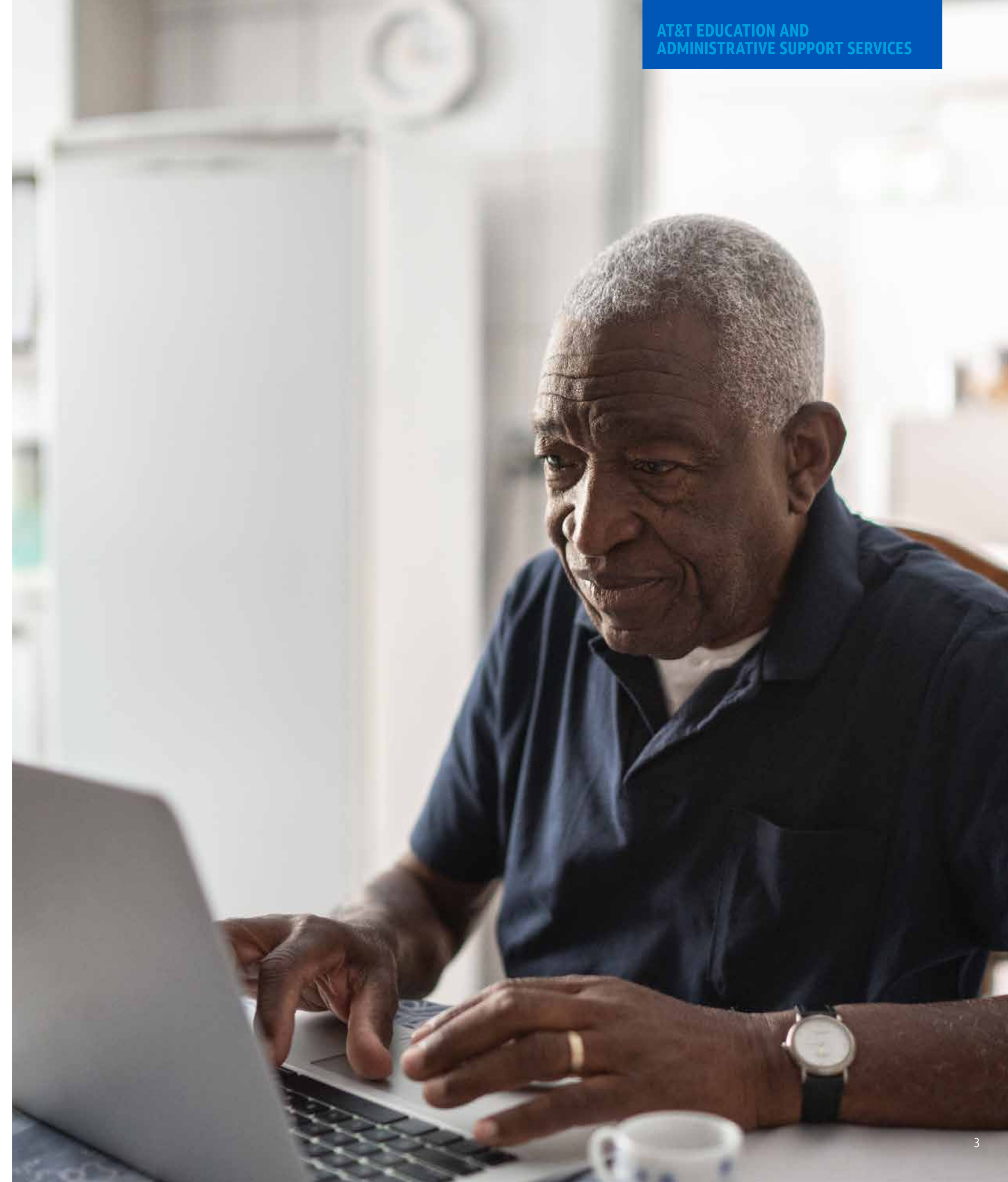
Help Desk Support Services

Support services for Administrators and IT staff include:

- Help desk seven (7) days a week, 9 a.m. – 12 a.m. ET
- Assistance with tablet, iPad, laptop, or mobile hotspot device issues related to mobile network and wi-fi connectivity
- General laptop, tablet and mobile hotspot hardware issues
- Triage and facilitate warranty exchanges on AT&T purchased devices
- Documentation and training (if required) on the use of purchased devices from AT&T

Support services for End Users include:

- Access to the help desk seven (7) days a week, 9 a.m. – 12 a.m. ET
- English and Spanish language support through toll free numbers
- Online chat translator for dozens of languages
- On-line support page with frequently asked questions, numbers to call for support
- Assistance with tablet, iPad, laptop, or mobile hotspot device issues related to mobile network and wi-fi connectivity
- General laptop, tablet and mobile hotspot hardware issues





Inventory Management Support Services

Support services for Administrators and IT staff include:

- Access to place bulk device orders, view inventory and invoice details
- Access to analytics and standard reporting including order history and status, statics by date range, type of support, time to resolution, and summary
- Track order progress through AT&T with shipping dates and tracking information
- AT&T mobile line inventory including mobile number, SIM number, status, and associated device information
- Device inventory including model, IMEI number and asset tag number
- AT&T monthly invoice including breakdown at the mobile number level of plan, features, summary data usage and associated costs for help desk services
- Top 50 devices by asset tag of data usage

The AT&T Education and Administrative Support Services offer for Education institutions and Government agencies is \$4.95 per device/per month. Non-monthly recurring charge payment options are also available to support budgetary needs.

BYOD Device Staging & Kitting Support Services

The above offer is also available for Education institutions and Government agencies wishing to bring their own devices (BYOD). Devices will be configured on the AT&T network, with a qualified wireless service agreement and receive asset labeling with help desk support information on all devices.

The BYOD Device Staging & Kitting Support Services for Education institutions and Government agencies is an additional \$3.00 per device and is billed as one-time charge. BYOD Device Staging & Kitting Support requires enrollment in the AT&T Education and Administrative Support Services offer for \$4.95 per device/per month and a qualified wireless service agreement.

AT&T EDUCATION AND ADMINISTRATION SUPPORT SERVICES: Education institutions and Government agencies customers for use by students and teachers, library patrons, and adult underserved populations on existing or new qualified mobility agreements. Customers who BYOD are charged \$3 per device one-time charge and enroll in the service support offer, and a qualified service agreement. Support Services one-time charge of \$3 per device for Customers who BYOD will be applied upon contract effective date and appear on subsequent bill. \$4.95 monthly recurring charge will invoice upon shipment to Customer on subsequent months bill. **Mobile User Support Exclusion:** Help desk Tier 1 mobile user support does not include: 1. Assisting users with school, library, or government installed software/application support. Users will be re-directed to their device administrator. 2. Collecting any personal information from users other than first name and asset tag number of the device. 3. Ordering devices on behalf of administrator. 4. Facilitating warranty exchanges with users. Users will be provided with instructions and re-directed to their device administrator. 5. Continued Help Desk support if, during a call, the Help Desk support agent feels that the issue cannot be resolved. Users will be provided with instructions and re-directed to their device administrator. 6. Assisting with devices that have been lost or stolen. Users will be provided with instructions and re-directed to their device administrator. 7. Working with users under the age of 13 without a parent/guardian. 8. Providing support as it relates to billing, rate plan/feature inquiries, choosing a carrier, coverage areas or comparisons of carrier choices.



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