

Get direct access to advanced technical support when you need it most—even after business hours



AT&T IoT ESS Priority Care offers the confidence of knowing that if your Internet of Things solutions require immediate technical assistance, help is on the way. Help protect your customers and your business operations by securing a place at the head of the line.

Your business relies on Internet of Things (IoT) technology to deliver critical customer services. Whether you track your supply chain operations with IoT sensors to monitor logistics and confirm proper operation, or use an asset management tracking solution to help streamline delivery

operations, these devices help you provide customers the convenience and reliability they expect. No matter the size of your business or the type of industry, IoT reliability is non-negotiable—it's an essential part of your business model.

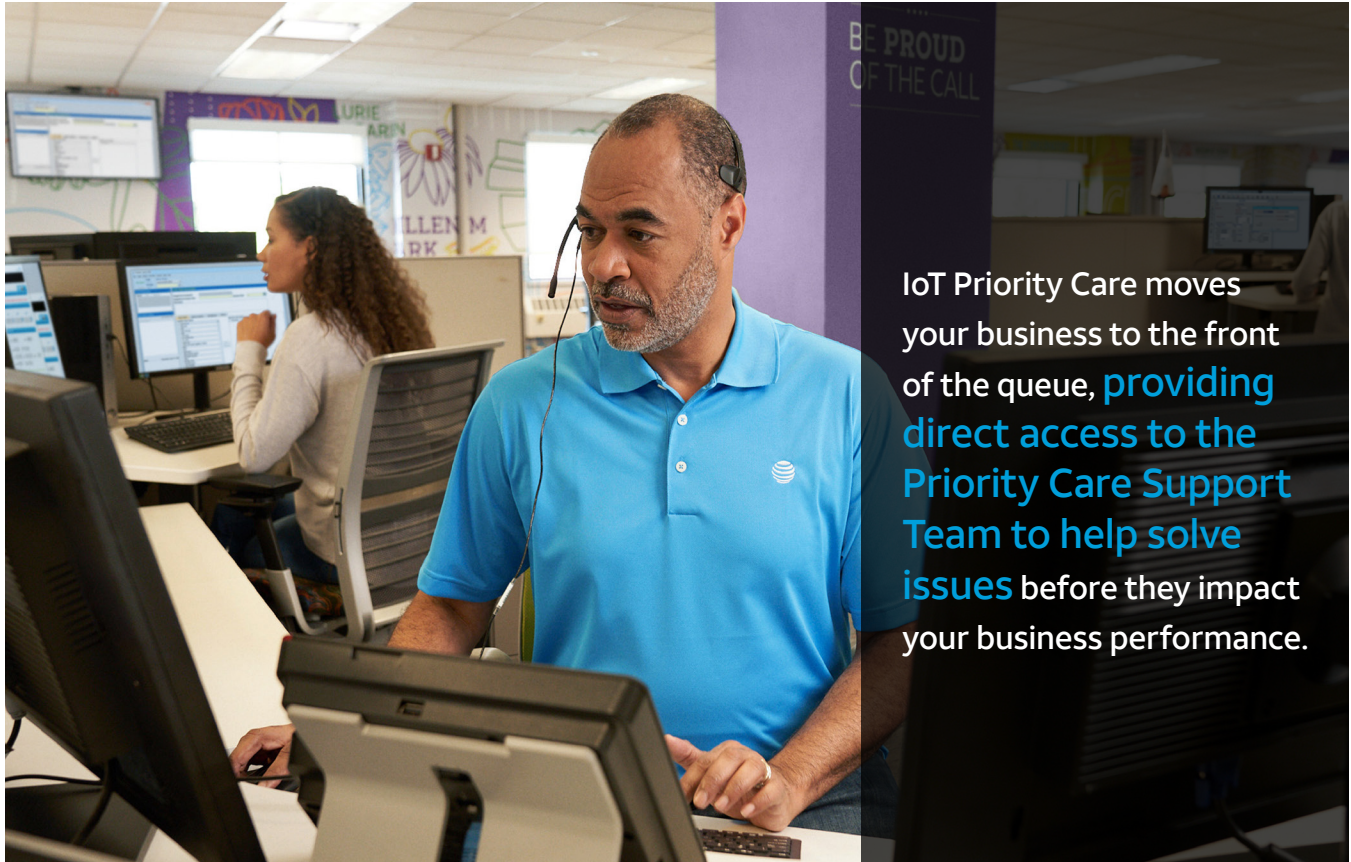
Potential Benefits

- Priority Access to Tier 3 Care Team
- 24/7 Access
- Separate service queue
- Root Cause Analysis (RCA)
- Service Level Objectives

Features

- Communications for maintenance, outage management, and change management
- Deep technical troubleshooting to reproduce and resolve issues
- Access to specialized support to resolve complex technical issues
- RCA provided for critical Severity 1 issues
- 24/7 availability
- Response time and Frequency Updates service levels objectives

AT&T Internet of Things
Professional Services for IoT: Enhanced Support
Services (ESS) Priority Care



IoT Priority Care moves your business to the front of the queue, providing direct access to the Priority Care Support Team to help solve issues before they impact your business performance.

Unscheduled device downtime can affect customer satisfaction and influence revenue. Due to rapid industry growth, locating qualified talent and building an in-house team can be challenging. With the number of IoT devices growing by 19% within the next five years, many organizations are looking to outsource monitoring and support services.

Businesses with complex IoT applications need access to advanced technical resources to help solve customer issues promptly. Placing a request for assistance for a high severity incident and waiting 24 hours for a technician to reply may result in a loss of customer confidence.

To supply a vital operational safety net and improve upon standard support cycles, AT&T Business offers IoT Priority Care, a part of its ESS suite. In addition to comprehensive management solutions provided by ESS, IoT Priority Care helps businesses triage and immediately address emerging IoT issues to help avoid downtime.

IoT Priority Care moves your business to the front of the queue, providing direct access to the Priority Care Support Team to help solve issues before they impact your business performance. Think of it as your fast track to issue resolution.

Priority Care includes:

- Incident triage
- Service level objectives
- Technical solution managers
- Outage and maintenance communications
- Root cause analysis following Sev 1 designated trouble tickets

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How it works

Priority Care gives customers a direct line to a trusted team of experts who can quickly assess and address their IoT troubles. Clients can submit an electronic ticket to initiate support and are provided an 800 number to call. Tickets are then routed to the Priority Care Support Center queue for triaging.

Triaging falls into three categories of severity, and it's important to note that Priority Care customers designate the severity level themselves. However, issues are typically categorized as follows:

Incident service levels

Priority Care provides response time service level objectives

	 Critical	 Major	 Minor
	Severity 1	Severity 2	Severity 3
Description	<ul style="list-style-type: none"> • 20 or more users in concentrated area experiencing complete loss of service due to a network outage 	<ul style="list-style-type: none"> • 20 or more users in concentrated area experiencing service degradation due to a network outage • 5-19 users in a concentrated area experiencing complete loss of service due to a network outage 	<ul style="list-style-type: none"> • 5 or fewer users in a concentrated area to experience complete loss of service due to a network outage or intermittent issues
Initiation	Customer ticket and call	Customer ticket	Customer ticket
Priority Care	<ul style="list-style-type: none"> • Immediate response • Hourly updates • 24x7x365 	<ul style="list-style-type: none"> • 30 minute initial response • Updates every 6 hours • During business hours M-F 8-6 EST 	<ul style="list-style-type: none"> • 24 hour initial response • Daily updates • During business hours M-F 8-5 EST
Standard Support	Best Effort	Best Effort	Best Effort

Why AT&T

AT&T wants to provide a broad set of services to help drive your IoT initiatives. Not all customers need accelerated throughput in the support process, but for those who do, Priority Care is the answer.

For more information, engage your IoT Advanced Solutions Business Development Manager or visit www.att.com/iotproservices