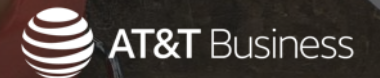


AT&T Premises-Based Firewall Customer Expectation Document

August 2018

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Key Contacts

AT&T Role

AT&T Role will include:

- **Account Manager**
 - Primary lead on sales activities and assist customers with required forms, including Data Collection form
- **Solution Implementation Manager (SIM)**
 - Oversees the AT&T Premises Based Firewall (PBFW), Managed Intrusion Detection/Prevention Service (MIDS) installation, including coordinating equipment ordering and shipping, working with customer in scheduling installation date and assigning AT&T resources for installation
- **Systems Engineer**
 - The SE/SIM will review the Online Technical Provisioning Document (OLTPD) to make sure it has complete information. The Customer is responsible for filling in and completing the form.
- **Field Engineering technician**
 - Responsible for onsite installation of service

Customer Role

Customer Role will include:

- **Primary Contact**
 - Responsible for all operational and administrative matters related to the services across all sites, including identifying Local On-site Contact (LCON) for each site (if applicable)
- **Local On-site Contact**
 - Individual at the site who is the main AT&T contact for access and site information. An alternate LCON should also be identified by the customer
 - Obtain building access and be familiar with the Telco rooms
 - Know where the circuit demarcation (demarc) is located in the building
 - Receive equipment shipments and store assets in a secure location until installation
 - Be responsible for pre-Installation activities or arrangements with AT&T professional services
 - Assist with PBFW Device(s) installation activities
 - Meet the AT&T Field Engineering technician the day of the installation

What to Expect – Quick Guide

Ordering

Ordering your service

- You should review the Checklist of defined roles and responsibilities that is included in this document.
- You will be requested to play an important role in the delivery of the service by providing your corporate security policy information in a timely and efficient manner.
- You will receive a link to your Online Technical Provisioning Document (OLTPD) from your Solution Implementation Manager (SIM) to document all firewall and/or MIDS configuration requirements.
- Your SIM will move the OLTPD to Customer Update mode for you to fill out. Once you've completed filling out the OLTPD, you will move it back to SIM Review mode.
- Once the OLTPD has been approved by the SE, your provisioning interval begins. The target provisioning interval averages 45 days.
- Please assign and provide us with a specific local on-site contact person for each of your locations.
- As your orders are processed, you will receive a confirmation email regarding your AT&T PBFW order information.

Pre-Installation

Preparing for your service

- Your local on-site contact should have the site prepared and ready prior to your installation date.
- AT&T Professional Services can assist with site readiness for an additional fee. Contact your AT&T Account Manager for details.
- If you are hiring any vendors, or technical people, to assist you with preparing your site, it is beneficial for you to have them join any discussions with AT&T.

Site Requirements

- Properly ventilated floor space.
- Rack space and/or cabinet space – Your SIM can provide you with the Rack Size requirements. AT&T will provide the necessary hardware to mount the equipment within the provided rack space.
- Power to run the AT&T provided equipment.
- A dedicated analog line (Required for Out-of-Band management of equipment).

Shipping

- We will ship your AT&T PBFW equipment to your locations(s) prior to your installation dates. Please safely store all equipment prior to installation.

Installation

Provisioning your service

- Your SIM will advise you of critical dates, including your scheduled installation date.

Installing your service

- AT&T will configure and install the required AT&T PBFW equipment at your location(s).

Activating your service

- A final test and turn up conference call is conducted to activate your service.
- Your local on-site contact needs to be on-site and ready to assist with the activation.
- Once your service is activated, we will email you confirming completion of your implementation.
- After installation, as an AT&T Business Center user, you can view Performance & Service Level Agreement reports, and request change orders.

Preparing for your Installation

Important Reminders

- AT&T will arrange for termination of the circuit in close proximity to where the premises equipment will be installed. Any inside wiring is customer responsibility. The definition of inside wiring is "All wiring from the point of entry, i.e. jack to the customer's premises equipment."
- Inside wiring should be completed prior to receipt of AT&T equipment. AT&T accepts no responsibility for the contract, completion or billing of inside wire by the access provider or the vendor of choice. Failure to complete inside wiring will not prevent AT&T from billing your order.
- The analog line for out-of-band management must be in place at install time. Should a site lack these facilities, installation may be delayed and incremental installation charges may be necessary for subsequent installation attempts.
- AT&T will send the required equipment to your site. **Please do not handle or unpack the equipment upon receipt.** A SIM will coordinate the installation of the equipment with you.

Test & Turn-Up

- Once the equipment installation is complete, the SIM will begin the test and turn-up process, which includes out of band testing and circuit connectivity.
- Based on the MSS offering you have selected, the SIM or MSS Threat contact will review the firewall and/or Managed Intrusion Detection Service (MIDS) policy with you prior to turn-up completion and acceptance into maintenance. At this stage, your circuit, firewall and/or MIDS are considered successfully installed.

Service Assurance & Completion

Transition to Maintenance

- The MSOC will perform a series of acceptance tests, which includes the customer's verification of their policy rule set. Your participation will be required during these tests.
- In the case of MIDS, a brief (normally 2 week) base lining period is required to "tune" the sensor(s).
- Once this phase is completed, the MIDS is turned-up for production and alerting.

Service Completion Notice

- An email and phone call from your SIM confirms your site is in maintenance (Service Assurance) and includes information for contacting the MSOC. You will also receive a welcome letter from the MSOC with additional details on AT&T's support of your Managed Security Service.

Post installation, Support Contacts

Preparing to Report a Problem

Before contacting AT&T, please have the following information:

- Customer phone number
- Ticket number (if applicable)
- Local site contact name and phone number
- Local site contact availability
- AT&T MSS Device Hostname
- Problem description (including application affected, errors received)
- Any troubleshooting steps completed

If issue related to speed/bandwidth, please provide additional information:

- Source IP setting
- Destination IP address
- Service being used (TCP/UDP ports)

Web Portal Support

[AT&T Business Center®](#) & [AT&T Business Direct®](#) both, provide you with a highly secure, convenient, reliable way to access your AT&T account and manage your services online – virtually anytime, anywhere. It's easy and FREE!

Log into the AT&T Business Center or AT&T Business Direct then access the Threat Manager portal to do the following:

- Submit changes to firewall policy through the MACD portal
- If available, access Security Self Service to make your own changes to firewall policy
- Access MSS reporting

Phone Support: (877) 677-2881

Toll Free Single Point of contact customer support:

- (877) 677-2881
- Support hours: 7 x 24 x 365
- Operations centers located globally



Post installation, Support Contacts

Billing Start

- Your billing will start one calendar day after the activation of your AT&T PFW service at a site or 30 days after equipment on site.
- PFW will be billed separately from your transport bill.
- First bill review is available with your Sales representative upon request.
- AT&T Business Center provides you with a highly secure, convenient, reliable way to access your AT&T account and manages your service online – virtually anytime, anywhere. It's easy and FREE!
- You're able to view, print and pay your bills quickly and easily on AT&T Business Center.

Web Support

- Recurring charges are billed one month in advance, which means they are billed at the start of your monthly billing period.
- For example, if the date on your bill is May 19th, 2017, the recurring charges period will show on your statement as May 19, 2017 through June 18, 2017.

Taxes & Fees

- Sales, excise and gross receipts taxes may apply to the AT&T PFW service. Other applicable taxes, fees, surcharges, may also apply and will appear on your bill. Access our online bill videos to help you better understand your bill. <http://go-att.us/TxsFeesSrchrgrs>
- If you're tax exempt, tax exemption documentation must be provided for each state the customer has service in. Every customer billing account number must be provided in the Customer Tax Exemption Web Tool to check eligibility & apply for tax exemption. For any questions, please taxexempt@att.com.
- 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.



AT&T Business