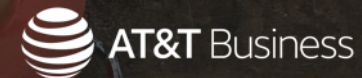




# AT&T Secure Email Gateway Customer Expectation Document

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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)**
  - To serve as the primary point of contact for the enablement of your SECURE EMAIL GATEWAY service.

## Customer Role

### Customer Role

- **Primary Contact**
  - Responsible for all operational and administrative matters related to the services across all sites, including identifying the Local On-site Contact (LCON) for each site (if applicable)
- **Billing Contact**
  - The person who processes AT&T invoices
- **Technical Point of Contact (TPOC)**
  - The individual who provides information regarding the order, and who would be responsible for completing a Technical Questionnaire or Minimum Data Set
    - We recommended that you assign a minimum of 2 employees as authorized contacts for the following: 1) AT&T technical support. 2) SECURE EMAIL GATEWAY Console Administrator level access

# What to Expect – Quick Guide

## Pre-Installation

### Preparing for your service

- The AT&T Solution Implementation Manager (SIM) will review with you the critical order elements to determine if anything has changed since initial order placement. The SIM will review the available dates and times to perform the Test and Turn-up and schedule a time that is convenient for you. The SIM will send you periodic technical and scheduling status information and updates as needed. Please review the updates and all documentation you receive outlining the overall service installation process.
- If you are purchasing more than one Secure Network Gateway service, please inform your SIM if you want the same test and turn-up date for all of your services under Secure Network Gateway.
- On the day of the Test and Turn-up the SIM will contact you to activate the Secure Email Gateway service.
- The SIM will send you a post installation Email with important contact information concerning your services.

## Implementation Requirements

### Access Requirements:

- Customer is required to have Internet connectivity with sufficient bandwidth to handle their inbound and outbound Email traffic load.

### Premise Requirements:

- The customer must have public-facing Email servers or relays to both send and receive mail from the service. These public IP addresses must be defined implicitly in the service portal during customer provisioning turn-up.
- The customer must be prepared to modify firewall or other perimeter security device rules to allow the AT&T service devices to send and receive mail from the customer's Email servers or relays.
- The customer must be prepared to modify their DNS MX records for their domains that are subscribing to the service.
- The customer is responsible for the configuration of both their Email servers/relays, perimeter security devices and the updating of their DNS MX records. AT&T will provide the customer the specific settings for these devices.

## Site Requirements

The following is a high-level overview of the steps you will need to take to utilize the SECURE EMAIL GATEWAY service, more detailed steps and information will be provided by the SIM team in the SECURE EMAIL GATEWAY Service Launch Guide.

- Review Online SECURE EMAIL GATEWAY Documentation
- Create your Password and verify your configuration settings in SECURE EMAIL GATEWAY Control Console
- Firewall Port Restriction setup – to only accept email from SECURE EMAIL GATEWAY
- Inbound Filtering Setup – change your DNS MX record for inbound mail to SECURE EMAIL GATEWAY
- Outbound Filtering Setup – directing your outbound mail to relay through SECURE EMAIL GATEWAY
- Deactivation of Prior email filtering services

If you are an AT&T Firewall customer, the AT&T SIM will assist with your provisioning/changes to your network firewall in conjunction with the AT&T SECURE EMAIL GATEWAY test and turn-up if needed.



# After installation, how to contact AT&T for service issues

## 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
- Problem description
- Any troubleshooting steps completed

If the SIM disengages, you will be able to contact them again. Once you are ready to change your MX records, follow the instructions sent to you in the disengagement email.

For the complete description of features available with the Service that you have purchased please refer to the Secure Email Gateway section of the AT&T Managed Security Services Service Guide: <http://serviceguidenew.att.com/>

## Business Direct Web Portal – Preferred Method

If you are experiencing a service effecting technical problem please open a ticket using Business Direct:

<https://www.businessdirect.att.com>

If you have a general service question or related inquiry, please first refer to the training modules and service documentation provided through this support site: <http://support.seg.att.com>

## Phone Support: (877) 677-2881

### Toll Free Single Point of contact customer support:

- (877) 677-2881
- you must enter your customer PIN and select option #3 for AT&T Secure E-Mail Gateway
- Support hours: 7 x 24 x 365
- Operations centers located globally



# Customer SEG Billing Expectations

## Billing Start

- If you have purchased the Small to Medium Business Service, you will be invoiced monthly.
- If you have purchased the Enterprise Service you will be invoiced annually.
- The Standard US Billing Cycle for the Secure Email Gateway service on SNG is the 5<sup>th</sup> day of the month through the 4<sup>th</sup> day of the following month.
- If you are purchasing more than one AT&T Security product, your individual service start date may vary by product if your test and turn up dates were different. Service start date begins once the service is ready for use.

## Your First Invoice

- First invoice will be generated in the month following the provisioning of your service.
- This invoice will contain charges for more than 1 month of service for Small/Medium Business customers. First Bill Charges may cause your rate to look lower or higher than the actual rate at the time you began service.
- For Non-US customers, the Standard billing cycle for Secure Email Gateway service begins on the 1st of the month and ends on the last day of the month.
- Billing of the Service begins when the Service is provisioned by AT&T and made available for Customer use, whether or not Customer has directed Email to the Secure Email Gateway Service.

## Your First Invoice

- Example of your First Month invoice on billing cycle:
  - Your test and turn up was on April 15<sup>th</sup>.
- Your June 5<sup>th</sup> invoice would have the following charges:
  - One-Time Charges for Installation Training, if applicable
  - Partial Period Recurring Charges from April 15<sup>th</sup> through the end of the invoice period May 4<sup>th</sup>
  - Recurring Charges for May 5<sup>th</sup> – June 4<sup>th</sup>. (May 5<sup>th</sup> through May 14)
  - Advance Month Charges from June 5<sup>th</sup> – July 4<sup>th</sup>.
- Following your first invoice, at your request, a member of your Sales Account Team will arrange for a first bill review.

## Taxes and Fees

- Sales, excise and gross receipts taxes may apply to the AT&T SEG 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 [www.att.com/taxexempt](http://www.att.com/taxexempt).

# Customer SEG Billing Expectations

## Disconnects

- Disconnection of a Service Component(s) may be subject to Early Termination Fees based upon the Service Contract. Any disconnect request requires 30 days written notice prior to the requested disconnect date.
- Please go to this URL and follow the instructions to disconnect service:  
<https://smallbusiness.att.com/disconnects/>

## Termination Fees

- Termination fees may apply. Please consult your contract for details.

## Seat Count Changes

- It is a customer responsibility to maintain the number of SECURE EMAIL GATEWAY (SEG) seat licenses to cover all of your physical end users whose Email is being filtered by SECURE EMAIL GATEWAY.
- If your actual seat count changes (for your end users on your Email server), please engage your AT&T account manager for assistance in processing a change order for your SEG service.

## Business Direct

- For Registration Information go to the “Enterprise Business Customer Center” at: <http://www.corp.att.com/ebcc/> or go directly to the “AT&T Business Direct Portal for Account & Billing Information” at: [http://www.corp.att.com/ebcc/portal/portal\\_billing.html](http://www.corp.att.com/ebcc/portal/portal_billing.html)



AT&T Business