



Brief



AT&T Mobility Solutions Services (MSS)

Lifecycle, Advanced Exchange and Extended Warranty Packages

The exponential growth of both smartphones and tablets is creating an environment of fast paced technology. With IT managers under increasing pressure to improve efficiencies in the deployment of enterprise-wide solutions, it can be a daunting task to onboard new technology and projects given limited capacity and staff.

AT&T is your frontline resource for deploying and supporting enterprise mobility solutions, helping you to control overhead costs and free up in-house resources for other mission-critical projects. Whether nationwide or global in scope, we have the scale, processes, systems, and procedures in place to deliver “ready-to-use” smart mobile devices rapidly and consistently, across multiple carriers. We offer device protection and replacement programs for malfunctioning devices to ensure employees are back up and running quickly with minimal downtime and frustration.

AT&T’s comprehensive deployment and lifecycle services include:

- **Advanced Exchange:** a service designed to seamlessly replace damaged or defective devices; it provides a help desk for end users to report claims and start warranty processing. AT&T swaps out malfunctioning devices from an AT&T-managed spares pool. The replacement devices are activated, configured, and shipped to end users within 24 hours on business days.



- **Extended Warranty** on smart devices for 2 years from initial deployment, covering physical, accidental, water damage, and integrated battery failures that arise from normal use of the devices. No deductibles.
- **Staging and kitting of devices**, which encompasses procurement and activation, account setup, application loading, custom configuration, quality assurance, operational testing, MDM software client download, packaging of collateral or accessories, and shipping to end users.
- **AT&T Help Desk/Tier 2 Help Desk Support** through which an end-user can file an Advanced Exchange claim and start warranty processing directly. AT&T will receive, track, and coordinate the resolution of all claim requests.

Performance

Whether you are looking for a comprehensive suite of deployment and lifecycle services or standalone device protection and replacement solutions, AT&T has you covered. We offer six streamlined solutions to choose from to meet your needs.

Lifecycle Series I, II and III

Our Lifecycle Series I, II, and III packages offer a full set of our premier services, including staging and kitting, Advanced Exchange, and Extended Warranty. The Lifecycle Series packages provide all the resources and expertise needed to quickly deploy, protect, and replace devices throughout their entire lifecycle.

Service Package Details	Lifecycle Series I	Lifecycle Series II	Lifecycle Series III
Initial Deployment: Staging & Kitting			
Device Procurement & Activation	•	•	•
Creation & Maintenance of Device Configuration (Gold Image)	•	•	-
Device Unbrick, Hardware Check, Firmware OS Upgrade	•	•	•
Generic Account Creation & Registration (iOS, Android, Windows, Blackberry)	•	•	•
Application Downloads; free app from App Store or from MDM profile	5	5	-
MDM Client Download & Registration (Purchase of MDM licenses not included)	AT&T Managed MDM (Application Service Desk – Remote Administration)	Other AT&T Managed MDM or Customer Owned/3rd Party	Download Only
Accessories/Collateral Kitted with Device	3	3	2
Device Protection & Replacement: Extended Warranty & Advanced Exchange			
2-Year Extended Warranty Coverage: Includes normal-use failure & accidental damage	•	•	•
Help Desk/On-line Portal for Reporting Claims & Processing	•	•	•
AT&T-Managed Spares Pool & Standard Asset Reporting	•	•	•
Configuration, Staging, MDM (as listed above)	•	•	•

Advanced Exchange/Extended Warranty (AE/EW) Series I, II and III

The AE/EW Series I, II, and III packages are standalone Advanced Exchange and Extended Warranty options for customers who are ready to deploy devices, but only require services to protect their mobile device investments and replace defective or damaged devices.

Service Package Details	AE/EW Series I	AE/EW Series II	AE/EW Series III
2-Year Extended Warranty Coverage: Includes normal-use failure & accidental damage	•	•	•
AT&T Help Desk/Tier 2 Help Desk Support for Reporting Claims & Processing	•	•	•
AT&T-Managed Spares Pool & Asset Reporting	•	•	•
Phone Number Porting/Activation	•	•	•
Device Configuration (Gold Image)	•	•	-
Device Basic Diagnostic (Working/Firmware OS Upgrade)	•	•	•
Application Downloads; free app from App Store or from MDM profile	5	5	-
MDM Client Download & Registration (Purchase of MDM licenses not included)	AT&T Managed MDM (Application Service Desk – Remote Administration)	Other AT&T Managed MDM or Customer Owned/3rd Party	Download Only

Optional Add-On Services*

In addition to our Lifecycle and Advanced Exchange/Extended Warranty packages, AT&T offers several add-on services designed to help you save time, control costs, and mitigate risks.

- Mobile demo program to learn about and experience devices before purchasing
- Multi-carrier activation of non-AT&T devices
- Multiple Mobile Device OS configurations to support differentiated business needs
- Onsite deployment services for efficient device distribution, assistance, and training
- Custom training for end-user training or train the trainer
- A BuyBack program to monetize devices that are to be decommissioned or replaced
- Custom reporting for billing, transactions, and Advanced Exchange/Extended Warranty costs and assets

*Additional costs apply

Features

- Comprehensive deployment services, including staging and kitting available
- Two-year device protection for normal-use failure and accidental damage
- Replacement devices shipped at no charge within 24 business hours
- Exclusive: AT&T-provided shared spares pool for AT&T stocked devices

Customer Benefits

- Deploy devices faster with streamlined package offerings and processes
- Mitigate risks associated with mobile device deployment and lifecycle support by utilizing AT&T's world-class delivery resources and proven experience
- Offload the full scope of device deployment and lifecycle services to a team of AT&T experts
- Control costs by eliminating warranty deductibles and expensive replacement devices
- Increase worker productivity by minimizing downtime when devices are malfunctioning or damaged
- Support environment friendly initiatives by recycling corporate devices

For more information contact an AT&T Representative or visit att.com/mss.

