New Install Project Information

All new installs/augments for TDM services will be sent to the following mailbox: G13247@att.com

Criteria must be met to use this new mail box.

- **Must meet the 22 state project criteria quantities.**
  Project criteria document located: AT&T Prime Access, 22 State Project Criteria
- **New installs /augments ONLY**
- **Switch Trunking, DS0, DS1, T1,DS3, T3 OCn- 3/12/48/192 (non-ICB/SISR driven work)**
  NOTE:
  - **CLEC Local Interconnection new installs/augments are not handled within this project team, refer to NIT Lead for direction: https://clec.att.com/clec/hb/shell.cfm?section=2134&hb=1151&redirectsection=1394**
  - **New installs for UNE services are not handled by the project group**
- **Customer is responsible for selecting correct spreadsheet for activity and service requested to avoid rejecting spreadsheet. Switch new and augments use the same spreadsheet.**
- **Only one spreadsheet/request per email. Multiple requests for services will require multiple emails with attached spreadsheet for that service request.**

EMAIL SUBJECT LINE/SPREADSHEET HEADER PAGE/CIRCUIT Criteria must be met when sending request.

Subject line of email request must contain the following information. PROJECTS REQUESTS WILL BE REJECTED IF THE SUBJECT LINE IS NOT FORMATTED TO IDENTIFY THE CUSTOMER/REGION/REQUEST TYPE/SERVICE AND QUANTITY. There will be no exceptions to what is needed for every request.

- It must contain the following information:
  Listing in the subject of the email: **Your company name, Region or State of install/augment, Customer internal Project ID if applicable (if none then continue with other requirements), Note whether this request is new install or augment, if under GSST for Cellular Customer please note here, Product/Circuit Type & Quantities**

  Some Examples:
  My Telephone Company; SE/MS, ABC23344, AUGMENT, GSST, 25 SWITCH T1/600 TRUNKS
  My Telephone Company; SW/TX, INSTALL 10 SPA DS1 TO SINGLE LOCATION
  My Telephone Company; MW/IL; INSTALL 25 SWITCH T1/600 TRUNKS
  My Telephone Company; W/CA; INSTALL NEW TG-10 T1/24O TRUNKS
  My Telephone Company; MW/IL 1 MUX DS3 WITH 21 RIDERS (15 SPA AND 5 UNE)
  These are some examples to assist with your subject line to avoid rejection of request

Project request email will be reviewed to ensure information in subject line of email and any addition information found in the text of the message has the correct spreadsheet to match the request. It is the customer's responsibility to select and accurately complete necessary information on the spreadsheet.

- Spreadsheet may not be altered in any way that would delay input into our mechanized systems since each spreadsheet contains hidden codes that respond to the requirements of mechanization. Altered sheets will be rejected and new sheet will need to be provided from the Prime Access website

- HEADER page must be completed accurately. Please note that there are character limits for customer project code (16 characters max) ACNA/CCNA (3 characters), phone numbers (10 characters). There are comments on each line (red carat) that can assist with your input. Projects are reject if not able to be loaded due to character limitations other than customer name. Please adhere to these limits to avoid rejects.

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- Review of spreadsheet tabs will be done before submitting for project manager assignment. Please be sure the following general guidelines are followed since project requests will be rejected if not completed accurately.
    - All necessary columns are completed and comment are is used to guide customer with accurate completion
    - All circuits including CFA/SCFA/CCEA and TRUNK circuit ID information is completed in ASR format with appropriate (/) in circuits. Those with any other character or just spaces will be rejected back to the customer to correct and resubmit.
    - When/if needed, do not combine address, city, state – use appropriate columns for each entity to avoid rejects.

- There will be a helpful hint document posted to the Prime Access website that will assist you with each spreadsheet so that you can avoid problems when submitting and enable us to get to assignment of project manager rather than continued delays.

PROCESS TIMELINES FOR CUSTOMER PROJECT/PROGRESS COMMUNICATION

- Once project is submitted error free to the mailbox, project request will be submitted to our mechanized system for project manager assignment and will be assigned within 5 business days.

- Project manager will review project. Project manager will set project code in mechanized system and secure dedicated service rep based on request, type of service, region for service requested.
    - If project is for SPA circuits, project manager will load into PROFLOW system (GUI) when service rep is identified with critical dates and due date for orders
    - Customer will be notified of project code, service rep, and FOC, DLRD, PTD and DD for orders within 5 business days of assignment.
    - If project is for Switch services, project manager will secure rep and schedule conference call with customer and reps involved to negotiate the dates for the order including due date. This should be done within 5-8 business days from assignment
    - Project manager may contact you within 3 business days if there are questions or changes needed to your request or as an introduction to ensure you know who has the assigned project. This will be your contact for all future information on the project

- Please do not send emails to the mailbox requesting project status or project manager requests for updated spreadsheet information. The mailbox can only respond to new requests and any status requests after the allotted processing days for request, assignment, and project manager contact with dates or call information will not be able to be answered due to high volumes of requests. This could result in duplicating requests and delay the processing of other mailbox requests – new requests only

- If you find that you do have information that may need to be changed, please wait until you are contacted by the project manager to submit the changes. Changes sent to the mailbox cannot be processed since the request may have already been sent to the Project Request tool and unless we cancel initial request and resubmit, project spreadsheet updates or changes cannot be submitted.

- Sending updates requested by the project manager to the mailbox in addition to the project manager may result in duplicate requests being processed thus delays in processing other requests you have sent – new requests only to the mailbox

New Install Project Information

- If you have not been contacted by the timelines indicated, you may contact the Area Manager responsible for the project team:

  Eric Myers – wm2574@att.com - 404-234-6336

Correct Universal spreadsheets are located at: Universal Spreadsheet link on the Prime Access Website under ordering.

Reminder currently all Non-physical projects; Une<>Access, CRIS<>CABS, CIC, CODE, NPA/NXX, translations type projects Universal spreadsheets should be submitted to: **WCCprojects@att.com**

This team only works physical work activity projects handled through the CSPC and does not handle any other services than those listed at the beginning of this document. Please refer questions to the Area Manager or your account team Account teams will not be changed unless they notify customers directly.