

AT&T Business DSL Internet Service

Welcome to AT&T Business DSL (Digital Subscriber Line) Internet Service – a dedicated high speed Internet access service that provides your business with flexible solutions, and reliable access to the information you need to perform your business applications.

AT&T Business DSL offers ADSL, IDSL and SDSL services. The options that are available are as follows:

- Multiple IP IDSL (144/144K)
- Single IP IDSL (144/144K)
- SDSL (192/192K, 384/384K, 768/768K, 1.1/1.1M, 1.5/1.5M)
- ADSL Out-of-Region (768K/128K, 1.5M/384K, 3.0M/512K, 6.0M/768K)
- ADSL In-Region (Dynamic IP: 768K/384K, 1.5M/384K, 3.0M/512K, 6.0K/768K; Static IP: 1.5M/384K (Single), 1.5M/384K (Multiple), 3.0M/512K (Multiple), 6.0M/768K (Multiple))

The ADSL Out-of-Region and ADSL In-Region Single IP services can be self-installed.

- AT&T provides a Self Installation Kit for ADSL Out-of-Region and ADSL In-Region Single IP service. ADSL Out-of-Region service is provisioned using an ILEC analog phone line or an AT&T Business Une-p line (out-of-region orders only). ADSL In-Region service requires an AT&T owned POTs line. A professional installation can also be requested for a fee of \$200.

ADSL In-Region Multiple IP service requires a professional installation at no additional charge.

The IDSL and SDSL service options require two technical installation appointments.

- The IDSL and SDSL services are provisioned using a dedicated data line and require two technical installation appointments (one to install the new local loop, the second to install the CPE and provide Internet connectivity).

All AT&T DSL Internet service speeds are available with a managed service option and an unmanaged service option.

- The unmanaged option is the purchase of the router/modem for the DSL service.
- The managed service option includes remote management of the router/modem, repair or replacement of the router/modem if it breaks, and repair or replacement of inside wire (up to 15 minutes).

ADSL Line Shared Self Install Kit (for use with ADSL Out-of-Region and ADSL In-Region Single IP services):

The Self Install Kit contains:

- DSL modem
- Cables
- Line Filters
- Detailed installation instructions
- Toll-free phone number staffed by DSL technicians ready to assist you with any questions you have about your installation.
- Installation CD (for ADSL In-Region service only)

Please note that to be eligible for DSL Self Installation, you cannot have six or more devices (phones, fax machines, or any other device that requires the use of a splitter), or a burglar alarm or TDD device, on your phone line.

- The AT&T Self Install kit will allow you to start enjoying your DSL service right away! No waiting for the technician to arrive to install the service! It's quick and easy, with detailed instructions provided, and friendly support just a phone call away. If you're having difficulties installing your DSL service, you can call the Self Install help lines within seven days of receiving the kit.

For ADSL Out-of-Region orders (Covad orders), call 877-742-6823

For ADSL In-Region orders, call 866-920-5228.

- AT&T will commence billing your DSL service when we see traffic on the line, or after seven days of shipping the kit, whichever is earlier.
- If you would like, AT&T offers a Professional Install for \$200. If you order the professional installation, the fee will be applied to your second bill. A DSL technician will come to your location to install your DSL service.
- If you would like to order a DSL Professional Install, please call the AT&T Self Installation Help Desk at 1-877-937-5288 (1-877-XDSLATT).

Single IP IDSL, Multiple IP IDSL and SDSL, and ADSL In-Region Multiple IP service

The DSL technician will bring a laptop PC to test your DSL access and your DSL router/modem. Due to liability issues, AT&T cannot assist you with the configuration or testing of your personal computer or LAN with the DSL service.

Before your DSL service is installed, you must properly configure your personal computer (PC) with an Ethernet Network Interface Card (NIC card) and the appropriate IP addresses (either DHCP or static IP addresses). If you've ordered static IP addresses, DSL Customer Care will send you an email with your IP address information. If you've ordered DHCP (Dynamic Host Configuration Protocol), you will be selecting "Obtain an IP address automatically," when you configure your PC. ADSL line shared single dynamic IP customers will have DHCP address instructions in their self-install kits.

You will find a selection of easy to follow PC Configuration Guides at: <http://dsl.bus.att.com/gs/pcg.html> Select the guide appropriate for your computer. The guides include directions for both DHCP and static IP addressing.

NOTICE: AT&T does not provide technical support in configuring premises computers or local area networks (LANs), nor with wiring.

AT&T Business Internet Mail

When placing an order, Single IP ADSL or Single IP IDSL customers can get up to 5 free attglobal.net mailboxes. Multiple IP ADSL, SDSL or Multiple IP IDSL customers can get up to 10 free attglobal.net mailboxes.

AT&T DSL Customer Care will contact SDSL and Multiple IP IDSL and Multiple IP ADSL customers to activate their email service, after their DSL service has been turned up. Single IP ADSL and Single IP IDSL customers need to call AT&T DSL Customer Care at 1-877-XDSLATT (1-877-937-5288) to activate their email service.

AT&T DSL email will host up to three existing domain names. DNS charges are \$25 for installation and \$15/month for DNS support. Customers are asked to supply three names in order of preference. AT&T does not register domain names.

AT&T DSL Internet Service customers can have their email questions answered by calling DSL Customer Care at 1-877-XDSLATT (1-877-937-5288). AT&T DSL Customer Care will work closely with you every step of the way to ensure that your installation is as easy as possible. Just follow the attached checklist and you'll be ready to experience all of the benefits of your new networking solution.

Checklist to Service

Please take a moment to read the Checklist, which lists the implementation steps, and provides important information that you will need to know for your service installation.

NOTICE: Any changes to your order after it has been released to Provisioning must be made directly with AT&T DSL Customer Care at 1-877-XDSLATT (1-877-937-5288). Changes may result in additional charges and/or delays in the installation of your service.

Note to Multiple IP IDSL or SDSL Customers: If you require more than 5 IP addresses, be sure to submit your IP address change request at the AT&T DSL Customer Care website. Provisioning of customers who desire more than 5 usable IP addresses (13 or 29) cannot begin until after a request has been made for more than 5 IP addresses. AT&T has implemented this policy in accordance with ARIN (American Registry of Internet Numbers) rules and RFC 2050.

Turning Up Your AT&T DSL Internet Service

Within a few days from the date that your order is entered into our system, and released to Provisioning, you will receive email notification that your order has been placed with our suppliers. This correspondence will contain your IP Addresses and your Order Number. You then can check the status of your order on-line at <http://dsl.bus.att.com/gs/goi.html> . You will be asked to enter the telephone number that you used to qualify the site and your Order Number. If you have ordered AT&T Business Internet Mail, you will receive your email information after your DSL service has been turned up.

ADSL (Single IP) Self-Install Customers – You will receive your AT&T DSL Self Install kit within 15 days of receiving your AT&T email which confirms receipt of your order and provides you with your IP address information. If you're having difficulties installing your DSL service, please call the Self Install help lines within seven days of receiving the kit:

For Covad orders, call 877-742-6823

For ADSL In-Region orders, call 866-920-5228

AT&T will commence billing for your DSL service when we see traffic on the line or after seven days of shipping the kit, whichever is earlier. Please be sure that your PC has been properly configured with an Ethernet Network Interface Card (NIC card) and that you have configured your PC with the IP address information AT&T has provided to you, via email or phone call. For more information on how to enter your IP address information, please see the DSL Customer Care website at <http://dsl.bus.att.com>. Please click on Getting Started, click on PC Configuration Guides, and select the PC configuration guide appropriate for your computer.

Scheduling Your Loop Installation Appointment (IDSL or SDSL orders only) - AT&T will arrange an appointment for a local loop installation by your local telephone company. Within three to 14 days, our suppliers will send you an email notifying you of your loop installation appointment. The End-User Contact may not need to be physically present if the technician can independently access the Network Interface Device (NID) or your telephone closet. After the loop installation is complete, a DSL/CPE installation date will be scheduled.

Scheduling Installation Test and Turn-up - Within 24 hours of a successful loop installation and testing of your DSL service, you will receive an email notifying you of your DSL/CPE installation date. Someone must be present for this appointment. After your service is turned up, you will be asked to confirm with an AT&T DSL Customer Care Agent that all your equipment is installed, configured, and working properly.

Please keep in mind that a responsible party must be on location for the scheduled appointment date to grant access to the Field Service Technician (FST). If no one is present, the FST will attempt to contact AT&T and the end-user by phone for up to 15 minutes. Re-scheduling a new installation appointment will incur a \$100 missed appointment fee.

For Single IP IDSL, Multiple IP IDSL, SDSL services and ADSL In-Region Multiple IP service, AT&T supports two levels of inside wiring for business services:

- Standard, in which no additional charges apply (included with the service set-up fee)
- Additional, which consists of certain types of work that can be completed in less than two hours and for which you will be assessed a \$100 per hour additional inside wiring charge.

A third level of inside wiring, known as Extensive, is not supported by AT&T. If, during an installation appointment, it is decided that Extensive inside wiring is required, then the field service technician will confirm that the DSL is successfully installed to the NID and the order will be closed.

For more information about our inside wiring policy, please see your AT&T Service Attachment and the AT&T Service Guide at:

http://www.att.com/abs/serviceguide/internet_services.html

For ADSL Professional Installation, AT&T supports the following on-site services, with a limit of 2 hours of on-site labor:

- NID Splitter or inline filter installation including cost of filters or splitter.
- Basic inspection of inside wiring: Maximum of 30 minutes including tracing or toning across phone closets.
- CPE hardware installation of DSL equipment.

ADSL Out-of-Region service ordered with a Professional installation does not include inside wiring. ADSL In-Region service ordered with a Professional installation does include one jack and associated inside wiring.

Maintaining your Account

AT&T DSL Internet Service billing begins on the 25th of every month; you should expect your bill within 7-10 days of that date. The billing process begins after AT&T has completed the provisioning process and the service has been turned up. For ADSL customers, billing commences once we see traffic on the line, or after seven days of shipping the Kit, whichever is earlier. For ADSL customers ordering the professional installation, the \$200 fee will be applied to your second bill. Monthly service charges vary depending on the access speed and options you have chosen. Your first bill will be prorated in arrears to bring your charges to the current amount due. All future bills will be one month in advance. The number to call for billing and account inquiry is 1-800-235-7524.

AT&T DSL Customer Care

For a complete reference on customer care resources, please go to the AT&T DSL Customer Care website at <http://dsl.bus.att.com> . For any questions or concerns, you can also call our DSL Customer Care Center, at 1-877-XDSLATT (1-877-937-5288).