



Customer Web Support for: Enhanced VPN Private IP

AT&T BUSINESS SERVICES

Highlights

The AT&T Customer Support Web Site allows customers to access:

- *Secure data and reports*
- *Support tools*
- *Publications*
- *Software*
- *Service information*
- *News*

The Public Area includes:

- *Home*
- *Tech Center*
- *News*
- *Publications*
- *Help Center*

The Restricted Area includes:

- *Tools/Reports*

The AT&T Business Services Customer Support Web Site provides AT&T Enhanced Virtual Private Network Services Private IP (Enhanced VPN Private IP) customers, Industry Remarketers and Solution Providers with e-business tools.

Public Area Overview

<http://globalnetwork.support.att.com/>

The public area consists of general support information. This area is viewable by anyone who has access to the Internet. It is organized into five different areas:

- Enhanced VPN Private IP
- Managed Network Services (MNS) including
 - Managed Data Network Services (MDNS)
 - Managed Router Solutions (MRS)
 - Router Monitor Service (RMS)
- Virtual Private Network Services (VPNS)
- General information
- Web Site News

Within these areas, Information is segmented into task-oriented categories that are represented in the left-hand navigation. Once a user chooses an area such as MNS, all selections in the left-hand navigation become MNS specific. If the user chooses VPNS, then all selections in the left-hand navigation are specific to VPNS. Support is provided in four languages: English, French, German and Spanish.

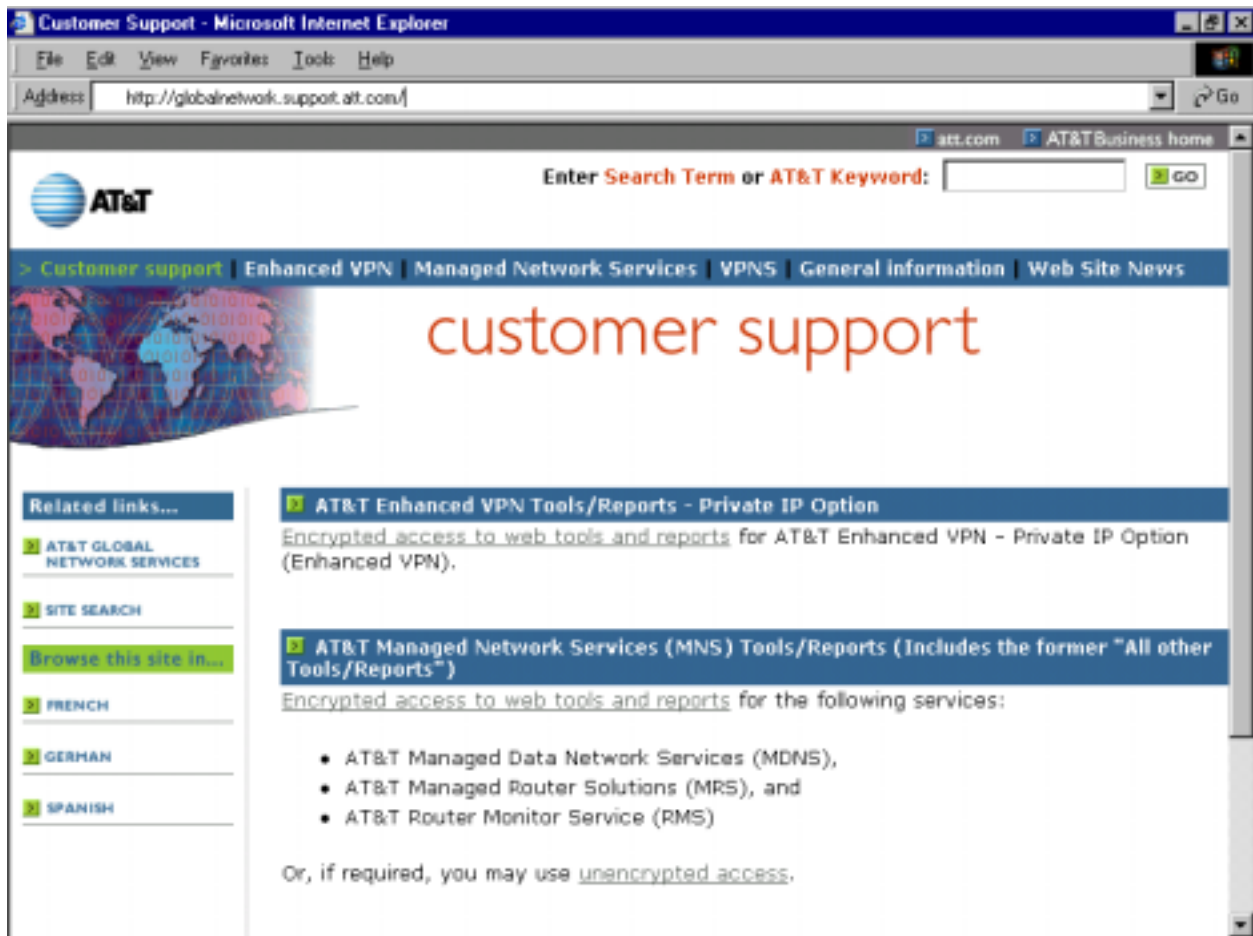
Home includes a site map, search function, links to other AT&T Web sites and language selection.

Tech Center includes AT&T technical papers, FAQs, hints and tips, and miscellaneous technical information for AT&T Business Services, Managed Router Solutions and Virtual Private Network Services.

News contains selected press releases on AT&T Business Services offerings and current information on events and forums.

Publications and Software provides links to the AT&T Business Services publications center from which documents and software are available for download.

Help Center contains a list of worldwide Help Desk phone numbers, contact information, hours of operation, languages supported, site map, search function, tutorial and index, and Open/Query Ticket FAQs. The Help Center also includes maintenance windows for web hosting updates.



Restricted Area Overview

The **restricted area** contains a large number of support applications and information. The user must have a Service Manager Account, user ID and password to access this area. A pull-down menu contains the list of applications supporting specific services as defined by the user's Service Manager Account and user ID. As with the Public Area choosing "Tools/Reports" from an MNS page will put the user on a path for the restricted area unique to MNS.

Users of the secure area include AT&T customers and AT&T business partners. The applications are displayed dynamically according to the access level of the user's Service Manager Account and user ID. Applications, also known as services, are Web pages that provide access to reports or other Web-based tools for accessing critical and customer specific AT&T Global Network Services information.

There are also additional "default" services that are available to anyone with access to the restricted area.



Access to Restricted Support Applications (Tools/Reports)

Users may access the AT&T Business Customer Support site at: <http://globalnetwork.support.att.com/>. The preferred means of communicating is encrypted mode. If the user prefers, there is an unencrypted option.

On the Customer Support homepage users can access their AT&T Enhanced VPN Private IP reports by selecting 'MNS Tools and Reports.'

The user then enters their Service Manager Account, User ID, and password and clicks on the 'Login' button.

Tools/Reports Logon - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

att.com AT&T Business home

AT&T Business

< Tools/Reports Logon | Help | Close Window

tools/reports

Welcome to AT&T Global Network Services Customer Support Tools and Reports.

Please enter the required AT&T Global Network Services Service Manager information and click on the Login button. If you do not understand what information is needed in the fields below, use the "Help" link in the navigation bar above.

System Requirements

Access to Tools/Reports requires Microsoft Internet Explorer 5.x, Netscape 4.x or 6.2.

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Copyright © 2002 AT&T. All rights reserved.

Account: [Your Account]
User ID: [Your Userid]
Password: [*****]
Login Clear



Tools/Reports

AT&T Enhanced Virtual Private Network Services Private IP

AT&T Enhanced VPN Private IP provides the feature rich capability of a fully managed IP network while providing the security of a private network environment. Enhanced VPN Private IP, a network-based IP VPN solution, provides any-to-any customer connectivity, quality of service engineering, service level agreements and worldwide reach. With Enhanced VPN Private IP, customers are able to create a global, application-aware environment with the performance, service reliability, predictability and security that is needed for today's network-based applications.

AT&T Enhanced VPN Services Private IP Web Support Homepage

The screenshot shows a Netscape browser window titled "Enhanced VPN Web Support - V3 - Netscape". The address bar shows "at.com" and "AT&T Business home". The page features the AT&T Business logo and a "Select A Service" dropdown menu. A navigation bar includes links for "Tools/Reports", "Help", "Help Desk Numbers", and "Log off". A globe graphic is centered on the page. The main heading is "Enhanced VPN - Private IP Option Web Support". Below this, a welcome message states: "Welcome to Enhanced VPN - Private IP Option Web Support. This web-based application provides a directory of support tools for your network services. Please click on the support tool of your choice using the vertical navigation bar on the left side of this screen. The available support tools are as follows:"

Standard Reports

Monthly Overview Reports
These are monthly summary reports on the ongoing performance of your Virtual Private Network (VPN). They include reports on availability, latency and reliability.

Support Tools for account: your account

- Standard Reports**
 - Monthly Overview Reports
 - JOEWS Global Measurement System Reports
- SLA Reports**
 - Network Operations
 - Installation and Change
 - Service Restoration (US only)
- Administrative Tools**
 - Web Ticketing
 - Administrative Guide
 - Contact AT&T



Enhanced VPN Private IP Web Support is a collection of web support tools specific to the Enhanced VPN Private IP.

- **Monthly Overview Reports**

These are monthly summary reports delivered by AT&T's heritage reporting systems. They are being replaced over time with improved reports delivered by the AT&T International Global Measurement System (iGEMS).

- **iGEMS Global Measurement Systems Reports**

These reports are delivered by the AT&T's strategic measurement and reporting toolset which is an integral part of the iGEMS management platform. The first reports for the Enhanced VPN Private IP are for traffic usage and traffic behavior by class of service.

- **Network Operations SLA reports**

These are monthly reports showing attainment against performance Service Level Agreement (SLA) targets for customer with a relevant SLA contract.

- **Installation and Change SLA reports**

These are monthly reports showing attainment against Installation and Change Service Level Agreement (SLA) targets for a relevant SLA contract.

- **Service Restoration SLA reports (US only)**

These are monthly reports showing attainment against problem ticket Service Level Agreement (SLA) targets for customer with a relevant SLA contract. They currently apply only to sites in the United States but will in time be extended globally.

- **Web Ticketing**

This tool provides the ability to create, monitor, or manage network trouble tickets via the Internet. This application offers near real-time ticketing with full text description and user edit capability. The customer is able to open and track tickets for problems, questions, and/or suggestions as an alternative to contacting the Help Desk or Account Support via phone, email or fax. Functions provided include: Open a ticket; update an existing ticket; find a specific ticket; search for all tickets meeting specific criteria; and, requesting that a specific ticket be closed

- **Administrator's Guide**

This function provides for downloading a copy of the Enhanced VPN Private IP Administrator's Guide document.

- **Contact AT&T**

This function provides the user with a way to direct questions or comments about the Enhanced VPN Private IP Web Support to AT&T.



Customer Support Web Site Help:

Users who experience problems accessing the Customer Support Web Site or its hosted applications should contact the Customer Support Web Site Help Desk:

From within the U.S.: 1-888-695-5664

From outside the U.S.: Contact your local AT&T Business Services Help Desk. Worldwide Help Desk numbers are available in the Help Desk section of the Customer Support Web Site. Users may also call the Customer US Support Web Site Help Desk by calling the international (toll) number at +1-813-878-5664

For assistance or questions about creating new user IDs or profiling user IDs for access to the Enhanced VPN Private IP Web support applications, users should contact the local AT&T Account Support organization or their AT&T Sales and Support team.

In countries where AT&T Business Services offerings are not delivered by AT&T, but rather by a Local Service Provider (LSP), some of the support functions offered on the AT&T Business Services Customer Support Web Site may not be available.

For More Information

For more information about AT&T Business Services, visit us today at: <http://www.att.com/>, or access the Customer Support Web Site at <http://globalnetwork.support.att.com/>



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SERVICES

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