AT&T Switched Ethernet on Demand Customer Expectation Document

March, 2017

AT&T Switched Ethernet on Demand

What to expect

There are two possible paths to installing your AT&T Switched Ethernet on Demand service:

Scenario 1: If you currently have AT&T fiber and qualifying equipment in your building, you will not require any additional site build out requirements.

Scenario 2: If you don't currently have AT&T fiber or qualifying equipment in your building, AT&T will need to work with you to get some things ready before we can install your service. Our engineer will visit your location, survey the location, and go over the specific details of what needs to be done.

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Scenario 1

You'll receive two emails –one with your contract attached, one with a link to AT&T Business Center where you can complete the first time registration process.

Once you order a location to have a port installed, you'll schedule your activation date.

An AT&T technician will install the service before your scheduled activation date.

Please connect your Customer Provided Equipment (CPE) to the AT&T Network Terminating Equipment.

After the circuit is activated, you can manage your network in AT&T Business Center. You can configure or change capabilities in near real time.

Scenario 2

You'll receive two emails –one with your contract attached, one with a link to AT&T Business Center where you can complete the first time registration process.

If you need fiber optic cable or new equipment, an AT&T technician will visit your location to determine what site preparations are needed.

After the site visit, you'll receive an email advising you what additional steps are necessary to prepare your location for service prior to you going into AT&T Business Center to schedule your activation date.

Please connect your Customer Provided Equipment (CPE) to the AT&T Network Terminating Equipment.

When your site is ready, an AT&T technician will install the service before your scheduled activation date.

After the circuit is activated, you can manage your network in AT&T Business Center. You can configure or change capabilities in near real time.

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Fiber site requirements

Fiber-based services require the telecom room at each location to meet specific requirements prior to the installation of AT&T fiber and equipment. Some examples of those specifications are listed to the right.

If needed, an AT&T technician will provide a detailed list of items to prepare based on your location.

Your site contact will be responsible for ensuring the work is completed prior to any installation by AT&T.

Customer responsibilities

1. Outside conduit
(Property line to your building)

2. Pull box

3. Space for fiber and equipment (Wall mounted backboard and/or rack)

4. Electrical

5. Inside conduit
(Demarcation point to your router)

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Site contact responsibilities

- Obtaining building access and being familiar with the telecom rooms
- Knowing where the circuit demarcation (demarc) is located (the location inside the building)
- Coordinating the site build out. The contact should be fully empowered to make decisions, if necessary
- Disclosing any parking, noise or time restrictions; unloading zones, elevators, asbestos, hazardous materials, etc.
- Providing adequate working space, a clear path to the backboard, jack, power outlets and router

Multi-tenant buildings - Additional

- Working with the property manager or building owner to determine the location of your company's demarc
- Acting as a liaison and advocate when working with the building owner or manager
- Confirming if the demarc is in the same room as your router
- Providing inside wiring if the building's demarc is not in your location or is on a different floor than your router
- If building rules permit, customer can order inside wiring option from AT&T or another vendor

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Inside wiring – both scenarios

- Inside wire installation includes wiring from the wall jack in your office to the circuit demarcation point.

- If you have AT&T complete your inside wiring, we will complete it on the installation date in most cases.

- You may also do the inside wiring yourself or hire a vendor.

- The wiring from your router connects to the AT&T equipment (demarc) panel.

- The tag designates your port with your company's name.

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