



Add an AT&T Switched Ethernet with Network on Demand port

We'll walk through how you add a port to a location for AT&T Switched EthernetSM with Network on Demand.

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Before you begin

When you add a port, you'll make these choices:

- Location for the port
- Port bandwidth
- Port interface type
- Access speed (applies to ports outside the AT&T region/franchise area only)
- Class of Service (CoS)
- Inside wiring installer (if applicable)
- Entrance facility construction handler (if applicable)
- Port designation (either port-based or VLAN-based)
- Regulatory jurisdiction
- Create a new Ethernet virtual connection (EVC) or connect to an existing EVC

About preparing your office building

To add an AT&T Switched Ethernet on Demand port, you need inside wiring in your office building. You also need to make sure your router interface supports the new port. If the AT&T equipment building terminal (demarcation panel) for your port isn't already installed at the location where you'll add the port, see [Prepare your location](#). If your inside wiring and compatible router interface aren't already in place, see [Inside wiring and equipment for AT&T Switched Ethernet Service with Network on Demand](#).

Get started

You can add a port to an existing location, prequalified location, or a new location. If a location is prequalified, it means that we've verified that AT&T Switched Ethernet on Demand capabilities are available for your location. If the location is prequalified for



network on-demand capabilities, on the **Network inventory** page, under the location's address, you see **Pre-qualified location**.

To add a port, do one of the following:

- If you need to add a location and a port, go to [Add port to a new location](#).
- If the location you want to add a port to is in your inventory, go to [Add a port to an existing location](#).

Add a new location for the new port

If you need to add a new location before you can add the port, follow these steps:

1. Log in to Business Center. The **Business Center** homepage appears.
 2. Go to the Network inventory page:
Business Center > Manage > Network > View all inventory > Network inventory
 3. At the top of the page, click **Add location**. The **Business Center eOrder questionnaire** window opens.
 4. Click **US Add Site – AVPN, ASEoD, ADI single location only**. The **Select a service window** opens.
 5. Under **AT&T Switched Ethernet on Demand**, click **Add this service**. The **Add a location** window opens.
 6. Enter the address information in the fields, and then click **Continue**. The **Add site** window opens.
 7. Do one of the following:
 - If the address is valid and AT&T Switched Ethernet with Network on Demand is available at the site, the **Continue** button is available.
 - If the address is not valid, or AT&T Switched Ethernet with Network on Demand is not available at the address, or if an active site exists, or a pending installation is in process at the address, you'll see an error message. You can cancel or try to verify another address.
 - If the address you enter shows multiple matches, select the address you want.
 8. After you verify the address, click **Continue**.
 9. Do one of the following:
 - If you have multiple contracts, you see the **Select a service contract** window. Select the service contract you want to add this port to, and then click **Continue**.
 - If you have only one service contract, you see the **Service contract details** window. Click **Continue**.
- The **Add port** window opens. Next, you'll specify the service details for the port.
10. Go to [Specify service details for the port](#).



Add a port to an existing location

1. Log in to Business Center. The **Business Center** homepage appears.
2. Go to the Network inventory page:
Business Center > Manage > Network > View all inventory > Network inventory
3. Expand the location in your list.

Note: If the location is prequalified for network on-demand capabilities, under the location's address, you see **Pre-qualified site**.

4. Do one of the following:
 - If the location is pre-qualified, on the right of **AT&T Switched Ethernet**, click **Actions**, and then click **Create order**.
 - If the location is not pre-qualified, to the right of the address, in the **Actions** menu, click **Add service**. The **Select a service** window opens. Under **AT&T Switched Ethernet on Demand**, click **Add this service**.
5. Do one of the following:
 - If you have multiple contracts, you see the **Select a service contract** window. Select the service contract you want to add this port to, and then click **Continue**.
 - If you have only one service contract, you see the **Service contract details** window. Click **Continue**.
6. In the **Add port** window, complete the steps in the following sections, in the order shown.

Specify service details for the port

In the following sections, add your service details, such as the type of port interface and port bandwidth you want.

Select additional location details

In the **Add port** window, the address is automatically filled in with the location of the site you selected.

If you have additional optional information, such as floor, building, or room, you can add it. These details help our installer find your location.

1. Enter the information in the **Additional location details** field (Optional). You can enter location information, such as room or suite number that helps our installer find your exact location.
2. If the location you selected has multiple floors, in the **Floor** field, enter the floor number where the port will be installed.
Note: If the building has only one floor, this field doesn't appear. If the building has multiple floors, this field is required.
3. Click **Continue**. The **Add port** window refreshes.



Select port bandwidth

The port bandwidth you select determines how much data can flow through the port.

- To change your port bandwidth, under **Select your port bandwidth**, decrease or increase the bandwidth. For more precise control, use the (+) and (-) buttons.

Note: For speeds greater than 1Gbps, contact your AT&T representative for availability at your location.

The following table shows the port bandwidth increments that you can choose for different physical ports. The equipment at your site may limit your bandwidth. If you want a higher bandwidth than your equipment allows, contact your AT&T representative.

Physical port bandwidth	Bandwidth increments
100Mbps	2Mbps, 4Mbps, 5Mbps, 8Mbps, 10Mbps, 20Mbps, 50Mbps, 100Mbps
1Gbps	2Mbps, 4Mbps, 5Mbps, 8Mbps, 10Mbps, 20Mbps, 50Mbps, 100Mbps, 150Mbps, 250Mbps, 400Mbps, 500Mbps, 600Mbps, 1Gbps
10Gbps	1Gbps, 2Gbps, 2.5Gbps, 4Gbps, 5Gbps, 7.5Gbps, 9.5Gbps, 10Gbps
100Gbps	10Gbps, 15Gbps, 20Gbps, 25Gbps, 30Gbps, 35Gbps, 40Gbps, 45Gbps, 50Gbps, 60Gbps, 70Gbps, 80Gbps, 90Gbps, 100Gbps

Table 1: Bandwidth increments possible with different physical port bandwidths

Note: You'll see only the bandwidth options that are valid for your physical port and are included in your contract.

Configuration options include the ability to select the port bandwidth according to the needs of the applications that use the connection. The bandwidth set for the physical port is referred to as the port bandwidth. You can choose from a variety of bandwidth increments, ranging from 2 megabits per second (Mbps) to 100 gigabits per second (Gbps), depending on the bandwidth available on the physical port you have. The port bandwidth can't exceed the physical port capacity. For example, a 100Mbps port can have a maximum 100Mbps bandwidth.

If you're not sure of the bandwidth level you need, start with your best estimate and see how it performs for your applications. If needed, you can change the bandwidth later. When you change the bandwidth, keep these points in mind:



- Upgrades are subject to availability of network capacity at the day and time of your order.
- Downgrades may cause congestion or packet loss if you reduce the port bandwidth below what's required for your applications.
- Changes can be made as frequently as once per day.

Select port interface

- In the **Port interface your equipment supports** list, select the type of port you want.

The port interface, also known as the network interface, determines how many Ethernet virtual connections (EVCs) you can associate with the port. The port type also determines the maximum distances that data can be reliably transmitted.

You can use electrical wiring for speeds up to 1Gbps, but a port bandwidth above 1Gbps requires fiber optic cable. To learn more, see the [Inside wiring and equipment for AT&T Switched Ethernet Service with Network on Demand](#) guide.

Note: For speeds higher than 1Gbps, contact your AT&T representative for availability at your location.

This table shows the number of EVCs supported for each port type and the maximum distance supported by the port type.

Port type	Number of EVCs per port	Maximum distance
100Mbps electrical	Up to 8 EVCs	Up to 300 feet/91 meters*
1Gbps electrical	Up to 64 EVCs	Up to 300 ft./91 m*
1Gbps single-mode optical	Up to 64 EVCs	Any distance*
1Gbps multi-mode optical	Up to 64 EVCs	Up to 1,000 ft./304 m*
10Gbps single-mode optical	Up to 508 EVCs	Any distance*
10Gbps multi-mode optical	Up to 508 EVCs	Up to 1,000 ft./304 m*
100Gbps single-mode optical	Up to 4,089 EVCs	Any distance*
100Gbps multi-mode optical	Up to 4,089 EVCs	Up to 10,000 ft./3,048 m*

Table 2: Number of EVCs and maximum distances supported by port types

*The distance from your router to the AT&T equipment in the building. The distances listed provide a cushion for the actual wire distance limitations.



Select access speed

Access speed is a measure of how fast data can be transferred through a port.

Note: This option applies to ports outside the AT&T region/franchise area only. This doesn't appear for ports within the AT&T network.

- Under **Access speed**, decrease or increase the speed. For more precise control, use the (+) and (-) buttons.

Select Class of Service (CoS)

- From the **Class of Service (CoS) for this connection** list, select the CoS that you want.

The CoS you select establishes the thresholds for latency, jitter, and packet delivery rate for your port, as shown in this table. For more information about the service-level agreement, see [Section 3 - Service Level Agreement](#) in the AT&T Switched Ethernet Service Guide.

Thresholds for the various CoS options are shown in this table.

Class of Service	Latency (one way)	Jitter	Packet delivery rate	Network availability
Non-critical high	37ms	N/A	99.50%	99.99
Business-critical medium	30ms	N/A	99.90%	99.99
Business-critical high	20ms	N/A	99.90%	99.99
Interactive	13ms	10ms	99.95%	99.99
Real-time	5ms	3ms	99.995%	99.99

Table 3: Specifications for the different classes of service

Descriptions of the different classes of service are shown in this table.

Class of Service	Description
Non-critical high	Supports low-priority business applications that require more tolerance for delay and availability.
Business-critical medium	Supports business data applications that require moderate tolerance for delay and less sensitivity to jitter.



Class of Service	Description
Business-critical high	Supports most business data applications that require moderate tolerance for delay and more sensitivity to jitter, needing a higher priority than business-critical medium.
Interactive	Supports high-priority business data applications or jitter-sensitive applications, such as voice and video.
Real-time	Supports high-priority business data applications that require minimal loss, are latency-sensitive, and require jitter, including voice and video.

Table 4: Descriptions of each Class of Service

Specify port designation

- Under **Port designation**, select either **Port-based** or **VLAN-based**.

Note: When you select your port designation, make sure you consider your choice carefully. If you order one configuration and later decide you want a different configuration, it requires you to order a new port and the existing port is disconnected.

Port-based—The port is associated with only one EVC. All traffic is passed on to one or more other ports on the one EVC, based on the MAC address and without regard to your assigned virtual local area network ID (VLAN ID) (if used).

VLAN-based—Also known as service multiplexing. VLAN-based service supports connections to multiple EVCs over a single port connection. All traffic is passed on to the other ports on any of the EVCs based on your assigned VLAN IDs. VLAN ID assignments must follow the AT&T allowed VLAN numbering limits.

Choose **VLAN-based** when you want the AT&T network to partition traffic between EVCs. Partitioning is created based on the VLAN IDs you assigned to each EVC. The AT&T network uses the VLAN ID to identify the appropriate EVC for the traffic, and then uses the destination MAC address for frame forwarding within the indicated EVC.

VLAN-based service is less common than port-based service, because VLAN-based ports are typically required only when creating multiple (EVCs) over a single physical infrastructure. You can mix VLAN and port-based connections in your network. For example, you might have a host site that needs to communicate with two separate and distinct groups of remote sites. The host could be VLAN-based, while the remote sites could be port-based.



Select regulatory jurisdiction

Select whether the endpoints of the traffic on your port are primarily inside or outside of the state. This includes both Internet and international traffic.

- Under **Estimated 10 percent or more of your network traffic goes outside the state (jurisdiction)**, do one of the following:
 - When more than 10% of your network traffic originates from or is destined to an endpoint located outside the state, select **Yes (interstate)**.
 - When less than 10% of your network traffic goes outside the state, select **No (intrastate)**.

AT&T uses your jurisdiction selection to determine which regulatory agency may have authority over the service and to assess the required government fees or surcharges that may apply to this port.

Enable enhanced multicast (optional)

You can enable enhanced multicast for this port if it's part of your contract.

Note: To have enhanced multicast added to your contract, contact your AT&T representative.

- To enable enhanced multicast on your port, under **Additional service options**, check the **Enhanced multi-cast** box.

Add additional media access control (MAC) addresses (optional)

You can increase the limit of MAC addresses from 250 to 500 on each multipoint EVC on the port. This setting is offered on a per-port basis. When you increase the limit to 500, you can set 500 MAC addresses on any multipoint EVC on the port. This setting does not apply to point-to-point EVCs.

Note: There is an additional fee for adding MAC addresses.

- To increase the limit to 500 MAC addresses, under **Additional MAC Addresses**, check the **Additional media access control (MAC) addresses** box.

Choose AT&T install or self-install

Basic inside wiring from AT&T includes up to 328 feet (100 meters) of electrical wiring or 500 feet (152 meters) of fiber optic interface cabling. There's no one-time charge for AT&T to install your inside wiring. Limitations do apply. Any one-time and monthly charges for your order appear in your Cart before you check out.



1. If you want AT&T to install your inside wiring, under **Additional service options**, check **AT&T to install inside wiring**.
Note: This option isn't available for ports outside the AT&T region/franchise area.
For more information about AT&T inside wiring, including warranty and pricing, see [Service Attachment to AT&T Network on Demand Pricing Schedule for AT&T Inside Wiring](#) and the [Inside wiring and equipment for AT&T Switched Ethernet Service with Network on Demand](#) guide.
If you don't already have cabling installed from your property line into your building, you can hire a vendor to install it, or you can have AT&T install it for you. For more information, see [Entrance facility construction](#).
2. If you want AT&T to install the cabling from your property line into your building, check **AT&T to provide Entrance Facility Construction (EFC)**. Note that this option is only available if you have entrance facility construction on your contract.
Note: This option isn't available for ports outside the AT&T region/franchise area.
3. Click **Continue**. A message appears on the **Manage AT&T Switched Ethernet** page that confirms you've added a port to the location.
4. Click **Ok**.

Provide contact information

It's important that you provide correct contact information so AT&T technicians can gain access to the building to establish network connectivity to the AT&T equipment. AT&T asks you to supply an alternate contact if one is available.

To begin installation, an AT&T technician attempts to reach the building contact on the business day following the order. It's important that the building contact is available that day. Installation of service may take between 3 to 5 business days.

In some cases, the building owner may need to grant AT&T access to restricted areas at the location. When you provide the building contact information, it helps AT&T to complete all required activities on the scheduled date.

1. On the **Manage AT&T Switched Ethernet** page, in the **Contacts** section, next to **Building contact**, click the Edit icon. The **Edit contact** window opens.
Note: The building contact provides building access.
2. Enter the contact information and then click **Save**. A message appears indicating that the contact information is updated.
3. Click **Ok**.
4. Next to **Location technical contact**, click the Edit icon. The **Edit contact** window opens.
5. Do one of the following:
 - If the location technical contact is the same as the building contact, from the list, select **Building contact**.
 - If the location technical contact isn't the same as the building contact, in the fields, enter the contact information.



6. Click **Save**. A message appears indicating that the contact information is updated.
7. Click **Ok**.
8. Next to **Alternate contact**, click the Edit icon. The **Edit contact** window opens.
9. Enter the contact information, and then click **Save**. A message appears indicating that your port details and contacts are updated.
10. Click **Add EVC**. The **Add EVC segment** window opens.

Add an Ethernet virtual connection

An Ethernet virtual connection (EVC) provides direct connectivity between two or more ports in your network. When you add a port, you must either choose an existing EVC for the port or define the segment settings for a new EVC.

You need to configure the following things on each segment of the EVC.

- Bandwidth, also called the committed information rate (CIR)
- Class of Service (CoS)
- Virtual local area network (VLAN) ID (if the port is a VLAN-based port)
- Enhanced multi-cast, if applicable.
- Additional Media Access Control (MAC) addresses, if applicable.

The following image shows an EVC with three segments, each configured for a different bandwidth.

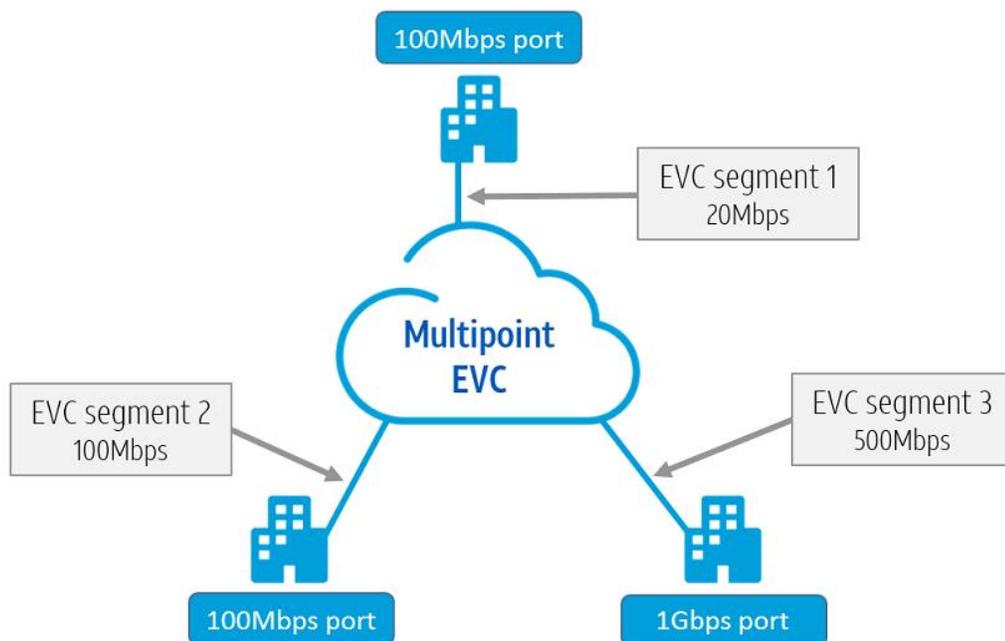


Image 1: An EVC with three segments



You can configure an EVC to use some or all of the available bandwidth of a physical port. For example, if you have a 100 megabits per second (Mbps) port and another EVC is using 50Mbps bandwidth of that port's bandwidth, the available bandwidth is 50Mbps. If you know that you won't connect any other EVCs to the port, then you should either configure the EVC to use all the available bandwidth or lower the bandwidth of the port.

Note: You're billed for the bandwidth of the port. You're not billed for the bandwidth consumed by an EVC. If you know you're not going to use all of a port's bandwidth, you should consider lowering the port bandwidth.

Select the bandwidth for the first EVC segment

The bandwidth you select determines how much data can flow across the EVC segment.

- To change your bandwidth, in the **Add EVC segment** window under **Bandwidth/Committed Information Rate (CIR)**, decrease or increase the bandwidth. For more precise control, use the (+) and (-) buttons.

The bandwidth doesn't need to match across EVC segments. The bandwidth you select for an individual EVC segment should be based on the expected data requirements of the applications that will transmit data over the segment.

Note: You can only select a bandwidth that's available at the port. For questions, contact your AT&T representative.

Select Class of Service (CoS) for the EVC segment

- From the **Class of service** list, select the CoS that meets your network performance needs.

The CoS you select establishes the thresholds for latency, jitter, and packet delivery rate across your EVC segment, as shown in this table. Generally, the CoS for the EVC segment should match the one you ordered for the port. For more information about the service-level agreement, see [Section 3 - Service Level Agreement](#) in the AT&T Switched Ethernet Service Guide.

Thresholds for the various CoS options are shown in this table.

Class of Service	Latency (one way)	Jitter	Packet delivery rate	Network availability
Non-critical high	37ms	N/A	99.50%	99.99
Business-critical medium	30ms	N/A	99.90%	99.99
Business-critical high	20ms	N/A	99.90%	99.99
Interactive	13ms	10ms	99.95%	99.99
Real-time	5ms	3ms	99.995%	99.99

Table 5: Specifications for the different Classes of Service



Descriptions of the different classes of service are shown in the following table.

Class of service	Description
Non-critical high	Supports low-priority business applications that require more tolerance for delay and availability.
Business-critical medium	Supports business data applications that require moderate tolerance for delay and less sensitivity to jitter.
Business-critical high	Supports most business data applications that require moderate tolerance for delay and more sensitivity to jitter, needing a higher priority than business-critical medium.
Interactive	Supports high-priority business data applications or jitter-sensitive applications, such as voice and video.
Real-time	Supports high-priority business data applications that require minimal loss, are latency-sensitive, and require jitter, including voice and video.

Table 6: Descriptions of each Class of Service

Virtual local area network ID

The virtual local area network ID (VLAN ID) identifies the connection made between ports. The AT&T network uses the VLAN ID you assign to the EVC to partition traffic between VLAN-based ports. VLAN IDs can range from 2 to 4089. The **VLAN ID** field appears only if you're adding an EVC to a VLAN-based port.

- In the **VLAN ID** field, enter a VLAN ID, if applicable.

Add additional service options (optional)

1. Under **Additional service options**, do one or more of the following:
 - To enable enhanced multicast on this EVC, make sure that the **Enhanced multicast** box is checked.
Note: This option is available only if enhanced multicast is enabled on the port.
 - To enable additional MAC addresses on this EVC, make sure that the **Additional media access control (MAC) addresses** box is checked.
Note: This option is available only if **Additional media access control (MAC) addresses** is enabled on the port.
2. Click **Continue**. The **Add an Ethernet virtual connection (EVC)** window opens. Next, you'll select another location and port to connect to.



Specify settings for the next EVC segment

1. From the **Street address** list, select the location of the next port.
2. From the **Port circuit ID** list, select the next port.
Note: Active port circuit IDs have forward slashes. Ports circuit IDs that are only numbers represent port order in the cart or pending port orders.
3. If the port circuit you selected is already connected to an EVC, then you'll see the **Select your EVC configuration** section in the **Add an Ethernet virtual connection (EVC)** window. If you see this section, then do one of the following. Otherwise go to step 4.
 - To create a new EVC, select **New EVC**. The **Add an Ethernet virtual connection (EVC)** window refreshes. Go to step 4.
 - To use an existing EVC, select **Existing EVC**. Then select the EVC from the **Select existing EVC main ID** list. The **Add an Ethernet virtual connection (EVC)** window refreshes and shows the same CIR, CoS, and VLAN ID (if applicable) that you chose for the first EVC segment.
4. To change your bandwidth, under **Bandwidth/Committed Information Rate (CIR)**, decrease or increase the speed. For more precise control, use the (+) and (-) buttons.
5. From the **Class of service** list, select the CoS.
Note: If you select a different CoS for the first and second EVC segment, the lower CoS value is used.
6. In the **VLAN ID** field, enter the VLAN ID, if applicable.
7. Under **Additional service options**, do one or more of the following:
 - To enable enhanced multicast on this EVC, make sure that the **Enhanced multi-cast** box is checked.
Note: This option is available only if enhanced multicast is enabled on the port.
 - To enable additional MAC addresses on this EVC, make sure that the **Additional media access control (MAC) addresses** box is checked.
Note: This option is available only if Additional media access control (MAC) addresses is enabled on the port.
8. To add another segment to this EVC, click **Add additional endpoint** and repeat these steps for that segment (optional).
Note: You can add as many EVC segments as you want to an EVC.
9. Click **Save**. A success message appears indicating that the EVC was created successfully.
10. Click **Review order**. The **Review order** page appears.
11. Review the information, and then click **Submit order**. An order confirmation page appears.

After you complete your order, we'll schedule the port activation for you. We'll notify you within eight business days of placing your order. We'll email updates and send notifications.

To see these messages and notifications:

- On the **Business Center** homepage, in the top menu, click **Messages**.



Note: After we schedule your port activation date, from the Orders widget, you can reschedule it up to two times.

Activate new port

If your site has AT&T fiber optic cable and qualifying equipment in place, we'll send a technician to install the port within 3 to 5 business days of completing your order, even if your port activation date is scheduled for a later time.

If your site needs optical fiber or equipment installation, an AT&T engineer contacts you within eight business days to set up a site visit to your location for site requirements (see [Prepare your location](#)). After the site visit, we'll send you an email to schedule your activation. After the fiber optic cable or new equipment is installed, our port installer completes the port installation within two business days, even if the port activation is scheduled for a later time.

After the port is active, you can order additional Ethernet virtual connections (EVC) for the port.

Prepare your location

Typically, your site preparation addresses the following:

- Entrance facility construction
- Inside wiring
- Equipment space
- Power and grounding

Entrance facility construction

If this is the first port that you're adding to AT&T Switched Ethernet Service, you need cabling from your property line into your building. You have the choice to manage the entrance facility construction yourself or have AT&T do it for you.

For more information, see the [AT&T Entrance Facility Construction](#) video.

You need to provide a path for cable from the property line into the building. You need a clear underground or aerial path from the property line where AT&T or other access provider facilities exist to the telephone equipment room that you specify to support the entrance fiber. If you hire vendors to do the entrance facility construction, make sure they install a conduit that's a minimum of 2" wide with sweeping bends and a pull string.

Inside wiring

You need to provide the cable path between AT&T equipment to the building's demarcation handoff panel to your router (if inside wiring that supports the port interface you'll use isn't already in place). These path requirements may include available space in



existing floor sleeves and conduits. The conduits must have a minimum two-inch width with sweeping bends and a pull string). For more information about inside wiring, see the [Inside wiring and equipment for AT&T Switched Ethernet Service with Network on Demand](#) guide.

Equipment space

Typically, fiber transport equipment is installed in a temperature-controlled common area with access to the entire building. You need to get permission from the building owner for use of the common area. Equipment space requirements can include plywood backboard space for wall-mounted equipment or floor space for placement of a new equipment rack. If you choose to let AT&T handle the entrance facility construction, we can secure the AT&T FiberSM building terminal, also called the demarcation panel for you.

Power and ground

You need to provide permanent dedicated power for the AT&T equipment being installed. Power requirements specific to the equipment being installed can consist of nominal voltages, such as -48VDC, +24/-24 VDC, 110V, 125V, and 220V. The AT&T equipment should be installed within six feet of an AC electrical outlet.

You need to provide a valid #6 ground source for the AT&T equipment being installed. This ground wire needs to be attached to the closest ground rod (earth ground) or building steel and extend to where the equipment is installed.

If you choose to let AT&T handle the entrance facility construction, we can install a dedicated power outlet and ground, if needed.

Site visit

If necessary, we'll visit your site to determine what's needed for your install. It's important that you provide a local customer site contact who knows your site and can make decisions about what work needs to be done at the site. AT&T works directly with the site contact throughout the installation and activation process.

After the AT&T engineer completes a site visit, we'll provide you with site preparation details.

After the site visit, here's what happens next:

- We'll send you an email from AT&T engineering with the site readiness requirements.
- You'll ready your site for installation. It's important your site is ready for us to deliver the service. Delays in getting your site ready could impact your installation and service activation dates. If you experience a delay in readying the site by the negotiated site ready date, notify your AT&T Ethernet order manager and the AT&T engineer for the order.