AT&T Collaborate

Customer Not Ready Policy

If AT&T is unable to perform scheduled on-site work that causes AT&T to re-dispatch an AT&T technician due to a Customer Not Ready reason, billing for AT&T Collaborate SM service or any impacted AT&T Collaborate component may commence on the scheduled due date.

Customer Not Ready reasons include, but are not limited to:
1) Lack of physical access to the site;
2) Local Site Contact not available to assist with the installation;
3) Customer provided inside wiring is not operational; and/or
4) Lack of adequate power and environmental conditions as specified by equipment manufacturer.