



MANAGED CARRIER SERVICES - AT&T WIRELESS BROADBAND SERVICE GUIDE

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Carrier Services - AT&T Wireless Broadband Service Guide

Customer acknowledges that in addition to InterVision agreements they are bound to AT&T agreements, In any event of any conflict between InterVision contracts and service descriptions, the contract between the customer and AT&T will prevail. The customer is subject to all agreements with AT&T which may not be modified.

[AT&T Wireless Customer Agreement¹](#)

1 OVERVIEW

AT&T Wireless Broadband provides a cost-effective network alternative for business-critical applications, a diverse backup option for data applications, and a quick deployment option for new and remote locations. InterVision offers this service as a secondary, backup / fail-over solution to primary network connectivity in SilverPeak SDWAN routers. If the intent is to use this service as a primary means of connectivity, or with any other manufacture equipment (i.e. Cisco/Meraki), prior approval must be obtained from InterVision Product Management

Most broadband wireless plans are priced at a low per month charge. These plans provide a predefined allocation of data usage that is subject to overage charges and data throttling. The InterVision managed AT&T Wireless Broadband Service is designed to prevent runaway costs and provide predictable speeds without overage charges.

InterVision direct bills for this service and acts as the customer liaison to AT&T for support services. InterVision does not provide management or monitoring for this service beyond case management. In other words, the InterVision Operations Center accepts calls for service issues, tickets the incident and escalates the issue to AT&T for them to troubleshoot. Information is shared between the client and AT&T via the InterVision Operations Center and activity is tracked through ticketing. This product is provided as a subscription service and is billed monthly in arrears.

1.1 SERVICE OFFERING DIFFERENTIATORS

	Managed AT&T Business Connect	Managed AT&T Wireless Broadband
May be used with any type of network traffic	X	
May only be used with approved equipment		X
Limited to business critical apps. No video, streaming audio, servers, web hosting, public wifi		X
Specific bandwidth allocation, subject to overages	X	

¹ <https://www.att.com/legal/terms.wirelessCustomerAgreement-list.html>



2 SERVICE DESCRIPTION

2.1 ROLES AND RESPONSIBILITIES MATRIX

AT&T Mobility Services Support	InterVision	Customer
General		
Termination equipment hardware and software configuration, support & maintenance		X
Monthly detailed billing	X	
Monitoring		
Wireless service monitoring	NA	NA
Incident and Problem Management		
24 x 7 x 365 operations center	X	
Incident reporting		X
Incident triage	X	
Incident tickets with transparent detail	X	
Customer portal for service ticketing	X	
AT&T escalation and case management	X	

2.2 MONITORING



Monitoring is not available for this product.

2.3 REPORTING

Reporting is not available for this product.

3 SERVICE ACTIVATION

The InterVision Project Management Office (PMO) will oversee provisioning & turn-up. The PMO serves as the primary contact. Service activation and turn-up is the responsibility of the Provisioning Engineer (PE). Please reference the RACI section of this document for further information regarding the roles and responsibilities when performing the installation and service activation.

3.1 HOSTED CAFÉ SERVICE ACTIVATION PROCESS

- Data gathering - Customer provides provisioning information
- Provisioning of SIM
- SIM card shipped to client site
- Initiate billing
- Service order close-out
- Go live with operations center (OC)

In addition to the customer responsibilities and expectations outlined in the Work Order for Hosted Café and associated schedules, the customer is expected to:

- Provide IMEI serial number(s), primary contact and shipping information prior to service provisioning
- Install the SIM into the radio within the equipment
- Configure equipment to utilize the LTE connection or enlist the aid of InterVision Professional Services to perform that work

3.2 SERVICE TERMINATION

See Hosted Café service order and Master Services Agreement regarding terms and conditions of service termination.

3.3 SERVICE EXCLUSIONS

The following product, services and features are available from InterVision for an additional charge.

- SIM card Installation - Optional
- Equipment configuration - Optional
- Equipment support and monitoring - Optional
- Cellular LTE circuit monitoring - Not available

3.4 SPEED, DATA ALLOCATION AND OVERAGE TERMS

Subject to AT&T [General Wireless Service Terms](#)²

² <https://www.wireless.att.com/businesscenter/legal-contracts/abs-addtl-service-and-equipment-terms.jsp>



3.4.1 MANAGED AT&T BUSINESS CONNECT

Description	Speed	Data Allocation	Overage
Managed AT&T Business Connect 4G LTE Capped	LTE 4G	20 MB	Usage in excess of 20MB/month will result in a capped charge of \$160/month. If a line hits the cap for three consecutive months, the line may be moved, without notice, to the Managed AT&T Business Connect 5GB plan and subject to overages applicable with that rate plan.
Managed AT&T Business Connect 3Mbps 4G LTE Capped	LTE 4G 3Mbps Capped	3 GB	Usage in excess of 20MB/month will result in a capped charge of \$6/month. If a line hits the cap for three consecutive months, the line may be moved, without notice, to the Managed AT&T Business Connect 5GB plan and subject to overages applicable with that rate plan.
Managed AT&T Business Connect 250MB	LTE 4G	250 MB	\$0.02 per/MB
Managed AT&T Business Connect 1GB	LTE 4G	1 GB	\$0.02 per/MB
Managed AT&T Business Connect 5GB	LTE 4G	5 GB	\$0.02 per/MB
Managed AT&T Business Connect 10GB	LTE 4G	10 GB	\$0.02 per/MB
Managed AT&T Business Connect 20GB	LTE 4G	20 GB	\$0.02 per/MB
Managed AT&T Business Connect 35GB	LTE 4G	35 GB	\$0.02 per/MB
Managed AT&T Business Connect 50GB	LTE 4G	50 GB	\$0.02 per/MB

3.4.2 MANAGED AT&T WIRELESS BROADBAND

Service may not be used with any device other than AT&T approved LTE enabled routers.



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AT&T Wireless Approved Equipment List³

Description	Speed	Data Allocation
Managed AT&T Wireless Broadband Fixed 8Mbps	8 Mbps	*Unlimited
Managed AT&T Wireless Broadband Fixed 12Mbps	12 Mbps	*Unlimited

*Subject to AT&T excessive use policies. Business critical applications only. Not intended for use with streaming video, streaming audio, web hosting and public or guest Wi-Fi. A router with cloud management solution to manage end user traffic and ensure end user is not in violation of user restrictions is recommended. After a data threshold on a line has been met in a given month, AT&T may slow the data on that line during periods of network congestion for the remainder of that cycle. The thresholds are 75 GB for the 12 Mbps plan, 50 GB for the 8 Mbps plan.

4 SERVICE DELIVERY

InterVision provides ongoing service support. Named customer representatives may contact the Hosted Café Operations Center (OC) directly.

Additionally, incidents are created by the Operations Center (OC) in three ways:

1. Phone: (314)-392-6907 or (800) 731-7096
2. E-Mail: support@HostedCafe.com⁴
3. Customer Portal

Emergency services require a phone call to create an incident.

Managed AT&T Business Connect includes unlimited support that is available 24x7x365.

All service requests are managed by the InterVision Operation Center. InterVision engineers act on the customer's behalf in interactions with AT&T to resolve issues.

4.1 ESCALATIONS

For escalations please call into the Operations Center at (314) 392-6907 and ask for the Duty Manager.

4.2 SERVICE LEVEL AGREEMENT (“SLA”) FOR HOSTED COLLABORATION SUITE

Hosted Café will use commercially reasonable efforts to meet the following service level objectives for Incidents relating to AT&T wireless. Support services that are not covered by this SLA will be handled on a best effort basis.

SLA Metric	Priority 1	Priority 2	Priority 3	Priority 4
Respond within:	0.3 hours	0.5 hours	4.0 hours	4.0 hours

³ <http://att.com/broadmandinfo>

⁴ <mailto:support@HostedCafe.com>



InterVision is dependent on AT&T Service Level Agreements. For further information, please see: https://serviceguidenew.att.com/sg_libraryCustom

4.3 SUPPORT AND MAINTENANCE COVERAGE AND LIMITATIONS:

No coverage of equipment, software, or firmware configuration is included with this service. No monitoring of the service is available. Any issue with the service is the responsibility of the customer to report to the InterVision Operations Center.

5 DOCUMENT REVISION HISTORY

Revision 1.1	Oct 3, 2019	Product Manager: Hartman
Initial Release		
Revision 1.2	Nov 22, 2019	Product Manager: Hartman
Rebranding		

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