AT&T Network Based Firewall Customer Expectation Document

August 2018

AT&T Business

Key Contacts

AT&T Role

Customer Role

AT&T Role will include:

- Account Manager
  - Primary lead on sales activities and assist customers with required forms, including additional public IP address form and requests for billable changes after implementation.

- Solution Implementation Manager (SIM)
  - Oversees the AT&T firewall implementation and serves as your single point of contact during enablement of your service, up to and including test and turn-up.

Customer Role will include:

- Security Contacts
  - Provide firewall requirements and participate in service implementation discussions and details.
  - May contact the support center to report firewall issues.
  - May access the firewall policy.
  - May make or request changes through the security portal.
  - May view reports related to traffic flowing through the firewall.

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What to Expect – Quick Guide

Ordering

Getting started

- After you sign your contract, AT&T Business Center / AT&T Business Direct login information is emailed to you so you may set up your account.
- Account Manager will work with you to set up and complete your account profile and identify your site requirements.
- Please complete and submit the Network Based Firewall Online Technical Provisioning Document (OLTPD). You will receive an email from your SIM, which includes a link to the OLTPD.
- The OLTPD will be used to build a custom configuration for your NBFW services. **Your order cannot proceed without it.**

Ordering your service

- SIM will contact you to discuss and review your order(s), set up meetings as needed and clarify any technical questions.
- As your orders are processed, you will receive a confirmation email regarding your AT&T Network Based Firewall order information.

Pre-Installation

Preparing for your service

- Your Security Contact should start any network readiness activities as soon as possible.
- AT&T Professional Services can assist with service readiness for an additional fee. Contact your AT&T Account Manager for details.
- If you are hiring any vendors, or technical people, to assist you with preparing your site, it is beneficial for you to have them join any discussions with AT&T.

Provisioning your service

- SIM will advise you of critical dates, including your scheduled installation date.

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What to Expect – Quick Guide

Data Gathering

- An OLTPD will be used to collect your detailed firewall requirements.

- Your SIM will review the OLTPD with you and send an email with a link to the online document. Please fill out as soon as possible in order to move the provisioning process forward.

- Note that your participation in this process is crucial. **Failure to participate and provide information in a timely manner will negatively impact your target service ready date.**

- Upon completion, the OLTPD is forwarded to the SIM, and it will be reviewed and approved by an AT&T Security Engineer prior to the start of provisioning.

Milestone Notification

- Once the OLTPD has been approved by the AT&T Security Engineer, the target provisioning interval is 21 business days. This estimate will vary for complex orders including new access or bundled services.

- Your SIM will coordinate schedules with you and provide target dates for each of the steps of service implementation, including the date and time of the final test and turn up (service ready date).

- It is incumbent on you to be familiar with your company's planned projects and anticipate any conflicts that might interfere with the service ready date proposed.

- A customer's inability to turn up on the mutually agreed upon service ready date could result in additional charges.

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Preparing for your installation

Installation

Installing your service
- AT&T will configure and build the required Network Based Firewall services based on firewall rules and security policies provided by the Security Contact.

Activating your service
- A final test and turn up conference call is conducted to activate your service.
- Your Security Contact needs to be available and ready to assist with the activation.
- Once your service is activated, we will email you confirming completion of your implementation.

Preparing For Testing

- You are responsible for designing the test and acceptance criteria. This involves identification of the business-critical applications and users that can confirm the functionality of the new services.
- You are also responsible for coordinating the test day efforts of your company's subject matter experts and vendors who will be required to execute and validate tests for each application.
- Unless the SIM is notified otherwise, the expectation is that all Internet traffic will be moved and the entire firewall policy will be tested during a single test and turn-up event.

Test & Turn Up

- Once your firewall policy is in place, the SIM will initiate the test and turn-up process.
- An AT&T Network Engineer will confirm the required routes and protocols are functional.
- You will coordinate your company's efforts, and the SIM will coordinate AT&T's efforts in conducting the test and turn-up.
- Your participation will be required during these tests. Upon completion of a successful test and your acceptance, your firewall is considered installed and the service is transitioned into maintenance mode.
- If through no fault of AT&T, the service cannot be turned up on the scheduled date, the site will be deemed Customer Not Ready (CNR) and billing may begin the day after the agreed upon service ready date.

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After installation, how to contact AT&T for service issues

Problem Resolution

An email from the Managed Security Services (MSS) Operations Center (MSOC) confirms your site is in maintenance. The email includes information for contacting the MSS Operations Center and details on AT&T's support of your Managed Security Service.

Before contacting AT&T, please have the following information provided on the help card:

- Customer PIN
- Company Name
- Firewall Asset Name
- Ticket Number (if applicable)
- Any troubleshooting steps completed
- Source IP Address
- Destination IP Address
- Service being used (TCP/UDP ports)

Web Portal Support

AT&T Business Center® & AT&T Business Direct® both, provide you with a highly secure, convenient, reliable way to access your AT&T account and manage your services online – virtually anytime, anywhere. It's easy and FREE!

Log into the AT&T Business Center or AT&T Business Direct then access the Threat Manager portal to do the following:

- Submit changes to firewall policy through the MACD portal
- Access Security Self Service to make your own changes to firewall policy
- Access MSS reporting

Phone Support: (877) 677-2881

Toll Free Single Point of contact customer support:

- (877) 677-2881, option 8, 2
- Support hours: 7 x 24 x 365
- Operations centers located globally

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Customer NBFW Billing Expectations

Billing Start

- Your billing will start the day of the activation of your AT&T NBFW services.
- NBFW will be billed separately from your AVPN transport bill and your NetBond® for Cloud bill (if applicable).
- First bill review is available with your Sales representative upon request.
- You're able to view, print and pay your bills quickly and easily on AT&T Business Center.

First Invoice

- When you receive your first invoice, it may include pro-rated charges for the first month of service, based on your billing start and cut-off dates.

Recurring Charges

- Recurring charges are billed one month in advance, which means they are billed at the start of your monthly billing period.
- For example, if the date on your bill is May 5, 2018, the recurring charges period will show on your statement as May 5, 2018 through June 4, 2018.
- First and last month billing may be pro-rated.

Taxes and Fees

- Sales, excise and gross receipts taxes may apply to the AT&T NBFW service. Other applicable taxes, fees, surcharges, may also apply and will appear on your bill. Access our online bill videos to help you better understand your bill. http://go-att.us/TxsFeesSrchrgs
- If you're tax exempt, tax exemption documentation must be provided for each state the customer has service in. Every customer billing account number must be provided in the Customer Tax Exemption Web Tool to check eligibility & apply for tax exemption. www.att.com/taxexempt
- Disconnection of a service component(s) may be permissible; however, your account may be subject to early termination fees, downgrade fees, and/or change in pricing. Please consult your contract for details.

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