



AT&T Dedicated Internet Service Level Agreement

Submit a credit request using the Service Level Agreement tool on AT&T BusinessDirect®

The Service Level Agreement (SLA) tool is an online interface that allows you to submit SLA credit requests to AT&T. This Quick Guide explains how to submit SLA credit requests for AT&T Dedicated Internet ServiceSM for the following missed SLA metrics:

- On Time Provisioning
- Site Availability/Time to Restore
- Network data delivery
- Network Latency
- Network Jitter

SLAs for the sites in the United States (U.S.) are ADI (AT&T Dedicated Internet) SLAs. SLAs for sites found outside of the U.S. are ADI-G SLAs. You can find these SLA objectives in the ADI Service Guide, which you can download from the Service Guide Library at: <http://serviceguidenew.att.com/>.

Submit a credit request for a missed SLA objective for ADI on time provisioning metrics

1. Go to the Business Center homepage:
<https://businesscenter.att.com/ebiz/registration/home.jsp#/login>
2. In the **BusinessDirect®** widget, expand **Network Management**, and then click **Service Level Agreement**. The **Integrated SLA Offer Management** page appears.
3. From the **Service Type** menu, select **ADI/ADI-G**. The page changes and the top menu shows **SLA ADI/ADI-G Service Type**.
4. From the **SLA ADI/ADI-G Service Type** menu, select **Submit New Credit Request**, and then select **On Time Provisioning**. The **SLA Credit Request Form for On Time Provisioning** page appears.
5. Select a **Reporting Period** from the list. You can go back up to 3 months.
6. In the **ADI/ADI-G Order Number** fields, enter the ADI/ADI-G order number or numbers. You can add up to 5 order numbers in one request. If there are more than 5 order numbers for a reporting month, submit another request with the remaining order numbers.
7. Enter **Special Handling Instructions**, if applicable.
8. Click **Submit**. The **SLA Credit Request Submission Result Page** appears confirming your claim request by generating a Claim ID.
9. Click **Print** if you want to print a copy, or **Close** to close the page.

Submit a credit request for a missed SLA objective for ADI service site availability/time to restore metrics



1. Go to the Business Center homepage:
<https://businesscenter.att.com/ebiz/registration/home.jsp#/login>
2. In the **BusinessDirect®** widget, expand **Network Management**, and then click **Service Level Agreement**. The **Integrated SLA Offer Management** page appears.
3. From the **Service Type** menu, select **ADI/ADI-G**. The page changes and the top menu shows **SLA ADI/ADI-G Service Type**.
4. From the **SLA ADI/ADI-G Service Type** menu, select **Submit New Credit Request**, and then select **Site Availability/Time to Restore**. The **SLA Credit Request Form for Site Availability/Time to Restore** page appears.
5. Select a **Reporting Period** from the list. You can go back up to 3 months.
6. Enter the AT&T eMaintenance trouble ticket number or numbers. You can add up to 5 AT&T eMaintenance trouble ticket numbers in one request. If there are more than 5 trouble ticket numbers, submit another request with the remaining ticket numbers.
7. For each ticket, select a country from the list.
8. Enter **Special Handling Instructions**, if applicable.
9. Click **Submit**. The **SLA Credit Request Submission Result Page** appears confirming your claim request by generating a Claim ID.
10. If you want to print a copy, click **Print**, or click **Close** to close the page.

Submit a credit request for a missed SLA objective for ADI/ADI-G network data delivery metric

1. Go to the Business Center homepage:
<https://businesscenter.att.com/ebiz/registration/home.jsp#/login>
2. In the **BusinessDirect®** widget, expand **Network Management**, and then click **Service Level Agreement**. The **Integrated SLA Offer Management** page appears.
3. From the **Service Type** menu, select **ADI/ADI-G**. The page changes and the top menu shows **SLA ADI/ADI-G Service Type**.
4. From the **SLA ADI/ADI-G Service Type** menu, select **Network Data Delivery**. The **SLA Credit Request Form for Network Data Delivery** page appears.
5. Select a reporting period and a region.
 - a. If the region is the United States, enter **Special Handling Instructions** (if applicable) and click **Submit**. The **SLA Credit Request Submission Result Page** appears confirming your claim request by generating a Claim ID.
 - b. If the region is other than the United States, or if it spans regions, the **SLA Credit Request Form for Network Data Delivery** page changes. Provide the **Site IDs** of the respective countries (not applicable for U.S.). Enter **Special Handling Instructions** (if applicable) and click **Submit**. The **SLA Credit Request Submission Result Page** appears confirming your claim request by generating a Claim ID.
6. If you want to print a copy, click **Print**, or click **Close** to close the page.

Submit a credit request for a missed SLA objective for the ADI/ADI-G network latency metric

1. Go to the Business Center homepage:
<https://businesscenter.att.com/ebiz/registration/home.jsp#/login>



2. In the **BusinessDirect®** widget, expand **Network Management**, and then click **Service Level Agreement**. The **Integrated SLA Offer Management** page appears.
 3. From the **Service Type** menu, select **ADI/ADI-G**. The page changes and the top menu shows **SLA ADI/ADI-G Service Type**.
 4. From the **SLA ADI/ADI-G Service Type** menu, select **Network Latency**. The **SLA Credit Request Form for Network Latency** page appears.
 5. Select a reporting period and a region.
 - a. If the region is the United States, enter **Special Handling Instructions** (if applicable) and click **Submit**. The **SLA Credit Request Submission Result Page** appears confirming your claim request by generating a Claim ID.
 - b. If the region is other than the United States, or if it spans regions, the **SLA Credit Request Form for Network Latency** page changes. Provide the **Site IDs** of the respective countries (not applicable for U.S.). Enter **Special Handling Instructions** (if applicable) and click **Submit**. The **SLA Credit Request Submission Result Page** appears confirming your claim request by generating a Claim ID.
 6. If you want to print a copy, click **Print**, or click **Close** to close the page.
-

Submit a credit request for a missed SLA objective for the ADI/ADI-G network jitter

1. Go to the Business Center homepage:
<https://businesscenter.att.com/ebiz/registration/home.jsp#/login>
 2. In the **BusinessDirect®** widget, expand **Network Management**, and then click **Service Level Agreement**. The **Integrated SLA Offer Management** page appears.
 3. From the **Service Type** menu, select **ADI/ADI-G**. The page changes and the top menu shows **SLA ADI/ADI-G Service Type**.
 4. From the **SLA ADI/ADI-G Service Type** menu, select **Network Jitter**. The **SLA Credit Request Form for Network Jitter** page appears.
 5. Select a reporting period and a region.
 - a. If the region is the United States, enter **Special Handling Instructions** (if applicable) and click **Submit**. The **SLA Credit Request Submission Result Page** appears confirming your claim request by generating a Claim ID.
 - b. If the region is other than the United States, or if it spans regions, the **SLA Credit Request Form for Network Jitter** page changes. Provide the **Site IDs** of the respective countries (not applicable for U.S.). Enter **Special Handling Instructions** (if applicable) and click **Submit**. The **SLA Credit Request Submission Result Page** appears confirming your claim request by generating a Claim ID.
 6. If you want to print a copy, click **Print**, or click **Close** to close the page.
-

View Credit Request Status

1. Go to the Business Center homepage:
<https://businesscenter.att.com/ebiz/registration/home.jsp#/login>
2. In the **BusinessDirect®** widget, expand **Network Management**, and then click **Service Level Agreement**. The **Integrated SLA Offer Management** page appears.
3. From the **Service Type** menu, select **ADI/ADI-G**. The page changes and the top menu shows **SLA ADI/ADI-G Service Type**.



4. From the **SLA ADI/ADI-G Service Type** menu, select **View Credit Request Status**. The **Customer Credit Request Search Form** appears.
5. Enter the **Reporting Period Range** and the **Claim Request Date**.
6. Optionally, you can enter the **Credit Claim ID**.
7. Click **Submit**. The **ADI/ADI-G Summary of Claim Report** page appears providing a list of your claims.
8. The **Status** column shows the current status of your claim. If this column shows **Rejected**, click the question mark next to **Rejected** to see the reason. The **ADI/ADI-G Reject Message** window opens, listing the reason the request was rejected.