

## AT&T Mobility

AT&T Mobility service agreements for U of L provides discounts to department accounts, personal staff member accounts and student accounts.

### **Corporate Responsible Users (CRU):**

Please note that you must be an authorized order placer to make any account modifications.

If you wish to set up a new department account, please contact Stephanie Patterson at 317-366-2554.

<b>Enterprise Customer Service Guide</b> Online guide for support and information on day to day transactions/inquiries	<a href="http://www.wireless.att.com/businesscenter/enterprise-reference-guide/index.jsp?wtLinkName=EnterpriseGovernmentReferenceGuide&amp;wtLinkLoc=RN">http://www.wireless.att.com/businesscenter/enterprise-reference-guide/index.jsp?wtLinkName=EnterpriseGovernmentReferenceGuide&amp;wtLinkLoc=RN</a>
<b>National Business Ordering</b> 888-444-4410 <i>Monday – Friday (7 AM to 7 PM Central Time)</i>	Authorized Order Placers can call to order new service, process upgrades, migrate their service, order accessories, check the status of their orders, as well as process returns or exchange on their equipment (ordered within 30 days).
<b>National Business Services/Select Care (NBS)</b> Voice Support - 800-999-5445 <i>Monday – Friday - (8:30 AM to 8:30 PM Eastern Time)</i>	National Business Services provides specialized business care services to support the GSM wireless management needs of program administrators (Telecom Managers and Key Contacts). Contact NBS Voice Support for rate plan changes, address changes, upgrades, billing questions, account splits/consolidations, suspend/cancel, basic WIN support, problem resolution.
<b>NBS - International Wireless Care</b> 800-335-4685 from domestic location or 916-843-4685 from International location <i>24 Hours a Day, 7 Days a Week</i>	International Wireless Care provides 24x7 support. Provides voice and data technical assistance to GSM international roaming customers. <a href="http://www.wireless.att.com/learn/international/roaming/international-roaming.jsp">http://www.wireless.att.com/learn/international/roaming/international-roaming.jsp</a>
<b>Mobility Maintenance Center</b> 888-334-3787 + ETS PIN <i>24 Hours a Day, 7 Days a Week</i>	Mobility Maintenance Center provides 24X7 support to the internal IT Helpdesks and BES Administrators of select Enterprise customers. Troubleshoots issues with advanced data devices and applications. Example: air cards, customized devices & applications, Blackberry. You must have a preauthorized pin to use this service.
<b>Business End User Care</b> 800-331-0500 or 611 from a wireless phone <i>24 Hours a Day, 7 Days a Week</i>	Business End User Care supports GSM business end users. Our knowledgeable BEUC Representatives provide customized service and have access to your company's profile – including Wireless programs, pricing, and offers specific to your company. BEUC can assist with service and/or account level changes, billing inquiries, technical support, equipment orders, and overall wireless information.

<p><b>Change of Financial Responsibility</b>  <b>888-444-4410, option #2, option #5</b>  <i>Monday – Friday (7 AM to 7 PM Central Time)</i></p>	<p>The Change of Financial Responsibility team supports requests from Nationally Contracted Customers who need to change financial responsibility from corporate liability to employee liability. Company must submit permission in advance for release of wireless number.</p>
<p><b>Warranty Exchange:</b>  <b>(800) 801-1101</b></p>	<p>Warranty Exchanges after 30 days</p>
<p><b>Stephanie Patterson</b>  <b>Mobility Account Executive</b>  <a href="mailto:sm465b@att.com">sm465b@att.com</a>  <b>(317) 366-2554</b>  <b>(812) 204-5010</b></p>	<p><b>Mobility Account Executive</b>  The Mobility Account Executive is responsible for managing the wireless business for your company as a whole. Working as part of the overall AT&amp;T team ensure that your wireless needs are met on a long-term basis and integrated with the rich portfolio of products and services that AT&amp;T provides. She will also serve as the focal point for all AT&amp;T Mobility personnel involved with the account.</p>
<p><b>Sharon Marshall</b>  <b>Mobility Service Manager</b>  <a href="mailto:sm8694@att.com">sm8694@att.com</a>  <b>(859) 338-0060</b></p>	<p><b>Mobility Service Manager</b>  Your care support resource is responsible for ensuring that your company has a positive customer service experience. They can provide you with expense management solutions, education and training on AT&amp;T Mobility products and services, technical troubleshooting, liaison with other AT&amp;T Mobility departments and innovative business care solutions. They will serve as your main point of contact for customer service escalations and for ensuring that the all processes are functioning properly. They will communicate any business changes to your account decision-makers and are capable of providing you with a variety of reports outside of your eBill reporting tool.</p>
<p><b>Angie Helminiak</b>  <b>Mobility Applications Consultant</b>  <a href="mailto:ah670m@att.com">ah670m@att.com</a></p>	<p><b>Mobility Applications Consultant</b>  The Mobility Applications Consultant works with the University Account Executive to ensure that your wireless Data needs are met and that strategic objectives are achieved in a timely manner. Introducing applications and integration strategies that will improve productivity and educational enhancements to your institution</p>
<p><b>Alan Curran</b>  <b>Senior Sales Manager</b>  <a href="mailto:ac4111@att.com">ac4111@att.com</a>  <b>(502) 439-3699</b></p>	<p><b>Mobility Sales Manager</b>  The Sales Manager works with the Account Executive to ensure that your wireless needs are met and that strategic objectives are achieved in a timely manner. He is your second line of escalation in the Sales Department.</p>

**Individual Responsible User (IRU):**

AT&T Mobility offers a discount program to faculty, staff and students with the corresponding discounts listed below.

**Faculty/Staff:** 15% monthly discount off of eligible services. Go to: [www.att.com/wireless/UofLEmployees](http://www.att.com/wireless/UofLEmployees)

**Students:** 10% monthly discount off of eligible services. Go to: [www.att.com/wireless/uofliru](http://www.att.com/wireless/uofliru)

If you would like to take advantage of these discounts for your personal account, please enroll your account at <https://www.wireless.att.com/business/enrollment/> using your U of L email address and mobile number.

To find the store closest to you, click here: <http://www.att.com/storelocator/>

For questions regarding the IRU discount program, please contact Christopher Scott at [cs6583@att.com](mailto:cs6583@att.com)