



Use AT&T Express Ticketing to report an issue

You can use AT&T Express TicketingSM to submit trouble tickets for certain voice, data, and managed services from your mobile phone, tablet, or computer without logging in. When you enter your asset ID, Express Ticketing routes the ticket to the appropriate service center.

To create and manage your tickets, choose an option:

- [Create a ticket in Express Ticketing](#)
- [View or Update your ticket status](#)
- [Get additional help and resources](#)
- [Submit feedback](#)

Create a ticket in Express Ticketing

To create a ticket in Express Ticketing, you'll need your asset ID, but you don't need to log in to Business Center.

Create a ticket

1. Go to the **Express Ticketing** page.
Business Center > Express Ticketing
2. In the **Create a new request for help** section, enter your asset ID in Figure 1.

The Asset ID can be 1 of these types of identifiers:

- Router hostname (example: ZZABCLQUE0001R)
- IP address (example: 12.0.0.4)
- Phone number (example: 555.867.5309)
- Circuit ID (example: DHEC.123456..ATI or 12/dhec/123456/SC)

Tip: For quicker ticket routing, enter the router hostname or IP address before you try other types of asset IDs.

Express Ticketing page

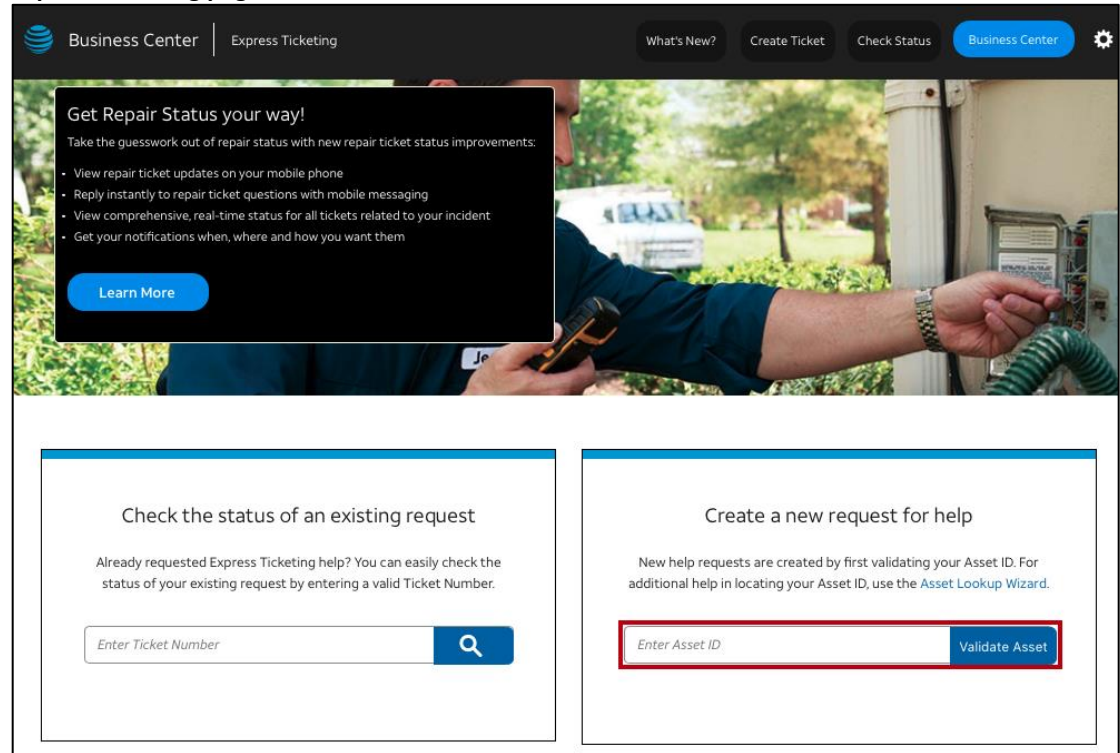


Figure 1 - Express Ticketing page showing option to create a new request

Note: If you don't know your asset ID, click **Asset Lookup Wizard**, and then follow the instructions to find it. Your asset ID only uses alphanumeric values (A-Z, 0-9) and the following special characters: slash (/), period (.), and hyphen (-).

3. Click **Validate Asset**, select the state where your asset is located, and then click **Validate Asset** again. The **Asset Information & History** page appears.
4. Verify your asset information, and then click **Save & Continue**. The **Validate Power** page appears.
5. Select **Yes** if your location has power, and then click **Save & Continue**. The **Problem Information** page appears.

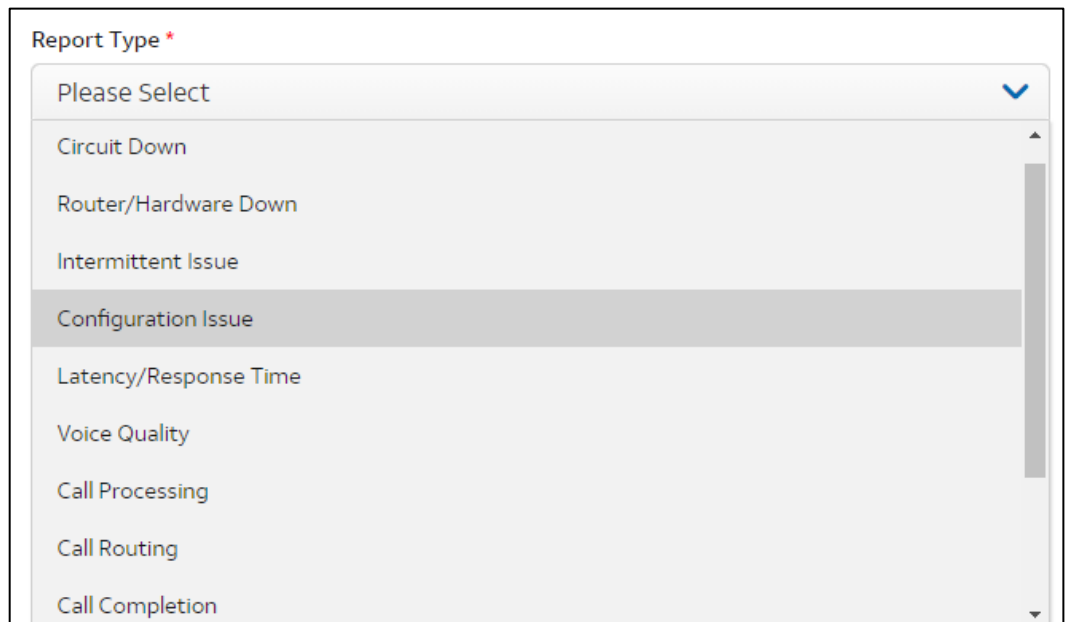
Note: To use Express Ticketing, you need to have regulated power at the service location when you open a trouble ticket. Lack of power to your equipment leads to false test results or unexpected behavior. If you select **No**, you'll need to restore power before you can create the trouble ticket.

6. Complete the following items:
 - **Report Description**
 - **Report Details**
 - **Report Type**—Select a category for the issue or the type of report for this ticket, as shown in Figure 2 — Report Type section.
 - **Customer Ticket Number** (optional)
 - **Testing Authorization**— To authorize AT&T to test your circuit, select **Yes**.

- **Dispatch Authorization**—Select **Yes** to authorize AT&T to send a technician to your location.

Note: If you authorize AT&T to send a technician to your site and the trouble isn't on our network, you may be charged a service fee.

Problem Information page with Report Type section



The screenshot shows a dropdown menu titled "Report Type *". The menu is open, displaying a list of options. The first option is "Please Select" with a downward arrow icon. Below it are several other options: "Circuit Down", "Router/Hardware Down", "Intermittent Issue", "Configuration Issue" (which is highlighted with a grey background), "Latency/Response Time", "Voice Quality", "Call Processing", "Call Routing", and "Call Completion". A vertical scrollbar is visible on the right side of the menu.

Figure 2 – Report Type section

7. Click **Save & Continue**. The **Contact Information** page appears.
8. Provide your contact information, and then click **Save & Continue**. If you aren't the local contact, uncheck the **I am also the local contact** box, and then enter the local contact's information.
9. On the summary page, click **Edit Report** and make changes (optional).
10. Agree to **Terms of Use**, and then click **Submit Ticket**. A confirmation message appears.

We'll send a confirmation email to the listed contact. To view the ticket status, you can click the ticket number in the confirmation email. We'll send you a separate email that contains your PIN.

View or update your ticket status

To check the status of a trouble ticket, you'll need the ticket's PIN. Only 1 PIN is created for each ticket. All users use the same PIN.

Generate a PIN for the ticket

If you don't have a PIN for the ticket, you can request to receive one by email. The ticket originator also receives an email with information about who requested the PIN.

1. Go to the **Express Ticketing** page.
Business Center > Express Ticketing
2. In the **Check the status...** section, enter the ticket number, and then click the Search icon. The **Status Request** message opens.
3. Select **Country** and **State**.
4. For **Do you have a pin?**, select **No**.
5. Click **Get Status**. The **Ticket Status** page appears.
6. Under **Generate PIN**, enter your information, and then click **Submit**. We'll send an email with the ticket's PIN to your email address.

View and update your ticket

1. Go to the **Express Ticketing** page.
Business Center > Express Ticketing
2. In the **Check the status...** section, enter the ticket number, and then click the Search icon. The **Status Request** message opens.
3. Select **Country** and **State**.
4. For **Do you have a pin?**, select **Yes**, and then enter the PIN.
5. Click **Get Status**. The **Ticket Status** page appears.
6. Do any of the following:
 - Add a log note to your report.
 - Escalate a ticket.
 - Refresh the ticket status.
 - Request ticket closure.

Get additional help and resources

To help locate your asset ID, contact an AT&T representative. Use the following table to find the phone number for your specific service

Service	Phone number
AT&T Business Voice over IP	877.288.8362

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Service	Phone number
AT&T Dedicated Internet Service	888.613.6330
AT&T High-speed Internet Access for Enterprise	877.937.5288; prompts 4, 2, 2
AT&T local voice and data services	800.247.2020
AT&T Virtual Private Network Managed Service	866.287.6288
AT&T Virtual Private Network Transport Service	877.288.3499
Other services	Contact your local AT&T maintenance center. The phone number is on your billing statement.

Phone numbers for help and support

Find additional resources

Use the following documents to help you create trouble tickets and manage Express Ticketing.

[Express Ticketing Tutorial Video](#)
[Frequently Asked Questions for AT&T Express Ticketing](#)
[High-Speed Internet Access-Enterprise/DSL User Guide](#)
[Enterprise Mobility Management Services User Guide](#)
[AT&T Dedicated Internet Move/Add/Change/Delete MACD User Guide](#)

For more information, visit the AT&T Business forums: <http://soc.att.com/BizForums>. Or tweet  us at <http://soc.att.com/BusinessCareATT>.

If you have accessibility needs and you're unable to use Express Ticketing, contact your local AT&T maintenance center. The phone number is on your billing statement.

Submit feedback

Let us know about your experience with Express Ticketing. We appreciate your feedback.

- At the bottom of the **Ticket Status** window, click **Provide Feedback**, and then rate your Express Ticketing experience.