Report service trouble for AT&T High-Speed Internet Access-Enterprise

You can use AT&T Express Ticketing[SM] to submit trouble tickets for High-Speed Internet Access – Enterprise. When you enter your asset ID, AT&T Express Ticketing routes the ticket to the correct service center. Tickets for AT&T High-Speed Internet Access – Enterprise are also referred to as DSL Site ID tickets.

To create and manage your tickets, choose an option.

Create a ticket in AT&T Express Ticketing
View or change your ticket status

Create a ticket in AT&T Express Ticketing

To create a ticket in AT&T Express Ticketing, you don't need to log in but you do need your asset ID.

Find the asset ID

The asset ID is a short version of the DSL Subscriber/Router ID associated with the circuit. Each of your circuits has a unique DSL Subscriber/Router ID, which you can find on your billing statement.

Use the examples in the following table to learn how to find the asset ID in the DSL Subscriber/Router ID.

DSL Subscriber/Router ID	Asset ID
DSL7654321-1-1-00	7654321_1
DSL7654321-2-1-00	7654321_2

Examples of asset IDs

Create a ticket

1. Go to att.com/expressticketing. In the **Create a new request for help** section, enter your asset ID.
2. Click **Validate Asset**, select the state where your asset is located, and then click **Validate Asset** again. The **Asset Information & History** page appears.
   Note: If your asset can't be found, an alert message will appear. Make sure your asset ID is correct and try again. If it still doesn't work after the third try, call us at 877.937.5288 and press 4, 2, 2.

© 2020 AT&T Intellectual Property. All rights reserved. AT&T and the Globe logo are registered trademarks of AT&T Intellectual Property.

3. On the **Asset Information & History** page, verify your asset information, and then click **Continue**. If you want to view the asset's ticket history, click **Ticket History**. Then click a ticket number to view its **Ticket History**.
4. On the **Validate Power** page, click **Yes** if your location has power, and then click **Save & Continue**.
   Note: AT&T Express Ticketing needs regulated power flow at the service location when you open a trouble report. Lack of power to your equipment can lead to false test results or other unexpected behavior. If you click **No,** you'll be asked to create the trouble ticket after you restore power; you can only proceed if the location has power.
5. On the **Problem Information** page, provide the following information, and then click **Save & Continue**:
   - **Report Description**—Enter a short description of the issue.
   - **Report Details**—Enter any details describing your issue.
   - **Report Type**—Select the type of report you're submitting.
     - **More Details**—Answer the questions that appear when you select a report type.
   - **Customer Ticket Number**—Enter your system's ticket number (optional).
   - **Testing Authorization**—Select **Yes** to authorize AT&T to test your circuit.
   - **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.

6. On the **Access Hours** page, do any of the following to specify the hours AT&T can access your site, and then click **Save & Continue**:
   - Use the menu next to **Multi-Day Edit** to select any of the following:
     - To edit **Access Hours** for each day, select **Custom**.
     - To set **Access Hours** for Monday - Friday, 8 a.m. to 5 p.m., select **Weekdays Only**.
     - To set **Access Hours** for Monday - Sunday, 24 hours a day, select **24/7**.
     - To set **Access Hours** for Monday - Friday, 24 hours a day, select **24/5**.
   - To set the hours when you open and close, use the **Open** and **Close** menus for each day.
   - If there is no access on a given day, click **No Access** to the right.
   - To set hours for multiple days at once, click **Multi-Day Edit**.

   Note: You can skip this step if you've created a ticket before. The system remembers your access hours.
7. On the **Contact Information** page, provide your contact information. If you aren't the local contact, uncheck the **I am also the local contact** box and enter the local contact's information. Then click **Save & Continue**.
   Note: AT&T may use this information to contact you regarding the trouble. If you're with a helpdesk, enter your team or department's contact information, such as a main or toll-free number and group email box or distribution list.
8. On the page that opens, view your ticket summary and do 1 of the following:
   - To make changes to the request, click **Edit Report** and make necessary changes.
   - To submit your ticket, check the box to agree to the **Terms of Use**, and then click **Submit Ticket**.
9. A confirmation message appears after you successfully submit your ticket. To check your ticket status, click the **Ticket Number** link. From the **Ticket Status** window that opens, you can:
   - Refresh the ticket
   - Add a log note
   - Request an escalation
   - Request closure

© 2020 AT&T Intellectual Property. All rights reserved. AT&T and the Globe logo are registered trademarks of AT&T Intellectual Property.

When you get the confirmation email, click the ticket number to see ticket status. You'll receive another email containing your PIN.

View or change your ticket status

To check the status of a ticket, you need the ticket's PIN. Only 1 PIN is created for each ticket, so all users use the same one.

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 att.com/expressticketing and, next to **Do you have a PIN**, click **No**.
2. Click **Get Status**. The **Ticket Status** page opens.
3. Under **Generate PIN**, enter your information, and then click **Submit**. An email containing the ticket's PIN is sent to your email address.
   Note: Don't use **Add Log Note** or **Request Ticket Closure** for urgent concerns such as canceling a technician visit. Instead, call an AT&T representative at **877.937.5288, prompt 4** or follow the escalation path provided by your account team.

View and update your ticket

1. Go to att.com/expressticketing and enter the ticket number, country, state, and PIN.
2. Click **Get Status**. On the **Ticket Status** page that opens, you can view the status and do any of the following:
   - To add a log note to your report, click **Add Log Note**, complete the form, and click **Submit**.
   - To escalate a ticket, click **Request Escalation**, complete the form, and click **Submit**.
   - To close a ticket, click **Request Closure**, complete the form, and click **Submit**.
   - To view the notes on ticket progress, click **Incident Log**.

© 2020 AT&T Intellectual Property. All rights reserved. AT&T and the Globe logo are registered trademarks of AT&T Intellectual Property.