AT&T Order Status Manager

Now you can easily track your orders online — virtually anywhere, anytime

AT&T has developed an easy-to-use, web-based solution to provide the status of your orders quickly and conveniently. AT&T Order Status Manager (OSM) enables the order contacts to monitor near-real-time order status with a click of the mouse. Order Contacts can communicate directly with the AT&T Support Centers.

Let OSM simplify your job

With OSM, you can easily ask a question, submit changes and updates to your order. For example, you can update the site address or contact information, request new circuit installation, change or add IP addresses, turn up, or request expedited dates. You can also access technical details about your order, including circuit details, the access provider, and the demarcation point, as well as domain and IP information.

Tracking single orders

When AT&T confirms your order, you'll receive an order confirmation email. Simply click the link at the top of the email to get started tracking the progress of your order.

After you've been authenticated, you can use OSM to access an in-process order, check its status, request changes, view technical details, and view previous order activity.

When you receive the email that the circuit is ready for activation, use OSM to customer self-activate or self-schedule the circuit turn-up (for eligible orders).

Enjoy mobile tracking

Now you can track your AT&T orders on the go! With OSM Mobile Access, you can monitor your orders virtually anywhere, anytime from your smartphone.

Also, with OSM Mobile Access, you can take full advantage of the features and benefits of the desktop version.

Use OSM with these ACC Business services:

- AT&T VPN Transport and Managed Services
- AT&T Voice over IP on AT&T Dedicated Internet* (Controlled Introduction)
- AT&T Dedicated Internet/Private Network Transport Service*
- AT&T OPT-E-WAN^{SM}
- IP Flexible Reach – AT&T Business Voice over IP (BVOIP) Services (Controlled Introduction)

Additional AT&T Services are being added to OSM on an ongoing basis.

Get started with OSM today

At order confirmation you will receive a separate email containing the authentication credentials to access OSM. All other emails you receive during the order will contain a unique link for that specific order. To view the status of a single order, simply click the View Order Status Manager link. If you do not see the link, contact your ACC Business Project manager.

Summary of benefits

- Quickly track your orders online in one convenient place.
- Easily access technical information about your order.
- Easily request changes and updates to your order online.
- Communicate electronically with your AT&T Support Center.
- Enjoy round-the-clock access to the tool.

Summary of features

- Obtain status on your orders in near-real time.
- View order details, including milestones and critical dates.
- Receive information about potential order delays.
- View previous requests and related communications.

View a video tour of OSM

* AT&T Dedicated Internet as sold by ACC Business (ADI)

For more information contact ACC Business today at: http://accbusiness.com/