



Please use the below information on how to interact with the AppDirect Mobility team via the Mobility Hub. Interaction via the hub is highly encouraged as it allows us to provide you timely and accurate responses to your submissions.

### **AT&T Wireless New Customer**

#### **Step 1: Submit a quote (if needed)**

- Complete the quoting template.
  - Use the resources listed for the carriers to decide on device types and plans that you would like to have quoted.
  - Most promotional pricing available online is available to the customers, however AppDirect will provide final pricing.
- If you are looking for 5G Wireless Broadband please use the "Broadband Address Check"
  - You can select multiple carriers and we will provide options that best fit your customers needs

#### **Step 2 - 3: Submit the deal registration and the contract request**

- A deal registration is only needed for Government and Select accounts.
- All other customer types can proceed to contract creation.

#### **Step 4: Submit the order**

- Gathering all of the information in a standardized format will allow us to process your order on first communication increasing the turnaround time we can provide.

### **Existing AT&T Customer**

#### **Step 1: Submit a quote (if needed)**

- Complete the quoting template.
- Use the resources listed for the carriers to decide on device types and plans that you would like to have quoted.
- Most promotional pricing available online is available to the customers, however AppDirect will provide final pricing.

#### **Step 2 - 3: Submit the deal registration (if needed)**

- Deal reg is needed for all Gov / Select accounts



#### **Step 4: Submit the order**

- Gathering all of the information in a standardized format will allow us to process your order on first communication increasing the turnaround time we can provide.

#### **Standard SLA**

Request Type	AT&T Wireless
Order 50 lines or less	8 business hours
Order 50+ lines	16-24 business hours
Contract Creation	8 business hours
Quote - Standard Pricing	8 business hours
Quote - 25+ lines	16-24 business hours
Deal Registration *Approval times varies on account types	n/a

**How to track your tickets:** Once a request has been submitted to the AppDirect Mobility team you will receive an email with your request information. This email will contain the subject line of: Customer Name, Request Type, Unique Order Number. All responses from the Mobility team will be via this email thread.

#### **How to contact us for general questions?**

Hub: Use the set up a call feature

Call: 773-541-2751

Email: [Mobility@AppDirect.com](mailto:Mobility@AppDirect.com)

Please note we cannot provide account information over the phone or complete order type transactions.