



# Premier for your business

AT&T Premier

Quick Guide

October 2018

# Premier

Premier is a one-stop, customizable, online site for business customers, large and small. Company administrators can learn about, purchase, monitor, and manage their wireless products and services online.

The Premier platform is made up of the following sections:

- [Premier Business Center](#)\* – Learn about Premier solutions for your business segment.
- [Premier Online Store](#) – Shop for devices, plans, features, and accessories at competitive rates available on your customizable Premier site.
- [Premier Online Care](#) – Tailor your Premier Online Store experience and manage wireless use by managing permissions, wireless user settings, and accounts.
- [Premier eBill](#) – View, analyze, and pay bills online, store payment methods, plus generate or export reports.
- [Premier Support](#) – Get support quickly using online Chat and Support page resources. Or, call Premier Support.

Learn more about recent enhancements and functionality by visiting:

- [Explore Premier](#)\*
- [Premier How-to Videos](#)\*

\*These pages do not require a login.

# Premier Business Center

The AT&T Premier Business Center provides you, as a current or potential customer, with helpful information and resources in order to make decisions about your company's wireless needs. You can access a wealth of current information about the latest AT&T wireless products, plans, and special offers. [Learn more.](#)

AT&T

Why choose AT&T Premier? | Log in to Premier

Phones & Devices | Plans & Features | Solutions | Built for Business | Business Programs | Support

[View All Phones](#) | [Accessories](#) | [Device Solutions](#) | [Offers and Deals](#)

## AT&T Premier Business Center

Select your business segment of interest to learn more.

- Mid to Large Business
- Small Business
- Government
- College & University

**Find Out if You Qualify For Employee Discounts**  
[▶ Learn More](#)

**About AT&T Premier**  
[▶ Learn more](#)  
[▶ Premier overview video](#)

**Telecom Managers & Corporate Responsibility Users**  
[▶ AT&T Premier | Log in](#)

**Additional Resources**  
[▶ AT&T Premier Instructor-Led Training](#)  
[▶ Find a store](#)  
[▶ Enterprise/Government Reference Guide](#)  
[▶ Small Business Reference Guide](#)

**Do Bigger Things**  
Do bigger things with the Samsung Galaxy Note8, a smartphone designed to help keep your business productive and your data highly secure.  
[Buy now](#)

Images provided in this presentation are for illustrative purposes only.

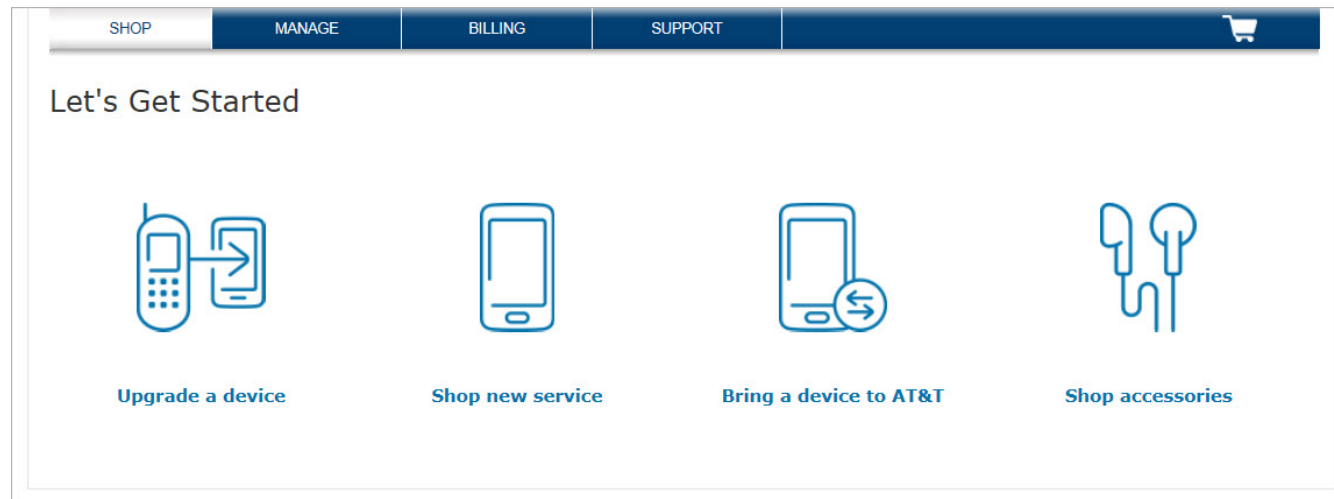
# Premier Online Store

Premier Online Store is a flexible and customizable website that allows company administrators to conveniently meet wireless purchasing needs and shop securely 24/7. You and your users with permission can upgrade a device, purchase new service, bring a device to AT&T, or shop for accessories.

As a company administrator, you can tailor your site to fit your needs. You can:

- Display competitive and contractual pricing.
- Create custom packages for fast ordering that includes a device, plan, and optional accessories.
- Display only company-approved devices, plans, features, and accessories.

[Learn more.](#)



# Benefits of Premier Online Store

## Economical

- Take advantage of any contract discounts, web-exclusive offers, or Premier-only specials for you or your employees.
- Receive promotional pricing automatically on qualified transactions.
- Compare features and functions of devices, wireless plans, and accessories all on one page.

## Convenient

- Shop any time 24/7.
- Compare features and specifications for the latest devices and accessories side-by-side.
- Easy, one-click shopping for custom and featured packages.

## Helpful

- Chat online with a support representative to answer navigational or quick questions.
- Find answers to common questions on the Premier Support page.

## Control

- Prevent unauthorized purchases with user login, password credentials, and order approvals.
- Set up company policy agreements with your employees before they start shopping on your company's customized online store.
- Manage employee shopping options by offering only approved devices, plans, features, and accessories. You can also create custom packages for one-click shopping.
- Automate and customize order approval options to keep managers informed about purchases.

## Additional Support

- Contact knowledgeable business specialists by calling Premier Support at 866.499.8008, Monday through Friday, 8 a.m. – 10 p.m. ET.

# Premier Online Care

Premier Online Care provides company administrators with tools to help increase efficiency, enable controls, and manage wireless costs. It also offers flexibility and is customizable so you can manage your organization's wireless accounts efficiently.

Get immediate access to self-service features. Easily tailor your Premier Online Store to display relevant products and services that are available to your employees.

Using the taskbar, you can quickly access, manage, and update user information, plans & features, devices, or services.

On the homepage you can also check status or approve orders, and quickly go to billing.

[Learn more.](#)

The screenshot displays the AT&T Premier Online Care interface. At the top, there are navigation tabs: SHOP, MANAGE, BILLING, and SUPPORT. Below these are sub-tabs: Account Management, Plans & Features, Transaction History, Reports, Settings, and Profiles & Permissions. A search bar is present with a 'Go' button. A dropdown menu is open under 'MANAGE', listing categories like User Information, Plans & Features, Device, and Service, each with sub-options. The main content area includes several tiles: 'Alerts' showing 1 usage alert, 'Messages' showing no messages, 'Order Status' with a search field and 'Go' button, 'Pending Approval' showing 0 orders, 3 requests, and 1 login registration, and 'My Reports' with a 'Request reports' link. A 'Shop now' button is visible in a 'new lines & new devices' banner. At the bottom, there is a 'Go to AT&T Business Console' button and a banner for 'Avoid surprises' with a 'Learn More' button. The background of the bottom banner shows a man in a white shirt and tie sitting on stairs, looking at a laptop.

# Benefits of Premier Online Care

## Online account management

- Automate so you spend less time on day-to-day account management and billing activities.
- View and update user information or make service or feature changes for a wireless user, group, account, or in bulk for up to 1,000 numbers in a single online request.

## Administrative control

- Create, modify, or delete administrator login profiles.
- Grant or deny employee access by managing user access permissions.
- Create settings for your online store and employee groups such as approved devices, rate plans, payment options, default addresses, and more.
- Set which subscriber actions will require administrator approval.

## View, generate, and export reports

- Request and download 6 different types of Wireless User Management Reports.
  - Basic Wireless user Inventory Report
  - Expanded Wireless User Inventory Report
  - Rate Plan Summary Report
  - Early Termination Fee Report
  - Upgrade Eligibility Report
  - Device Unlock Eligibility Report
  - NumberSync Report
- Keep your company data safe through embedded encryption.

# Premier eBill

The screenshot displays the AT&T Premier eBill interface. At the top, there are navigation tabs: SHOP, MANAGE, BILLING, and SUPPORT. Below these are sub-tabs: View Bill, Payments, Usage, Reports, and Notifications. The main content area is titled 'Foundation account summary' and includes a search bar, account type dropdown, and account details. A 'Print remittance form' button is visible. The charges section is summarized in a table below.

Category	Amount
Foundation account charges	
+ Total foundation account charges	\$X.XX
Total charges to billing accounts	\$XXX.XX
<b>Total charges</b>	<b>\$XXX.XX</b>
Billing accounts charges	
Total monthly access charges	\$X,XXX.XX
Total other charges and credits	\$XX.XX
<b>Total</b>	<b>\$X,XXX.XX</b>
Billing account details	
+ Billing account activity	\$X,XXX.XX

Premier eBill allows you to conveniently and efficiently manage your AT&T wireless invoices, and provides a dynamic billing experience. Company and BAN administrators can view, analyze, dispute, and pay bills online.

Premier eBill provides you with the ability to:

- View up to 16 months of bills.
- View and export current and unbilled usage details.
- Send automated monthly statements to users for review and approval.
- Make one-time payments or set up recurring or split payments.
- Store payment methods.
- Customize and export reports.
- Set up alerts and notifications.

[Learn more.](#)



# Benefits of Premier eBill

## View a report online or export it

- Billing foundation accounts have access to more than 35 bill analysis reports. Fulfillment foundation accounts have access to 12 reports.
- Create custom reports.
- View Monthly User Statement reports.
- View, analyze, and export unbilled usage or billed usage details reports.
- Reports can be exported in spreadsheet format for further analysis.
- Contact your representative to set up Electronic Data Interface (EDI) or Data Deliver Portal (DDP) report delivery.

## Set up payment options

- Make a one-time payment online.
- Save one or more payment methods for future use.
- Make split payment arrangements online.

## Automate notification alerts

- Set up online, email, or both alert options.
- Receive a notification when:
  - A report or bill is ready to view.
  - A payment event occurs.
  - A foundation account bill is ready or a permission was changed.

## Automatically create and send Monthly User Statements

- Set up and send your wireless users detailed monthly statements of their individual usage and charges directly to their inbox.
- Populate or update the address book on the fly or with bulk updates.
- Track the status of sent emails, and then view, filter, or manage user responses.

# Premier Support

Premier has a comprehensive Support page offering quick and easy answers to common questions. Support content includes videos, user guides, tutorials, and other documents. [Learn more.](#)

Chat is available throughout your Premier site. Chat with a support representative to answer quick questions.

Contact Premier Support to talk with a knowledgeable business specialist by calling 866.499.8008, Monday through Friday, 8 a.m. – 10 p.m. ET.

The screenshot displays the AT&T Premier Support page layout. At the top, the 'Support' section provides instructions on how to view help files and offers a 'Collapse all | Expand all' option. Below this, there are three main content areas: 'Get Started', 'Orders', and 'Account Management'. Each area contains a list of links to specific help topics, such as 'Premier Overview', 'International Travel', 'Terms and FAQs', 'Shopping', 'Order Support', and 'Discounts'. On the right side, there are three promotional boxes: 'Need help with your device?', 'Explore AT&T Premier', and 'Contact Us'. At the bottom right, there is a 'Chat available' button.

## Support

View videos, tutorials, and step-by-step help files for detailed information about how to use Premier. To view each category individually, click the plus sign. To view all categories, click **Expand all**.

[Collapse all](#) | [Expand all](#)

### Get Started

If you're new to Premier, start here. You'll find all the information you need to get started, including frequently asked questions and Premier terms and acronyms.

<b>Premier Overview</b> AT&T Maps <a href="#">Premier Home Page Overview</a> <a href="#">Transfer Your Number to AT&amp;T</a> <a href="#">View Wireless Usage</a> <a href="#">Premier Overview</a> <a href="#">Premier University Overview</a>	<b>International Travel</b> <a href="#">AT&amp;T Travel Guide</a> <a href="#">International Roaming</a> <a href="#">International Roaming Data Calculator</a>	<b>Terms and FAQs</b> <a href="#">AT&amp;T Enhanced Push-to-Talk FAQ</a> <a href="#">Bulk Suspend FAQs</a> <a href="#">Mobility Solutions FAQs</a> <a href="#">Premier Online Care FAQs</a> <a href="#">Terms and Acronyms</a> <a href="#">Transfer Your Number FAQs</a>
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### Orders

View information about discounts, how to place orders, see your order status, and receive Premier order support.

<b>Shopping</b> <a href="#">AT&amp;T Device Protection Center</a> <a href="#">BlackBerry® Packages</a> <a href="#">BlackBerry® Phones and Devices</a> <a href="#">Buy Online, Pick Up in Store</a> <a href="#">Device Support for Emergencies</a> <a href="#">In-Store Pickup</a> <a href="#">Shipping and Delivery</a> <a href="#">View Available Products</a>	<b>Order Support</b> <a href="#">Check Order Status</a> <a href="#">Check the Status of Orders and Requests</a> <a href="#">Help with Your Order</a> <a href="#">Return or Exchange a Device Online</a> <a href="#">Returns and Exchanges</a>	<b>Discounts</b> <a href="#">Equipment Discounts</a> <a href="#">Service Discounts</a>
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### Account Management

View information about available devices and services, managing your billing account, and more.

**Need help with your device?**  
Get support here.  
[Learn more](#)

**Explore AT&T Premier**  
Enjoy how-to videos, the latest enhancements, and other valuable resources.  
[Check it out](#)

**Contact Us**  
Don't see what you're looking for?  
[Learn how to contact us.](#)

**Social Media for Business Customers**

- [Community Support](#)
- [Premier How-to Videos](#)
- [Business Care on Twitter](#)
- [AT&T Products and Services](#)
- [AT&T Small Business](#)

**Chat available**

# Learn more

Stay up to date with the latest AT&T Premier news, view videos, and take part in lively conversations on our social media platforms.





**AT&T** Business