Premier Online Care - Overview
Customize Your Employee’s Store Experience

• Decide what your employees can purchase.

• Create custom groups for employees with similar needs and provide each employee group with their own unique store experience.

Save Time and Costs Managing Your Wireless Accounts

• Take care of your account needs from the Premier homepage: view accounts and pending purchase requests, or sort through recent transactions.

• Complete your daily management tasks: update employee information, change rate plans, or add AT&T features, such as GPS Navigation or Visual Voice mail.

• Set up manager approvals to control what employees purchase.
Premier Online Care – Overview

Customize – Set Preferences

Premier Online Care allows you to control what your employees can see and purchase in the Premier Online Store.

You can:
- Control costs.
- Select voice and data plans.
- Choose the products, devices, and accessories that will be available to employees in the store.
Cost Preferences

Set the minimum and maximum amounts that your employees, teams, or departments can spend on: Voice Plans, Data Plans, Phones/Devices, and Accessories.

Manage Cost Preferences

Enter the minimum and/or maximum dollar amounts to update the cost preferences for this Employee Group. If you leave a value blank, no cost preference will be set.

<table>
<thead>
<tr>
<th></th>
<th>Minimum Value</th>
<th>Maximum Value</th>
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</thead>
<tbody>
<tr>
<td>Voice Plans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Plans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment (Phones/Devices)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accessories</td>
<td></td>
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</tr>
</tbody>
</table>
Premier Online Care – Overview

Customize – Select Product Offerings

Access the **Apply Equipment Preferences** page from the **Settings** menu.

**Select Product Availability**
Not everyone needs the same products. Now you can pick which manufacturers or specific products are viewable in the store.

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Select Product Availability

<table>
<thead>
<tr>
<th>Manufacturers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>select all manufacturers</strong></td>
</tr>
<tr>
<td><strong>Acer</strong></td>
</tr>
<tr>
<td><strong>AT&amp;T</strong></td>
</tr>
<tr>
<td><strong>BlackBerry</strong></td>
</tr>
</tbody>
</table>

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**Acer**
- Acer(R) Iconia Tab A501

**AT&T**
- AT&T F160
- AT&T USEConnect Force 4G
- AT&T Z331

**BlackBerry**
- 4G BlackBerry(R) Torch(TM) 9810 (Pure White)
- 4G BlackBerry(R) Torch(TM) 9810 (Pure White) (Refurb)
Customize – Select Voice and Data Plans

Access the **Voice and Data Plan Filters** pages from the **Settings** menu.

**Voice Plan and Data Plan Filters**
Select which voice and data plans are available for your employees to purchase.

**Voice Plan Filters**
Select which voice plans to make available to users who want to change rate plans, features or make purchases.

**Data Plan Filters**
Select which data plans to make available to users who want to change rate plans, features or make purchases.

*Note: These are data-only plans, and do not combine with voice plans.*
Customize – Create User Defined Labels

Access the Manage User Defined Labels page from the Settings menu.

Manage User Defined Labels

Specify up to four fields per employee group that employees must fill out when they order. Use these fields to help you track your company’s wireless usage in ways that are meaningful to you, for example, by department or region.

Please note: To use this feature, you will need to contact your AT&T representative.

Manage User Defined Labels

You may identify up to four company specific fields, such as department or department code, for mandatory completion by employees ordering under this employee group. If you would like to change User Defined Label names for this employee group, please contact your account team. It is not necessary to have values for each label.

Label 1 - Not Specified

Contact your account team to use this field.
Customize – Set Default Shipping Address

Access the different address options from the Settings menu.

Default Shipping Address
You can create one default shipping address and up to 5 additional addresses that employees can select when ordering wireless phones, plans, and accessories.
Manage Your Wireless Accounts
Manage – The Premier Homepage

Save Time Managing Your Accounts
You can use the Premier homepage on the Manage tab to quickly access your account services and features. With just a few clicks, you can update your users’ personal information, change rate plans, and make bulk updates.

The **Messages and Approvals** tile informs you of any system alerts and pending approvals.

The **Accounts** tile allows you to search for and display your account numbers and wireless numbers.

The **Recent Transactions** tile shows any requests or transactions that you have made, such as device orders and rate plan changes.

The **Shortcuts** tile provides you quick access to many of Premier’s most frequently used transactions.

The **Account Details** tile displays information about your account, including your contact details, a summary of your invoice, and easy access to paying your bill.
Manage – Handle Requests

Homepage
On the Manage tab of the Premier homepage, look at the Messages and Approvals tile to see how many approvals are pending.

Approvals allow you to decide
Scroll down your list of approvals and quickly select Approve or Deny. In a hurry? No problem. Select Approve All or Deny All.
Manage – Change Rate Plans, Devices, and Wireless User Information

On the Manage tab, in the Accounts tile, access the account you want to change by searching for either the wireless number or the wireless user’s last name, and then click Go.
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Manage – Change Rate Plans, Devices, and Wireless User Information (cont.)

From the View Account Information page you can access the Update Wireless User Information page.

Wireless User Information
You can make changes to the wireless user’s name and address on this page.

View Account Information

Messages

1. This user has not received any messages from AT&T in this Billing Account.

Wireless User Information

Name: JOHN DOE
Wireless Number: 330-555-1111 ACTIVE
Address: 123 ANY ST
ANYTOWN, OH
44313

Update Wireless User Information

Wireless User Information

Change the information on this page as needed and then click Continue.

*Required

If you change your ZIP code and want your wireless number to change, visit the Change Wireless Number page after completing your changes on this page.

Wireless Number: 330-555-1111
Wireless Service Status: ACTIVE
Billing Account Number: 1111111110

*First Name: JOHN
*Last Name: DOE
*Address Line 1: 123 ANY ST (Street Address)
Address Line 2: (Suite, Apt#, etc.)
*City: ANYTOWN
*State: OH
*ZIP Code: 44313

Images are for illustrative purposes only.
Manage – Change Rate Plans, Devices, and Wireless User Information (cont.)

From the **View Account Information** page you can also update your wireless user’s rate plan...

...and their device.

Current Rate Plan

<table>
<thead>
<tr>
<th>Rate Plan:</th>
<th>AT&amp;T Nation With Canada 900</th>
</tr>
</thead>
<tbody>
<tr>
<td>Included Features:</td>
<td>Toll Domestic, Toll International Toll Domestic, Toll Free Canada</td>
</tr>
</tbody>
</table>

Current Device

Current device: BlackBerry Curve 9300 Graphite Grey

If this is not the current device, please indicate the device.

- Upgrade device
- Upgrade device and rate plan
- Replace smart chip
- Shop accessories

Images are for illustrative purposes only.
Manage – Make Bulk Changes to Wireless User Information

**Bulk Wireless User Information Change**

Follow the instructions to download the Excel template file, fill it out with your updates, and upload it back into Premier.

For more information, watch the **Make Bulk Changes** video at: [www.wireless.att.com/businesscenter/premier/how-to.jsp](http://www.wireless.att.com/businesscenter/premier/how-to.jsp)
Manage – Make Bulk Changes to Wireless Number Rate Plans

Bulk Rate Plan Change
Follow the instructions to first upload up to 100 wireless numbers, and then change the rate plan, add-ons, and features for those wireless numbers.

For more information, watch the Make Bulk Changes video at:
www.wireless.att.com/businesscenter/premier/how-to.jsp