Join the fast lane with IoT Priority Care

AT&T Business

We have **2X more IoT connections** than our nearest U.S. competitor.

Get direct access to advanced technical support when you need it most, even after business hours

Your business relies on Internet of Things (IoT) technology to deliver critical customer services. Whether you track your supply chain operations with IoT sensors to monitor logistics and confirm proper operation or use an asset management tracking solution to help streamline delivery operations, these devices help you provide customers the convenience and reliability they expect. No matter the size of your business or the type of industry, IoT reliability is non-negotiable. It's an essential part of your business model.

Unscheduled device downtime can affect customer satisfaction and influence revenue. Due to rapid industry growth, locating qualified talent and building an in-house team can be challenging. With the number of IoT devices expected to grow by 19% within the next five years, many organizations are looking to outsource monitoring and support services.

Businesses with complex IoT applications need access to advanced technical resources to help solve customer issues promptly. Placing a request for assistance for a high severity incident and waiting 24 hours for a technician to reply may result in a loss of customer confidence.

To supply a vital operational safety net and improve upon standard support cycles, AT&T Business offers IoT Priority Care, a part of its Enhanced Support Services for IoT (ESS) suite. In addition to comprehensive management solutions provided by ESS, IoT Priority Care helps businesses triage and immediately address emerging IoT issues to help avoid downtime.

Features

- Communications for maintenance, outage management, and change management
- Deep technical troubleshooting to reproduce and resolve issues
- Route Cause Analysis (RCA) provided for critical Severity 1 issues
- Response times and frequency updates service levels objectives
- Separate service queue
- Service Level Objectives

Benefits

- Avoid downtime
- Priority Access to Tier 3 Care Team
- 24/7 availability and access

IoT Priority Care moves your business to the front of the queue, providing direct access to the Priority Care Support Team to help solve issues before they impact your business performance. Think of it as your fast track to issue resolution.

How it works

Priority Care gives customers a direct line to a trusted team of experts who can quickly assess and address their IoT troubles. Clients can submit an electronic ticket to initiate support and are provided an 800 number to call. Tickets are then routed to the Priority Care Support Center queue for triaging.

Triaging falls into three categories of severity, and it's important to note that Priority Care customers designate the severity level themselves. However, issues are typically categorized as follows:

Priority Care includes:

- Incident triage
- Service level objectives
- Technical solution managers
- Outage and maintenance communications
- Root cause analysis following Severity 1 designated trouble tickets

Incident service levels

Priority Care provides response time service level objectives

	Critical	Major	Minor
	Severity 1	Severity 2	Severity 3
Description	• 20 or more users experiencing complete loss of service due to a network outage	• 20 or more users experiencing service degradation due to a network outage • 5-19 users in a concentrated area experiencing complete loss of service due to a network outage	• 5 or fewer users experience complete loss of service due to a network outage or intermittent issues
Initiation	Customer ticket and call	Customer ticket	Customer ticket
Priority Care	• Immediate response • Hourly updates • 24x7x365	• 30 minute initial response • Updates every 6 hours • During business hours M-F 8-6 EST	• 24 hour initial response • Daily updates • During business hours M-F 8-5 EST
Standard Support	Best Effort	Best Effort	Best Effort

Join the fast track with IoT Priority Care. Visit business.att.com/products/iot-managed-services.

Why AT&T

AT&T Business is the leader in IoT connectivity. As of 3Q22, AT&T became the first U.S. provider to hit 100 million IoT connections. We have 102 million connected devices and added 5.7 million connected devices in 3Q22.

Contact your AT&T Business representative or **LEARN MORE HERE.**

Important information—general: AT&T Enhanced Support Services for IoT/IoT Priority Care as described in this product brief (the "Solution") is available only to eligible customers with a qualified AT&T agreement ("Qualified Agreement"). The Solution is subject to: (a) the Qualified Agreement; and (b) applicable Sales Information. Any service discounts, equipment discounts, and/or other discounts set forth in the Qualified Agreement or otherwise do not apply to the Solution. AT&T's privacy policy may be viewed at https://www.att.com/privacy. Additional terms and conditions may apply. Offer subject to change. See your AT&T Account Representative for further details. **Coverage:** The Solution is available in the domestic United States. However, wireless coverage is not available in all areas. AT&T coverage maps are available at https://www.att.com/maps/wireless-coverage.html. Wireless coverage is subject to transmission limitations and terrain, system, capacity, and other factors.