Just The Facts

Network Usage Reports

Reports provide views of:
- Inbound, outbound, and average network traffic on a daily, weekly, or monthly basis
- When Class of Service (COS) is enabled on a port inbound and outbound distribution by COS profile can also be displayed by checking the box next to each profile
- IP Network Usage reports are classified under the category of Network Performance

DNS Provisioning Tool

Allows MIS customers with AT&T-provided primary or secondary Domain Name Service (DNS) service to:

- View, add, delete, or update DNS records for existing zones

- Customers can quickly administer their own DNS changes without contacting Customer Care

- DNS Provisioning Tool is classified under the category of Network Control

eMaintenance

eMaintenance for MIS and PNT, including MLPPP circuits, allows customers to:
- Create, View & Update tickets
- Search for tickets through a 13-month window of history or Asset inventory (IP addresses) when creating and/or searching for tickets
- Download ticket inventory to PC
- Escalate tickets
- Contest tickets from being closed, Close tickets, and Print tickets
- eMaintenance is classified under the category of Trouble Reporting

Once registered for ACC BusinessDirect services, you can immediately begin using the above tools.

ACC Business MIS/PNT customers will continue to contact ACC Business Customer Care at 1-888-286-2686 for all billing related questions and support.

ACC Business reinforces our commitment to excellence in your service with access to portions of AT&T BusinessDirect$^®$ for all new and existing MIS (Managed Internet Service) and PNT (Private Network Transport) customers.

ACC BusinessDirect is available at no additional cost and is designed for customers to enhance productivity and reduce costs by managing many aspects of their service on-line.

ACC Business offers the following three (3) essential AT&T BusinessDirect$^®$ applications to assist IP customers with the management of their ACC Business MIS and PNT service:

- Network Usage Reports
- Domain Name Service (DNS) Provisioning Tool
- eMaintenance

Register with ACC Business to receive access to these AT&T BusinessDirect$^®$ services.

On March 30, 2009, AT&T BusinessDirect$^®$ celebrated its 10th anniversary. Ten years of delivering award-winning productivity tools that have been recognized by, and set the standard for, the telecom industry.

Contact Us Today
Join the thousands of companies already taking advantage of ACC Business Services, call your ACC Business Agent or call us today at
877-419-9669.

Visit our website at
http://www.accbusiness.com
where you can learn about our other great services