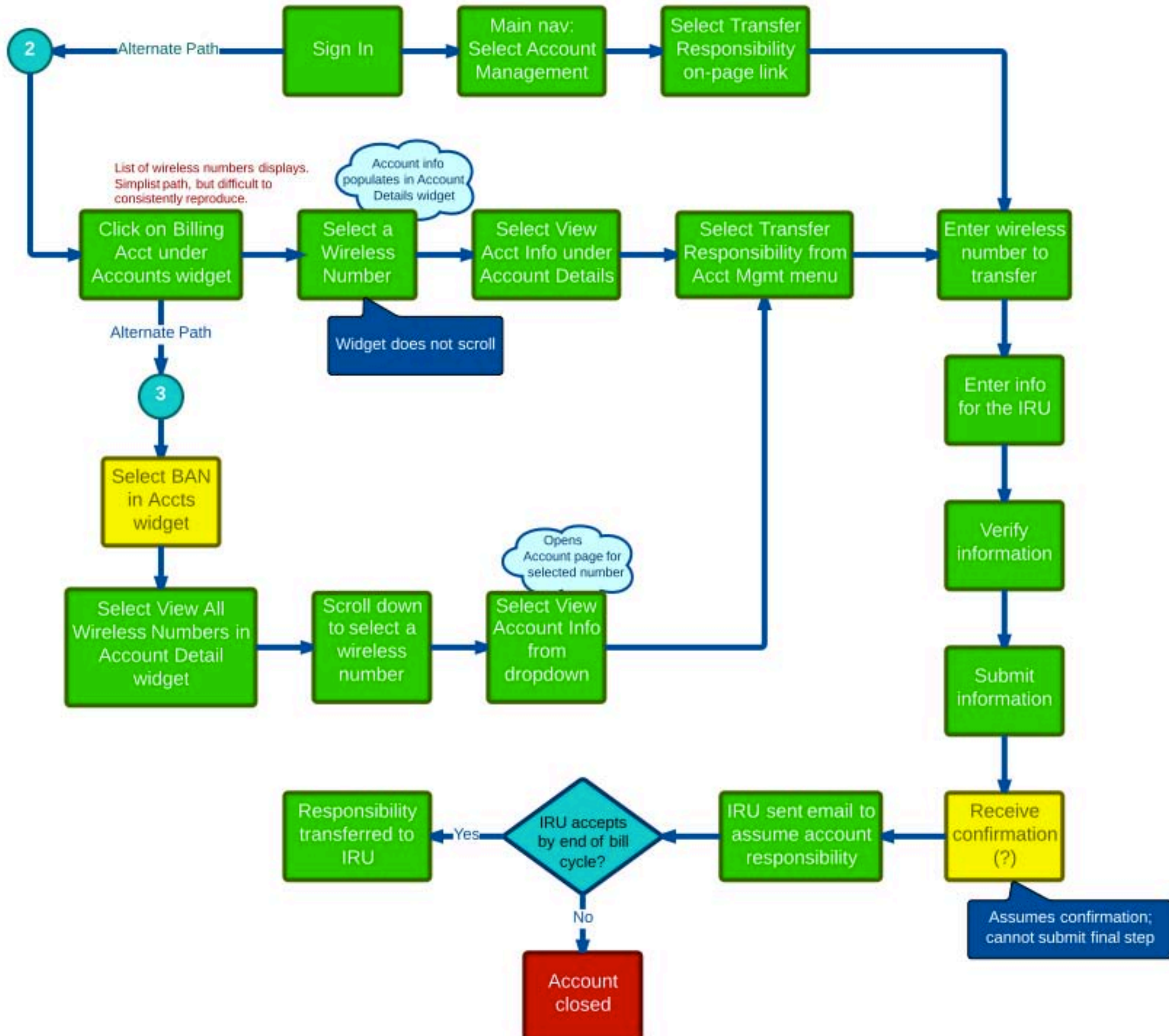


# Premier Transfer of Billing Responsibility



# SMB Bill Pay

\*Highest overall YCC reason according to Foresee.

\*\*Agent sends follow up email with instructions of the online payment process.

Via: paper, email, text message, or in-app alert

Receives Bill

2

[smb.att.com/...](http://smb.att.com/...)

Selects Make Payment

Enters Payment Information

Confirms Payment Information

Submits Payment

Agent walks customer through online payment sequence, encouraging future online payment.

Has billing question(s)

Looks for help online

Calls support line to inquire \*

Receives answer

Makes payment with agent\*\*

Main SMB nav support link:  
<http://www.att.com/gen/general?pid=5394>

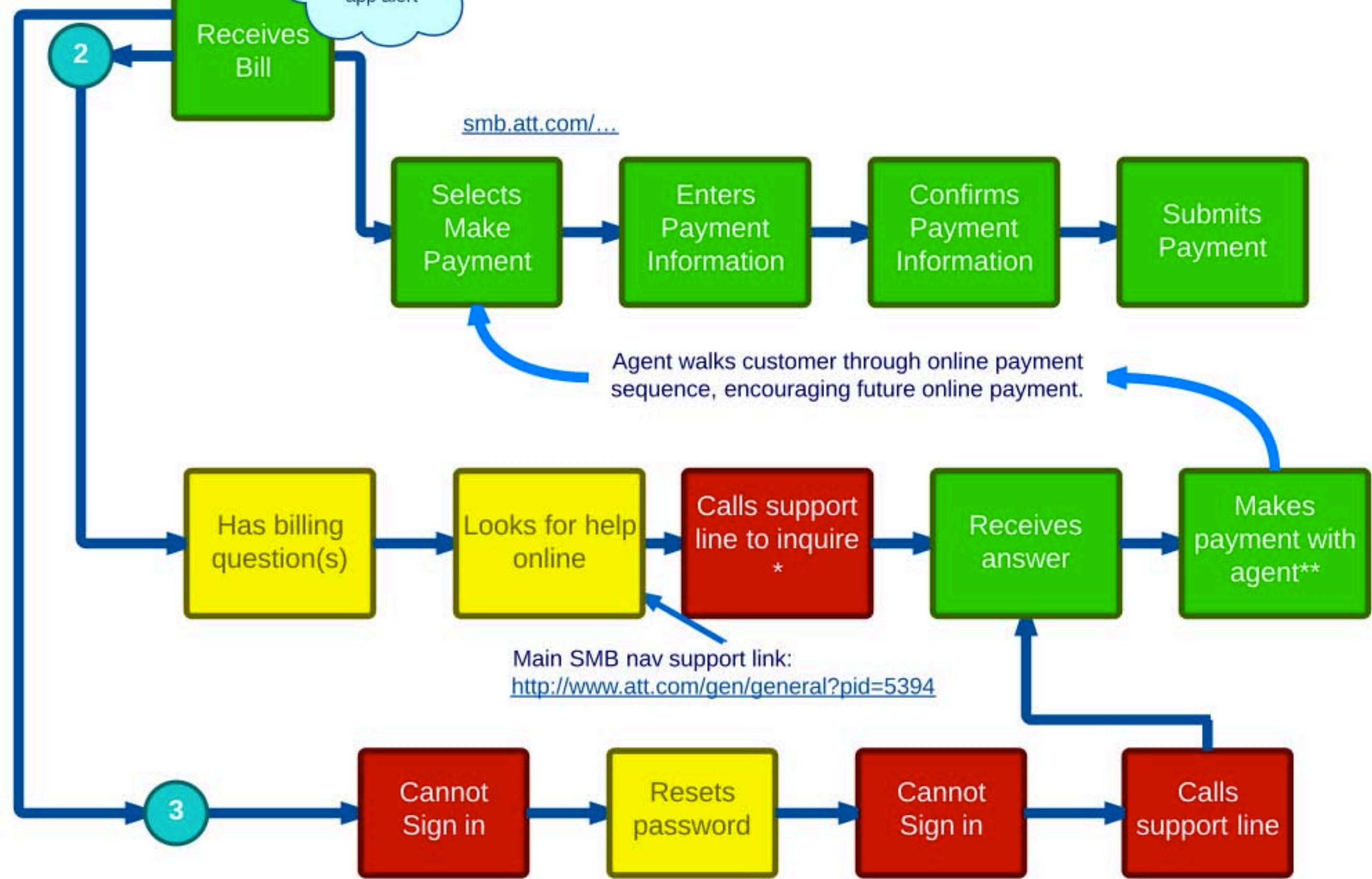
3

Cannot Sign in

Resets password

Cannot Sign in

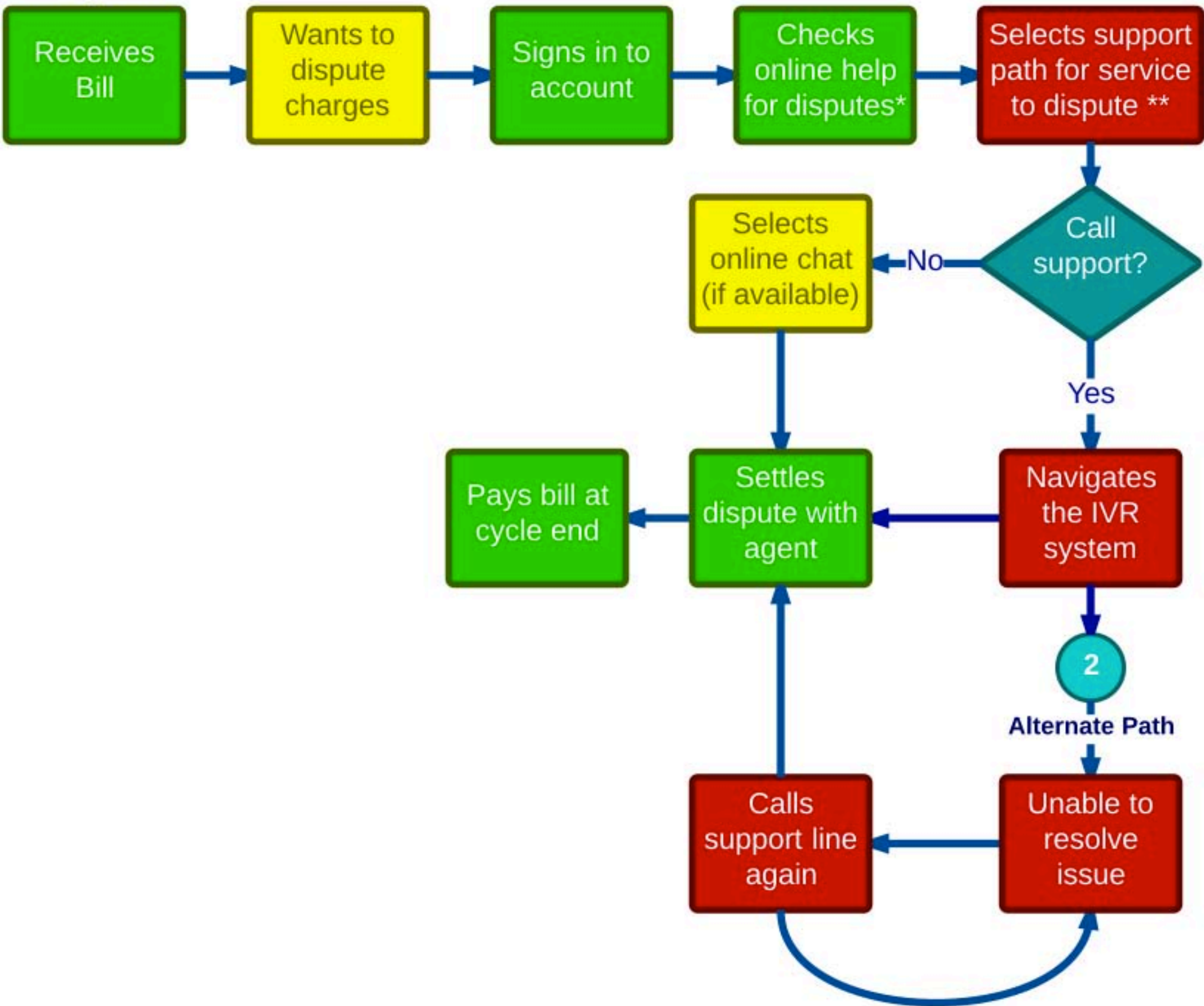
Calls support line





# SMB Billing Dispute

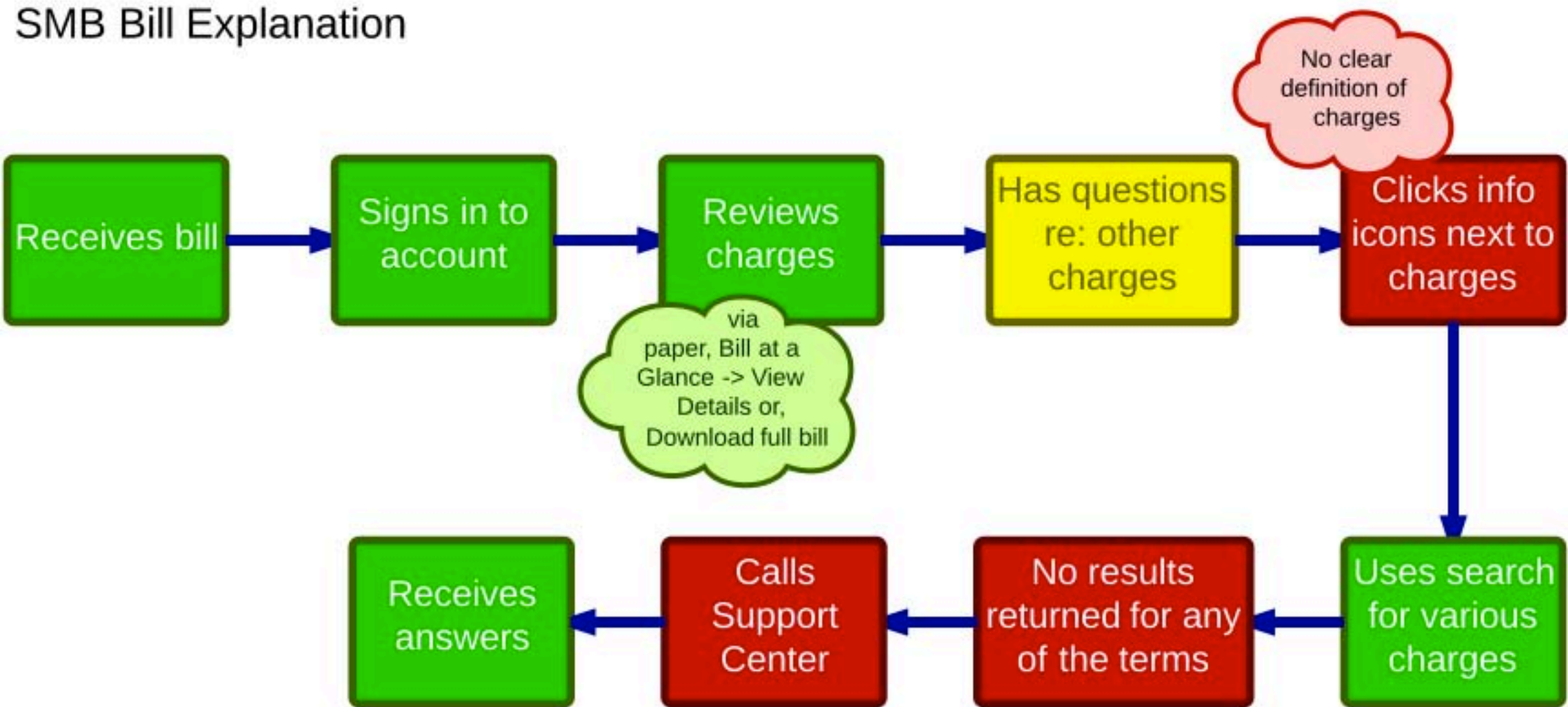
## Primary Path



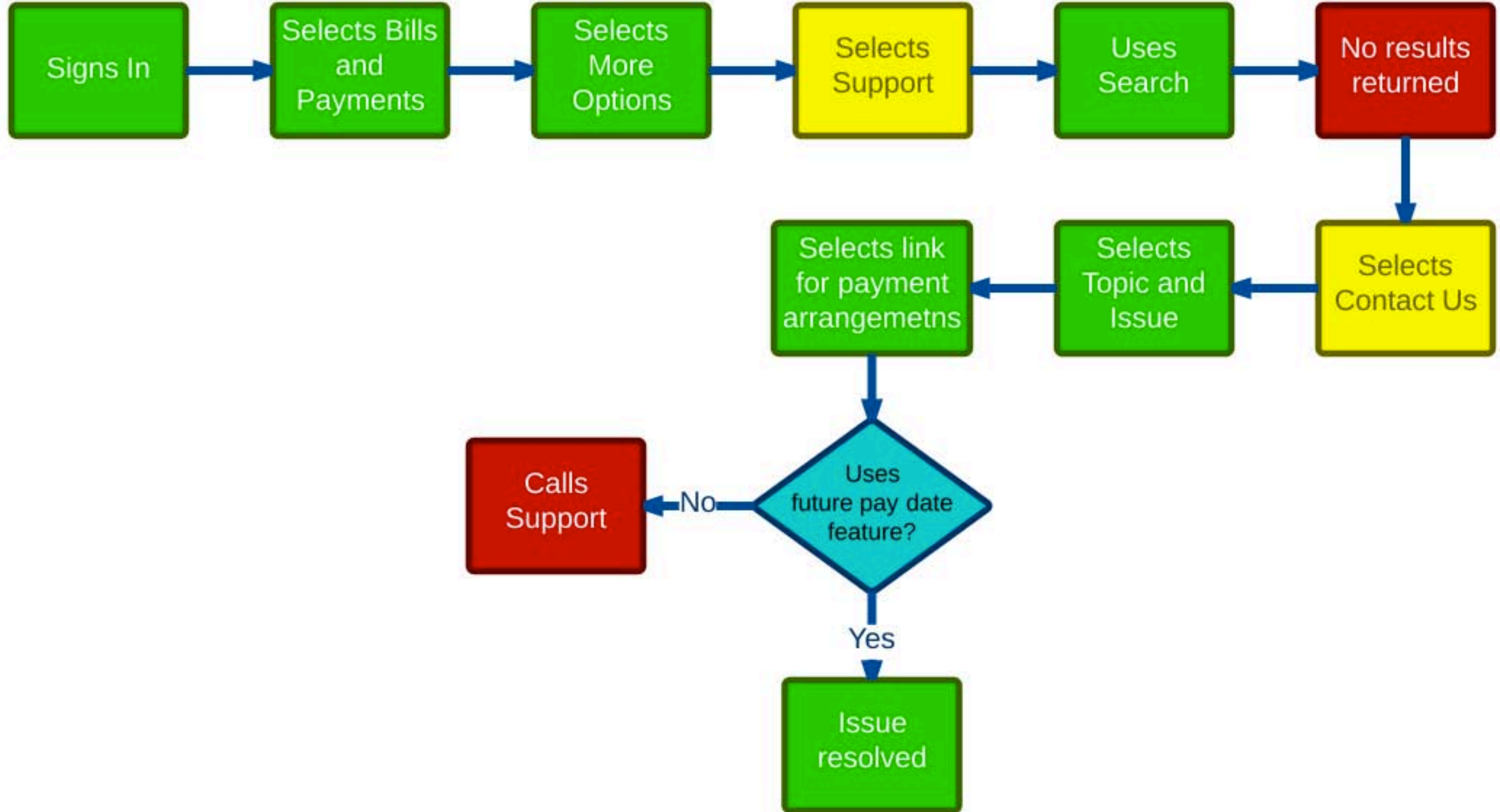
\* Billing dispute is not available online. Customer must contact the call center or use online chat.

\*\*Too many clicks to get to the correct help number, and is then taken to a different site.

# SMB Bill Explanation



# SMB Payment Arrangements





# SMB Payment Verification

