

AT&T Facilities CheckSM

Frequently Asked Questions

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General Questions

1. What is the purpose of AT&T Facilities Check?

AT&T Facilities Check is a tool used to provide Information to a Customer for a specific street address. The Information includes a designated pricing "tier" for use in tiered pricing contracts, LATA and wire center identifiers, and whether the street address is on, or near a fiber network.

AT&T Facilities Check does not determine capacity or availability of fiber or service, and service availability must be verified through the normal ordering and pre-ordering processes.

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2. How do I access the tool?

The AT&T Facilities Check tool can be accessed directly from https://clec.att.com/facilitiescheck/facilities_chk.cfm

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3. What products are supported by the tool?



The AT&T Facilities Check tool is not product-specific. It is a tool meant to provide a Customer Information for a specific street address.

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4. *What geographic area is supported by AT&T Facilities Check?*

AT&T Facilities Check includes information for the AT&T local service areas in AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, and WI.

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5. *Why are only 21 states listed in the drop-down box?*

AT&T Facilities Check includes information for the AT&T local service areas in AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, and WI.

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6. *Whom do I contact if I need help?*

Contact your AT&T representative with any questions.

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7. *Do I need any special software or hardware to use this tool?*

No. A computer with Internet access is all that is required.

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8. *Do I need a user ID or password to access the tool?*

No. AT&T Facilities Check does not require a password and is available when you have accepted the Terms of Use.

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9. *Do I need to register to use the tool?*

No. AT&T Facilities Check does not require a registration and is available when you have accepted the Terms of Use.



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10. Are there any restrictions on the number of users from my company that can access the tool?

No. AT&T Facilities Check is available when you have accepted the Terms of Use.

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Using the Tool and Entering Data

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11. How do I use the tool?

To use the tool, enter a street address (e.g., 900 N Michigan Ave), then enter a city and select a state from the drop-down list provided. Alternatively, you may enter the zip code instead of the city and state.

Then read the Terms of Use statement and click the checkbox to accept the terms. This indicates that you have read the terms of use and agree to use the information only as stated.

Then click the search button.

If the tool is able to find the exact address you entered, the result of your inquiry will be displayed in the Message Area of the screen.

If the tool cannot find an exact address, you will be presented with a list of possible address matches. If this occurs, and your desired address is one of the ones listed, select it as presented in the list and click the submit button.

Occasionally, the tool will not be able to locate the address at all. This may occur when the address is associated with a new development area.

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12. Is any of the input data case-sensitive?

No, the input data is not case-sensitive. You may enter either upper or lower case text.

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13. How do I format the street address?

The exact street address should be entered, e.g. 225 W Randolph, excluding any punctuation marks such as periods or commas. The tool will attempt to locate the exact street address entered. If the exact address cannot be found, the tool will attempt to locate similar addresses, such as 225 E Randolph, 225 N Randolph, etc. The tool will then present you with a list of possible address matches. You will need to select one of the addresses presented in order to continue with the inquiry. [return to top](#)

14. Do I have to enter a zip code?

The zip code does not need to be entered if you enter a city and state. [return to top](#)

15. What format do I use to enter the zip code?

Enter the 5-digit zip code, or the 5-digit zip code +4 format. For example:

60606 or 60606-1838

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16. Can I specify a state that is not listed?

No. AT&T Facilities Check includes information for the AT&T local service areas in AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, and WI.

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17. What is the purpose of the "Check this box to accept the Terms of Use"?

By clicking in the box next to the label "Check this box to accept the Terms of Use," you are confirming that you have read, understand and agree to the Terms of Use statement that appears at the bottom of the AT&T Facilities Check input page.

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18. Do I have to accept the terms of use?



Yes. To perform an address query, the user must indicate that the Terms of Use has been accepted.

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19. What should I do if AT&T Facilities Check cannot locate the address I entered?

- Make sure the address is accurate.
- Make sure the street name is spelled correctly.
- Make sure the house number (the numeric part of the street address) is correct.
- Make sure that you have omitted any punctuation from the address (e.g., periods, commas, hyphens, etc.).
- Try removing the street, lane, boulevard, avenue, etc., designation.
- If specifying a city, make sure the city name is spelled correctly.
- If specifying a city and state, try removing the city and state and entering the street address and the zip code.
- Try entering the intersection, e.g., 167th and Oak Park Ave, Tinley Park, IL, or Route 30 & LaGrange Road, Frankfort, IL

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20. What does it mean when the tool returns a list of addresses?

When the tool displays a list of addresses in response to an address search, it means that an exact address match could not be found. When this happens, the AT&T Facilities Check tool will show you possible addresses that are similar to the address you entered. You need to select one of the addresses from the list and click the submit button again. Your inquiry should then process successfully.

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Interpreting the Response

21. If the AT&T Facilities Check tool indicates that the address entered is on, or near a fiber network, can I assume that service will be available to me if I issue an order for that location?

No. AT&T Facilities Check will only tell you if the address is on, or near a fiber network and does not determine the capacity or availability of the



identified fiber, or whether other equipment that may be needed to provide a service is available at that address. Service availability must be verified through the normal ordering and pre-ordering processes.

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22. If the AT&T Facilities Check tool indicates that the address entered is not on, or near a fiber network, can I assume that service will not be available to me if I issue an order for that location?

No. AT&T Facilities Check only indicates that the address is not on or near a fiber network and requires extension to an AT&T fiber network. Service availability must be verified through the normal ordering and pre-ordering processes.

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23. Can I assume that special construction charges will not apply if I place an order for a location that is on, or near a fiber network?

No. AT&T Facilities Check only indicates that the address is on, or near a fiber network. Special Construction and service availability must be verified through the normal ordering and pre-ordering processes.

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24. Can I assume that special construction charges will apply if I place an order for a location that is not on, or near a fiber network?

No. AT&T Facilities Check only indicates that the address is not on, or near a fiber network and requires extension to an AT&T fiber network. Special Construction and service availability must be verified through the normal ordering and pre-ordering processes.

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25. What is the meaning of Tier 1, Tier 2, Tier 3, and Tier 4 in the message that is displayed?

The "tier" is only applicable to those customers that operate under an Ethernet contract with AT&T that has "tiered" pricing. If you do not have this contract structure, you may disregard the tier designation.

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26. How can I get information about tiered contracts?

Contact your account manager with any questions.

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27. What is meant by TDM Products may not be available at this address?

For certain addresses with copper only AT&T has chosen to not allow installations of New Telephone services. The final determination will be determined once the order is submitted to AT&T.

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