



AT&T – Bundles Project (Cart & Checkout)

BundlesCart_Checkout_122109.vsd – DRAFT

Monday, December 21, 2009
Prepared by: Critical Mass

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SHOPPING CART

[Online Security](#)

Need help ordering? [Chat online now](#)

Cart Summary

[Checkout](#) 3.0

	Monthly	One Time
Wireless Remove 1.0		
<input type="checkbox"/> iPhone 3G s Change 2.0	\$XX.XX	
Mail-in Rebate via AT&T Promotion Card 4.0		(\$XX.XX)
Nation Unlimited Change	\$XX.XX	
Bundles Savings	(\$XX.XX)	(\$XX.XX)
Estimated 2-Day Priority Shipping Change		\$XX.XX
Promotional Code <input type="text"/> Apply		
	\$XX.XX	\$XX.XX
Internet Remove		
<input type="checkbox"/> Pro DSL Change	\$XX.XX	
DSL Modem (2) Change 5.0		\$XX.XX
Referral Code <i>abcdef1</i> Change 6.0		
	\$XX.XX	\$XX.XX
Home Phone Remove		
<input type="checkbox"/> ALL DISTANCE Package Change	\$XX.XX	
Non-Published Phone Number Change		\$XX.XX
Bundles Savings	(\$XX.XX)	(\$XX.XX)
Promotional Code <input type="text"/> Apply		
	\$XX.XX	\$XX.XX
Bundle Savings 8.0	(\$XX.XX)	(\$XX.XX)
Estimated Sales Tax 7.0		\$XX.XX
Subtotals	Monthly	One Time
Note: Tax is estimated based on location.	\$XX.XX	\$XX.XX

[Return to Bundle Builder](#) 9.0

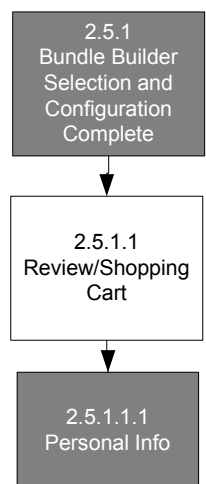
[Checkout](#) 3.0

- 1.0 A user can remove an entire LOB.
- 2.0 Clicking change brings the user back to the configurator with the area to be updated in view and pre-filled/selected with the user's previous choice. (Ex: Clicking for iPhone will bring back to configurator with Wireless, Phone detail view showing and user's phone selected/pre-filled). Note that the user flow for returning to the cart will be determined once bundle builder functionality is more final.
- 3.0 Clicking brings the user to the checkout flow.
- 4.0 Rebates that are specific to a line item should appear in context to the item they are related to.
- 5.0 If there is more than one of the same item, the quantity should appear inline.
- 6.0 After a user enters a promotional or referral code and clicks apply, the code should appear, price should be updated, and the user should have the ability to change the code.
- 7.0 Sales Tax is estimated based on the user's address that was input during Check Availability.
- 8.0 Final treatment of Bundles Savings & discount amounts will be determined in design.
- 9.0 Final placement of the Return to Bundle Builder link will be determined by design.

NOTE: If line items are not available or populated, then they should not appear. Ex. If there is no sales tax, then the estimated sales tax line item shouldn't appear/

NOTE: It is recommended that adding services and upselling not be a part of this view as everything here is trying to drive the user to checkout. Upsells would be distractions to this main flow.

User Flow:





[Residential](#) | [Small Business](#) | [Enterprise](#) | [Wireless](#) [Español](#) | [Other Languages](#)



SHOPPING CART

[Online Security](#)

Cart Summary

[Checkout](#)

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Monthly One Time

Wireless [Remove](#)

<input type="checkbox"/>	iPhone 3G s Change	\$XX.XX	
	Mail-in Rebate via AT&T Promotion Card		(\$XX.XX)
	Nation Unlimited Change	\$XX.XX	
	Bundles Savings	(\$XX.XX)	(\$XX.XX)
	Estimated 2-Day Priority Shipping Change		\$XX.XX
	Promotional Code <input type="text"/> Apply		
		\$XX.XX	\$XX.XX

Advanced TV [Remove](#)

<input type="checkbox"/>	U-200 Change	\$XX.XX	
	HD DVR Receiver Change		\$XX.XX
	Promotional Code <i>abcdef1</i> Change		
		\$XX.XX	\$XX.XX

Internet [Remove](#)

<input type="checkbox"/>	U-Verse Max Plus Change	\$XX.XX	
	Modem Change		\$XX.XX
	Bundles Savings	(\$XX.XX)	(\$XX.XX)
	Promotional Code <input type="text"/> Apply		
		\$XX.XX	\$XX.XX

Home Phone [Remove](#)

<input type="checkbox"/>	AT&T U-Verse Voice Unlimited Change	\$XX.XX	
	Non-Published Phone Number Change		\$XX.XX
	Bundles Savings	(\$XX.XX)	(\$XX.XX)
	Promotional Code <input type="text"/> Apply		
		\$XX.XX	\$XX.XX

Bundle Savings (\$XX.XX) (\$XX.XX)

Estimated Sales Tax \$XX.XX

Subtotals	Monthly	One Time
Note: Tax is estimate is based on location.	\$XX.XX	\$XX.XX

[< Return to Bundle Builder](#)

[Checkout](#)

NOTE: It is recommended that adding services and upselling not be a part of this view as everything here is trying to drive the user to checkout. Upsells would be distractions to this main flow.



SHOPPING CART

[Online Security](#)

Cart Summary

[Checkout](#)

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	Monthly	One Time
Wireless Remove		
iPhone 3G s Change		\$XX.XX
Mail-in Rebate via AT&T Promotion Card		(\$XX.XX)
Nation Unlimited Change	\$XX.XX	
Bundles Savings	(\$XX.XX)	(\$XX.XX)
Estimated 2-Day Priority Shipping Change		\$XX.XX
Promotional Code <input type="text"/> Apply		
	\$XX.XX	\$XX.XX

Internet Remove		
Pro DSL Change	\$XX.XX	
DSL Modem (2) Change		\$XX.XX
Referral Code <i>abcdef1</i> Change		
	\$XX.XX	\$XX.XX

1.0

Product Removed

Home Phone has been removed from your cart. [Undo](#) 2.0

3.0

You just lost bundle savings!
[Add Home Phone](#) back to your cart to retrieve your savings.

4.0

Bundle Savings (\$XX.XX) (\$XX.XX)

Estimated Sales Tax \$XX.XX

Subtotals	Monthly	One Time
Note: Tax is estimate is based on location.	\$XX.XX	\$XX.XX

[< Return to Bundle Builder](#)

[Checkout](#)

- 1.0 If a user removes an LOB then moves to another page and returns, the LOB section should no longer appear.
- 2.0 This text should disappear after a certain amount of time which will be determined during Functional Requirements development and documented in the Functional Spec.
- 3.0 If the removal of an LOB results in savings lost, messaging should appear letting the user know. Final messaging will be determined in content development.
- 4.0 A message should appear letting the user know which LOB has been removed as well as giving a call to action to add the LOB. Clicking Add brings the user back to the builder with the LOB configuration in view for editing.





SHOPPING CART

Online Security

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Cart Summary

Checkout

Monthly One Time

Wireless [Remove](#)

1.0 <input checked="" type="checkbox"/>	Existing Service with AT&T Edit 2.0		
	Service Level - \$39.99 Edit		
	2 Year Re-Term Edit		
	Bundles Savings	(\$XX.XX)	
			3.0 (\$XX.XX)

Internet [Remove](#)

<input checked="" type="checkbox"/>	U-Verse Max Plus Change	\$XX.XX	
	Modem Change		\$XX.XX
	Bundles Savings	(\$XX.XX)	(\$XX.XX)
	Promotional Code <input type="text"/> Apply		
		\$XX.XX	\$XX.XX

Home Phone [Remove](#)

<input checked="" type="checkbox"/>	AT&T U-Verse Voice Unlimited Change	\$XX.XX	
	Non-Published Phone Number Change		\$XX.XX
	Bundles Savings	(\$XX.XX)	(\$XX.XX)
	Promotional Code <input type="text"/> Apply		
		\$XX.XX	\$XX.XX

Bundle Savings (\$XX.XX) (\$XX.XX)

Estimated Sales Tax \$XX.XX

Subtotals	Monthly	One Time
Note: Tax is estimate is based on location.	\$XX.XX	\$XX.XX

[< Return to Bundle Builder](#)

Checkout

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- 1.0 If a user indicates they have existing service, their configurator selections should be listed.
- 2.0 Clicking Edit for any of the existing user line items will bring the user back to the configurator page with the area to be updated in view and pre-filled/selected with the user's previous choice.
- 3.0 Assuming that savings for existing wireless can be determined.



CHECK OUT

Online Security

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Personal Information | Payment Information | Installation Date / Time | Review & Submit

1. Customer Information | 2. Credit & Security Information

1.0 Customer Information * Required field

Please tell us about yourself and how to contact you.

* First Name: M.I.: * Last Name: Suffix:

* My Email Address: All communications from AT&T will be sent to this primary email address, including information that will help you recover your ID or password. 3.0

* Confirm Email Address:

Yes, AT&T may use this email address to send me information.

* Phone Number on my AT&T Wireless Account: 4.0

* Phone Number on my AT&T Home Phone Account: 5.0

* Primary Phone Number:

Same as Wireless Account 4.0

Same as Home Phone Account 5.0

New 4.0 5.0

* Type: 4.0

* Alternate Phone Number:

Same as Wireless Account 4.0

Same as Home Phone Account 5.0

New 4.0 5.0

* Type: 6.0

Notes

- 1.0 Personal info should be pre-populated if a user is logged in to one of their AT&T accounts
- 2.0 QUESTIONS
Title has been removed as it seems unnecessary.
Is employer a necessary field? Currently employer appears in the Billing & Payment section of Home Phone.
- 3.0 Example of a tips/help inline treatment that appears when the field is activated. This is explained further in the Common Elements section. Pages with this treatment are called out throughout this document.
- 4.0 Only appears if the user has selected that they are an existing AT&T Wireless customer
- 5.0 Only appears if the user has selected that they are an existing AT&T Home Phone customer
- 6.0 Alternate phone number and type are required if the user has DSL. These fields are not required for other LOBs. Is it necessary to require it for DSL?

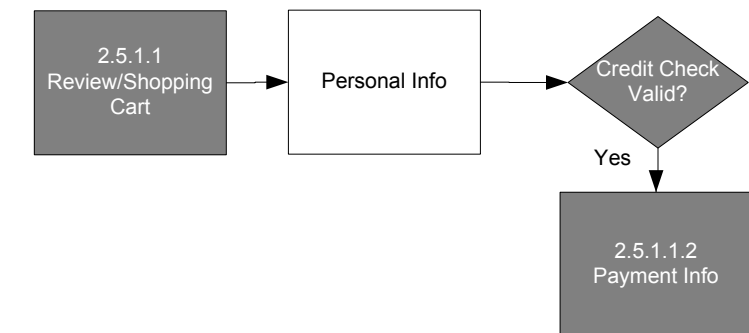
FIELDS THAT HAVE BEEN MOVED:

- May we use your email: In DSL this is part of billing information. Should this be moved to be in context to other email information.
- How best to contact you: this is an Advanced TV question that appears in Step 2 of Account Setup. Should this be moved to be in context with contact information?
- May we contact you: This is a Home phone question asked in Review & Submit. Should this be moved to be in context with contact information? Note: the recommendation for this treatment would be to use the Advanced TV method for all products that ask this question.

Fields on this page that should have tips/help:

1. My Email Address
2. Confirm Email Address
3. Phone Number on my AT&T Wireless Account
4. Phone Number on my AT&T Home Phone Account
5. Primary Phone Number
6. Alternate Phone Number
7. Previous Address Line 1?
8. Previous Address Line 2?

User Flow:



7.0 Service & Shipping Address Information [Change](#) 8.0

1011 Whitneys Ct,
San Antonio, TX 78260

9.0 NOTE: All products will be shipped to this address.

10.0 * How is it best to contact you?

By:
- Select -

During the:
- Select -

11.0 Previous Address Information

* Address Line 1:

Address Line 2:

* City:

* State:
- Select -

* Zip Code:

* Previous Phone Number

12.0 [Return to Cart](#)

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Notes

- 7.0 Address should be populated based on the user's entry during the check availability stage.
- 8.0 Clicking Change brings the user back to the Check Availability window. If product availability changes based on the updated address, the user will go back to the configurator to personalize their products, if it does not change, then the user will be brought back to checkout.
- 9.0 If the user has products in their cart which need shipping, then content should appear letting the user know that this address is also their shipping address.
- 10.0 This specific question is currently only related to Advanced TV. In that case it would only show if the user has elected an Advanced TV product. Is it possible to use this treatment for all products that ask the similar question? See next page for examples.
- 11.0 This information is for U-Verse customers. QUESTION: In what scenarios is this information needed? For all U-Verse products?
- 12.0 Clicking return to cart from any page brings the user back to the cart over view.



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File Name BundlesCart_Checkout_122109.vsd
Page Name 2.5.1.1.1 Customer Information pg 2 of 2
Page ID

DRAFT

Contact Questions Current State

1.0

Advanced TV –
Account Setup, Step 2

* How is it best to contact you?

By:
- Select -

During the:
- Select -

2.0 Yes Spam U-verse Services

Home Phone –
Review and Submit

May we contact you?
 Yes, AT&T may contact me for lorem ipsum...

DSL –
Billing Information /
Personal Information

May we use your e-mail address to send you information about new products and services from the AT&T family of companies?
 Yes No

Notes:

- 1.0 It is recommended that the Advanced TV method of asking the contact question be used for the products listed on this page (Advanced TV, Home Phone, DSL) instead of showing all three options to the user at once. Refer to the previous wireframe to see an example of the recommended treatment in use.
- 2.0 Is this Call to Action needed? What does it do currently?





CHECK OUT

[Online Security](#)

Need help ordering? [Chat online now](#)

Personal Information
Payment Information
Installation Date / Time
Review & Submit

1. [Customer Information](#) | 2. [Credit & Security Information](#)

Credit & Security Information * Required field

Please let us know lorem ipsum.

* Birthday:

/ /
MM DD YYYY

1.0 * Social Security # or Drivers' License Information

Use my Social Security # [Why does AT&T need this?](#)

2.0 * Social Security #:

- -

Use my Drivers' License Information

* License Number:

2.0 * State issued:

* Expiration Date:

/ /
MM DD YYYY

[Return to Cart](#)

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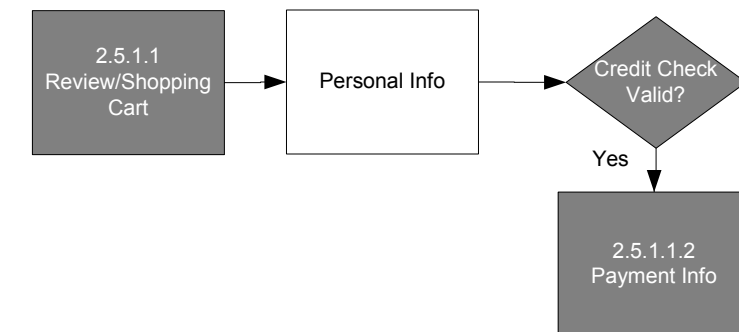
Notes

- 1.0 Currently all LOBs allow the user to enter either SSN or Driver's license except for wireless which only allows SSN. Will Wireless accept Driver's License as well?
- 2.0 These fields only show if the referring radio button is selected. They should be hidden if another radio button in the group is selected.

Fields on this page that should have tips/help:

1. Drivers' License Number

User Flow:





CHECK OUT

[Online Security](#)

- 1.0 Personal Information
- Payment Information
- Installation Date / Time
- Review & Submit

Need help ordering? [Chat online now](#)

Payment Information * Required field

Please let us know a little more information about your payment.

* I want to pay by

- AutoPay [What is this?](#)
- Bill to my AT&T account

2.0 * Do you require approval from a landlord? [What is this?](#)

- Yes
- No

Previous Service History

3.0 If you have had service with any of the AT&T family companies in the past, provide the information below.

Date Established:

Month Year

Receive my bill online?

Yes, I want to receive my bill online [What is this?](#)

* Service agreement

4.0 I agree to the [Wireless Service Agreement](#)

[Return to Cart](#)

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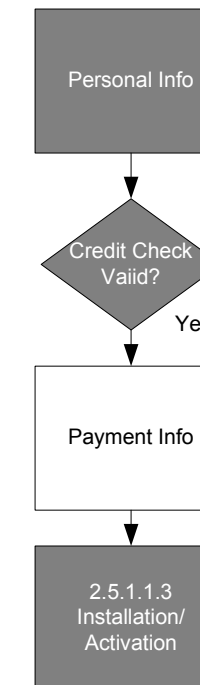
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Notes

- 1.0 The user should be able to navigate back to steps they've completed.
- 2.0 This field appears for DIRECTV customers. QUESTION: how is the information from this question used? Is it more appropriate to show in the installation step? Are steps that come later in the flow effected by the answer to this question?
- 3.0 This question currently only appears for home phone in the billing & payment section. Is this used for credit check information or is there a different need for this question?
- 4.0 This only appears if a user is purchasing wireless.

User Flow:





CHECK OUT

[Online Security](#)

Need help ordering? [Chat online now](#)

[Personal Information](#)

Payment Information

[Installation Date / Time](#)

[Review & Submit](#)

Payment Information

* Required field

Please let us know a little more information about your payment.

* I want to pay by

AutoPay [What is this?](#)

Using my credit or debit card

* Card Type:

- Select -

* Card Number:

1.0

Name on card

* First Name:

M.I.:

* Last Name:

Suffix:

2.0 - Select -

* Expiration Date:

/

MM YYYY

3.0 * Security Code:

4.0 Card Billing Address

* Address Line 1:

123 Main Street

Address Line 2:

5.0 * City:

Somewhere

* State:

GA

* Zip Code:

30456

* I have read and agree to the [Terms and Conditions](#)

From my bank account

Bill to my AT&T account

Receive my bill online?

Yes, I want to receive my bill online [What is this?](#)

* Service agreement

I agree to the [Wireless Service Agreement](#)

[Return to Cart](#)

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Notes

- 1.0 These fields only show if the referring radio button is selected. They should be hidden if another radio button in the group is selected.
- 2.0 The name fields that are asked differ today based on LOB.
DSL: First name, Last name
Home Phone: First name, M.I, Last name, Suffix
U-Verse: First name, M.I, Last name, Suffix
DIRECTV: First name, Last name
It's recommended to show all four fields to the user like Home Phone and U-Verse.
- 3.0 This field shows if the user is purchasing U-Rock products.
- 4.0 The Billing address fields should be pre-filled with the service address that the user inputted in the Customer Information part of the flow.
- 5.0 Building Business name is a field for Advanced TV in Billing. How does that fit in? Currently this appears under address line 2.

Fields on this page that should have tips/help:

1. Security Code



[Return to Cart](#)

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File Name BundlesCart_Checkout_122109.vsd

Page Name 2.5.1.1.2a Payment Information - Auto Pay Credit/D

Page ID

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Page 13



CHECK OUT

Online Security

Need help ordering? [Chat online now](#)

[Personal Information](#)

Payment Information

Installation Date / Time

Review & Submit

Payment Information * Required field

Please let us know a little more information about your payment.

* I want to pay by

AutoPay [What is this?](#)

Using my credit or debit card

From my bank account

1.0 * My Bank account is:

- Select -

Name on account

2.0 * First Name:

M.I.:

* Last Name:

Suffix:

* Bank Routing Number:

* Account Number:

* I have read and agree to the [Terms and Conditions](#)

Bill to my AT&T account

Receive my bill online?

Yes, I want to receive my bill online [What is this?](#)

* Service agreement

I agree to the [Wireless Service Agreement](#)

[Return to Cart](#)

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Notes

- 1.0 These fields only show if the referring radio button is selected. They should be hidden if another radio button in the group is selected.
- 2.0 The recommendation would be to standardize the way that we ask for name by using first, last, MI, suffix.

Fields on this page that should have tips/help:

1. Bank Routing Number
2. Account Number

FIELDS THAT HAVE BEEN MOVED or REMOVED:

- Setup Payment Installments. Do we provide this option?? Currently in U-Verse Order Summary/Cart.
- Gender is a field for DIRECTV & DISH. Is this field necessary?





CHECK OUT

Online Security

[Personal Information](#) |
 [Payment Information](#) |
 Installation Date / Time |
 [Review & Submit](#)

Need help ordering? [Chat online now](#)

Installation Date & Time * Required field

Let's set up your installation date & time.

U-Verse

1.0 Please choose a date and time for your professional installation. An available date and time have been suggested, but you are welcome to change them below:

* Date:
2.0
 * Time:

MM/DD/YYYY

Installation Contact:

* First Name: M.I.: * Last Name: Suffix:
3.0

* Contact Phone Number:

* Own or Rent [What is this?](#)

I own **4.0**
 I rent

Landlord Information

* First Name: M.I.: * Last Name: Suffix:
5.0

* Landlord's Phone:

Is there anything else we need to know about your location?

Please note that you will receive a call from AT&T to schedule a date for the technician to come to your home.

Notes

- 1.0** These fields appear for all U-Verse products (phone, TV, Internet)
- 2.0** Available time intervals in dropdown will populate based on location (i.e. L9 will be different from L13)
- 3.0** All available contact/name information should be prefilled but editable.
- 4.0** This information is for u-verse installation. Is it needed for other installations / advanced tv products?
- 5.0** These fields only show if the referring I rent radio button is selected. They should be hidden if another radio button in the group is selected.

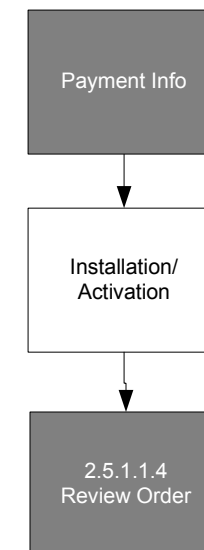
Fields on this page that should have tips/help:

1. Is there anything else we need to know about your location?

FIELDS THAT HAVE BEEN MOVED or REMOVED:

- Secondary Phone and Type. Is this a truly necessary field for installation?
- DIRECTV Installation – what fields are needed? Do not have test data to view.

User Flow:



6.0 Internet

Please choose a date and time for your professional installation. An available date and time have been suggested, but you are welcome to change them below:

* Date: [MM/DD/YYYY] [calendar icon] * Time: [8:00 - 12:00pm] [dropdown icon]

7.0

8.0 * Shipping & Handling:

[- Select -] [dropdown icon]

Please note that you will receive a call from AT&T to schedule a date for the technician to come to your home.

9.0 Home Phone

Please choose a date and time for your professional installation. An available date and time have been suggested, but you are welcome to change them below:

* Date: [MM/DD/YYYY] [calendar icon] * Time: [8:00 - 12:00pm] [dropdown icon]

7.0

Installation Contact:

* First Name: [John] M.I.: [] * Last Name: [Smith] Suffix: [- Select -]

3.0

* Contact Phone Number: [212-555-5555] [Cell] [dropdown icon]

Is there anything else we need to know about your location? [text area]

[Return to Cart](#)

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Notes

- 6.0 These fields appear for DSL Internet. The Internet section will change based on the user's selections during Internet Checkout fields updates. I.E. if a user doesn't select to have any items that need shipping, then the shipping field will not appear.
- 7.0 Available time intervals in dropdown will populate based on location (i.e. L9 will be different from L13)
- 8.0 If a customer selects the 'No Thank You, I will provide my own equipment' option on the Internet Checkout fields page, then shipping and handling will not apply.
- 9.0 These fields appear for home phone service that requires installation.



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Page Name 2.5.1.1.3 Installation/Activation cont. (2 of 2)
Page ID

DRAFT



CHECK OUT

Online Security

Need help ordering? [Chat online now](#)

- Personal Information
- Payment Information
- Installation Date / Time
- Review & Submit**

Review & Submit

Your order is not complete until you click 'Submit Order'.

Submit Order 4.0

Order Summary

2.0 **Service & Shipping Address:** [Change](#) 1.0
 Mr. John Aimar, 1011 Whitneys Ct,
 San Antonio, TX 78260

Monthly One Time

Wireless [Remove](#)

<input type="checkbox"/>	iPhone 3G s Change 3.0	\$XX.XX
	Mail-in Rebate via AT&T Promotion Card	(\$XX.XX)
	Nation Unlimited Change	\$XX.XX
	2-Day Priority Shipping Change	\$XX.XX
	Bundles Savings	(\$XX.XX) (\$XX.XX)
	Promotional Code <input type="text"/> Apply	
		\$XX.XX \$XX.XX

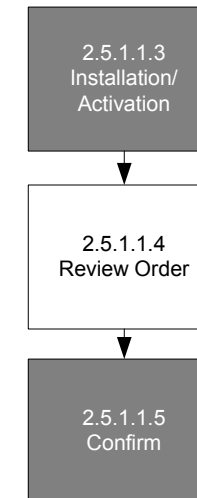
Internet [Remove](#)

<input type="checkbox"/>	Pro DSL Change	\$XX.XX
	DSL Modem (2) Change	\$XX.XX
	Shipping & Handling Change 5.0	\$XX.XX
	Shipment delivery date: Thursday April 16, 2010 (estimated) 6.0	
	Installation Change	FREE
	DSL Activation: Friday April 17, 2010 Installation: Friday April 17, 2010 at 4:00pm 7.0	
	Referral Code <i>abcdef1</i> Change	
		\$XX.XX \$XX.XX

Notes

- 1.0 Clicking Change brings the user back to the Check Availability window. If product availability changes based on the updated address, the user will go back to the configurator to personalize their products, if it does not change, then the user will be brought back to review & submit.
- 2.0 QUESTION: For all products, do we need to allow a user to enter a different address shipping address from their service address? Is this currently done on the site today for any LOBs?
- 3.0 Clicking change brings the user back to the configurator with the area to be updated in view and pre-filled/selected with the user's previous choice. (Ex: Clicking for iPhone will bring back to Builder with Wireless, Phone detail view showing and user's phone selected/pre-filled). Note that the user flow for returning to checkout will be determined once bundle builder functionality is more final.
- 4.0 Clicking Submit sends the order in and brings the user to the confirmation page.
- 5.0 Clicking change brings the user back to the Installation & Activation page to select a new shipping method/rate.
- 6.0 If information about the shipping date is available it should appear in context to the LOB and product the date refers to.
- 7.0 If information about the installation & activation dates is available it should appear in context to the LOB and product the dates refer to.

User Flow:



Home Phone [Remove](#)

<input type="checkbox"/>	ALL DISTANCE Package Change	\$XX.XX	
	Non-Published Phone Number Change		\$XX.XX
	Bundles Savings	(\$XX.XX)	(\$XX.XX)
	Promotional Code <input type="text"/> Apply		

\$XX.XX \$XX.XX

Bundle Savings (\$XX.XX) (\$XX.XX)

Sales Tax \$XX.XX

Totals: Monthly \$XX.XX One Time \$XX.XX

Billing Information:

AT&T Billing Address: [change](#)
Mr. John Aimar
1011 Whitneys Ct
San Antonio, TX 78260

Payment Method: Visa [change](#)

1st Month Total to be billed to customer: \$XX.XX

NOTE: Your 1st month's bill includes all one time charges. Bills after this will include the Monthly Charge only.

[< Return to cart](#)

Submit Order 4.0

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Notes

8.0

There should be messaging to the user explaining their 1st month cost and their remaining monthly costs.



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File Name BundlesCart_Checkout_122109.vsd
Page Name 2.5.1.1.4a Review & Submit (pg 2 of 2)
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DRAFT

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[Residential](#) | [Small Business](#) | [Enterprise](#) | [Wireless](#) [Español](#) | [Other Languages](#)



CHECK OUT

[Online Security](#)

[Personal Information](#)

[Payment Information](#)

[Installation Date / Time](#)

Review & Submit

Need help ordering? [Chat online now](#)

Review & Submit

Your order is not complete until you click 'Submit Order'.

Submit Order

Order Summary

Service & Shipping Address: [Change](#)

Mr. John Aimar, 1011 Whitneys Ct,
San Antonio, TX 78260

Monthly

One Time

Wireless [Remove](#)



Existing Service with AT&T [Edit](#)

Number on Account - 914-123-2323 [Edit](#) 1.0

Service Level - \$39.99 [Edit](#)

2 Year Re-Term [Edit](#)

Bundles Savings (\$XX.XX)

(\$XX.XX)

Internet [Remove](#)



Pro DSL [Change](#) \$XX.XX

DSL Modem (2) [Change](#) \$XX.XX

Shipping & Handling [Change](#) \$XX.XX

Shipment delivery date: Thursday April 16, 2010 (estimated)

Installation [Change](#) FREE

DSL Activation: Friday April 17, 2010

Installation: Friday April 17, 2010 at 4:00pm

Referral Code *abcdef1* [Change](#)

\$XX.XX

\$XX.XX

Home Phone [Remove](#)



ALL DISTANCE Package [Change](#) \$XX.XX

Non-Published Phone Number [Change](#) \$XX.XX

Bundles Savings (\$XX.XX) (\$XX.XX)

Promotional Code [Apply](#)

\$XX.XX

\$XX.XX

Bundle Savings

(\$XX.XX)

(\$XX.XX)

Sales Tax

\$XX.XX

Totals:

Monthly

\$XX.XX

One Time

\$XX.XX

Billing Information:

1st Month Total to be billed to customer: \$XX.XX

AT&T Billing Address: [change](#)

Mr. John Aimar
1011 Whitneys Ct
San Antonio, TX 78260

NOTE: Your 1st month's bill includes all one time charges.
Bills after this will include the Monthly Charge only.

Payment Method: Visa [change](#)

[Return to cart](#)

Submit Order

1.0 Clicking Edit for Phone Number will bring the user back to the Customer Information page. Their entry should be pre-filled.



CHECK OUT

[Online Security](#)

Confirmation [Print](#)

Thank you for your AT&T purchase!

You will be receiving an email at johnsmith@att.net shortly that outlines the details of your purchase.

Order Summary

Your Address Mr. John Aimar,
1011 Whitneys Ct,
San Antonio, TX 78260

1.0 Your Bundle Wireless: iPhone 3G s
Nation Unlimited

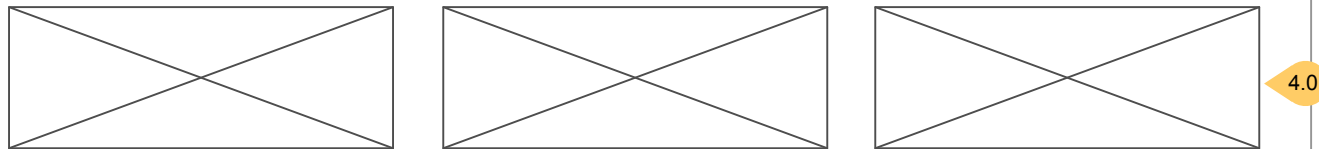
Internet: Pro DSL
DSL Activation - Friday April 17, 2010
Installation - Friday April 17, 2010 at 4:00pm
Shipment delivery date - Thursday April 16, 2010 (estimated)

Home Phone: ALL DISTANCE Package
Installation - Friday April 14, 2010 at 4:00pm

2.0 Next Steps

- AT&T will email within 1 – 2 business days confirming your:
Home phone Installation date
Internet Activation date
Internet Installation date
Internet Shipment delivery date

For questions or concerns you can [Contact Us](#).



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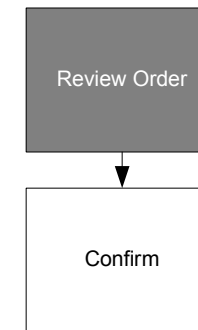
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Notes

- 1.0 The lines items that the user purchased for their bundle should show in this space.
- 2.0 Any next steps that the user has to take or should be aware of should be listed. Common next steps (such as a common email message) should list the effected LOBs.
Is there additional information that should be presented here that is currently shown in product confirmation today. (i.e. Things to do to prepare for installation)
- 3.0 Clicking would bring the user to the Contact Us portion of the site.
- 4.0 There can be up to three up/cross sell or educational modules. These should be related to the products that the user has just purchased.

User Flow:





CHECK OUT

[Online Security](#)

Confirmation

[Print](#)

Thank you for your AT&T purchase!

You will be receiving an email at johnsmith@att.net shortly that outlines the details of your purchase.

Order Summary

Your Address Mr. John Aimar,
1011 Whitneys Ct,
San Antonio, TX 78260

Your Bundle Wireless: Existing Services with AT&T – 914-123-2323
Service Level - \$39.99
2 Year Re-Term

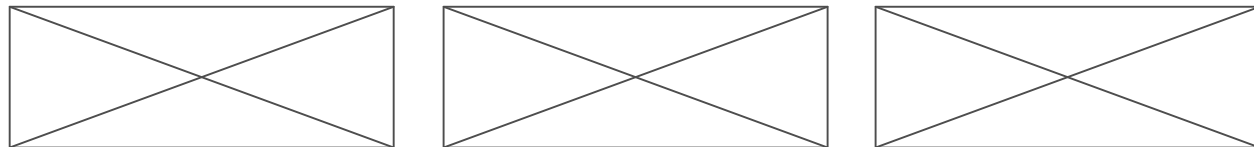
Internet: Pro DSL
DSL Activation - Friday April 17, 2010
Installation - Friday April 17, 2010 at 4:00pm
Shipment delivery date - Thursday April 16, 2010 (estimated)

Home Phone: ALL DISTANCE Package
Installation - Friday April 14, 2010 at 4:00pm

1.0 **Next Steps**

- AT&T will email within 1 – 2 business days confirming your:
 - Home phone Installation date
 - Internet Activation date
 - Internet Installation date
 - Internet Shipment delivery date

For questions or concerns you can [Contact Us](#).



2.0

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Notes

- 1.0 What happens next for all LOBs where a user has selected that they have existing service? Is there existing content per LOB that should be shown (i.e. Things to do to prepare for installation)
- 2.0 If a user has an existing product, one of the modules should allow the user to upgrade that product.



Common Elements



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File Name BundlesCart_Checkout_122109.vsd
Page Name Common Elements
Page ID

DRAFT

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Form Validation & Help/Tips

Inline Validation

* Email Address:

1.0

All communications from AT&T will be sent to this primary email address, including information that will help you recover your ID or password.

* Email Address:

2.0

* Email Address:

3.0

* Email Address:

3.0

This is not a valid email address

* Email Address:

4.0

* Email Address:

Password Validation

* New Wireless password:

* New Wireless password:

1.0

Passwords need to be between 6 – 8 characters and contain at least 1 number

* New Wireless password:

5.0

Strength: Weak

* New Wireless password:

3.0

Password needs to contain at least 1 number

* New Wireless password:

3.0

* New Wireless password:

4.0

* New Wireless password:

Notes:

- 1.0 This example shows the validation on a field as a user types. Certain fields will show tips once activated and as the user types. These fields are indicated throughout the wireframes. For Passwords these message ONLY show when the user is below the minimum amount of characters
- 2.0 Once the user is done typing there is a very short delay, and then the user will see an indicator that the form element is being validated.
- 3.0 A user should then see confirmation that the field is valid/erroneous .
- 4.0 After a short delay the confirmation will begin to fade out.
- 5.0 Once the user is over the minimum characters but before they stop typing they should see a strength indicator for their password.