



OPUS MX

Residential Activations

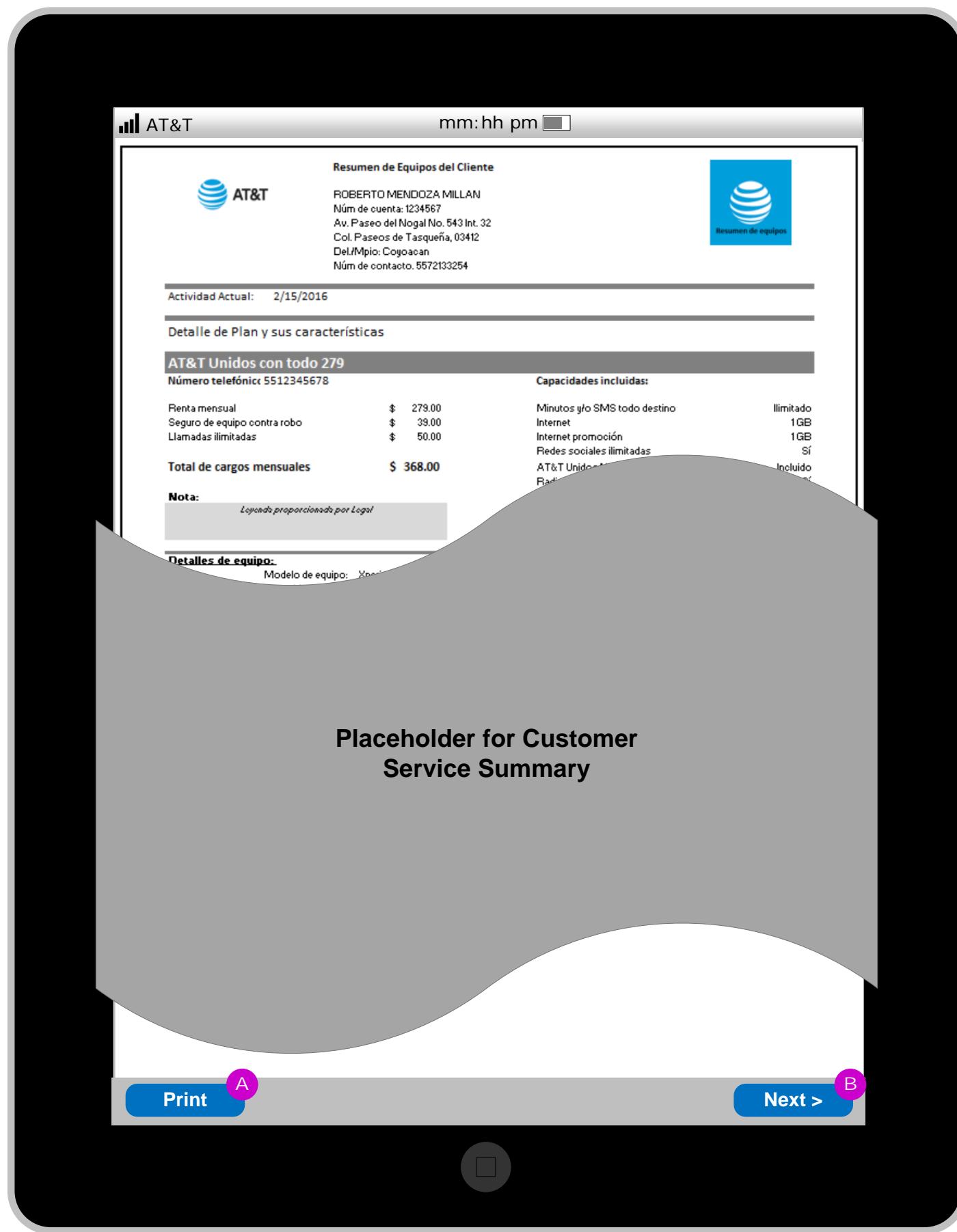
1604 283917 Iusacell - OPUS/OPUS Mobile/OPUS turnkey to create Spanish screens for new Mexican Billing Solution

AT&T
Retail UX & Innovation
Authors: Thalia Call & Andre White

9/27/2016

Revision History:

- Updated acceptance screen to include customer responses and replaced T&Cs legal verbiage, per Sonya Shy-Hadley.
- Separated service item questions from signature acceptance, per Twinklin Kingston.



Design Notes

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- A This page displays when "Sign & Pay Now" is selected from the Cart. Note: This document will be printed only if requested by the customer.

Applies to the following flows:

- New Activation
- Addition of Lines (to existing AT&T account)
- Renewals of Service
- Rate Plan Change
- Feature Change

- B The "Print" button will send the document to the printer and show the confirmation alert below. "OK" will close the alert.

The PDF document has been sent to printer:
printerNameHere

OK

- B "Next" takes the user to the Contract for AT&T Service.

A

The placeholder screen shows a large, semi-transparent rectangular area labeled "Placeholder for Contract for AT&T Service". This area is designed to hold the PDF version of the AT&T service contract.

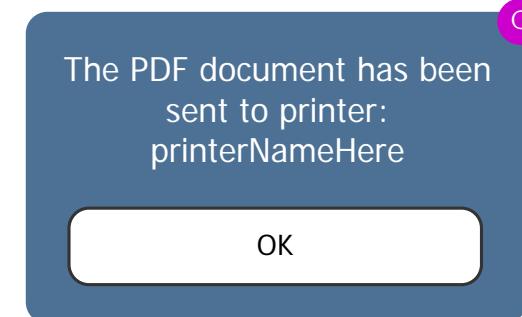
B Print

C Go To Acceptance

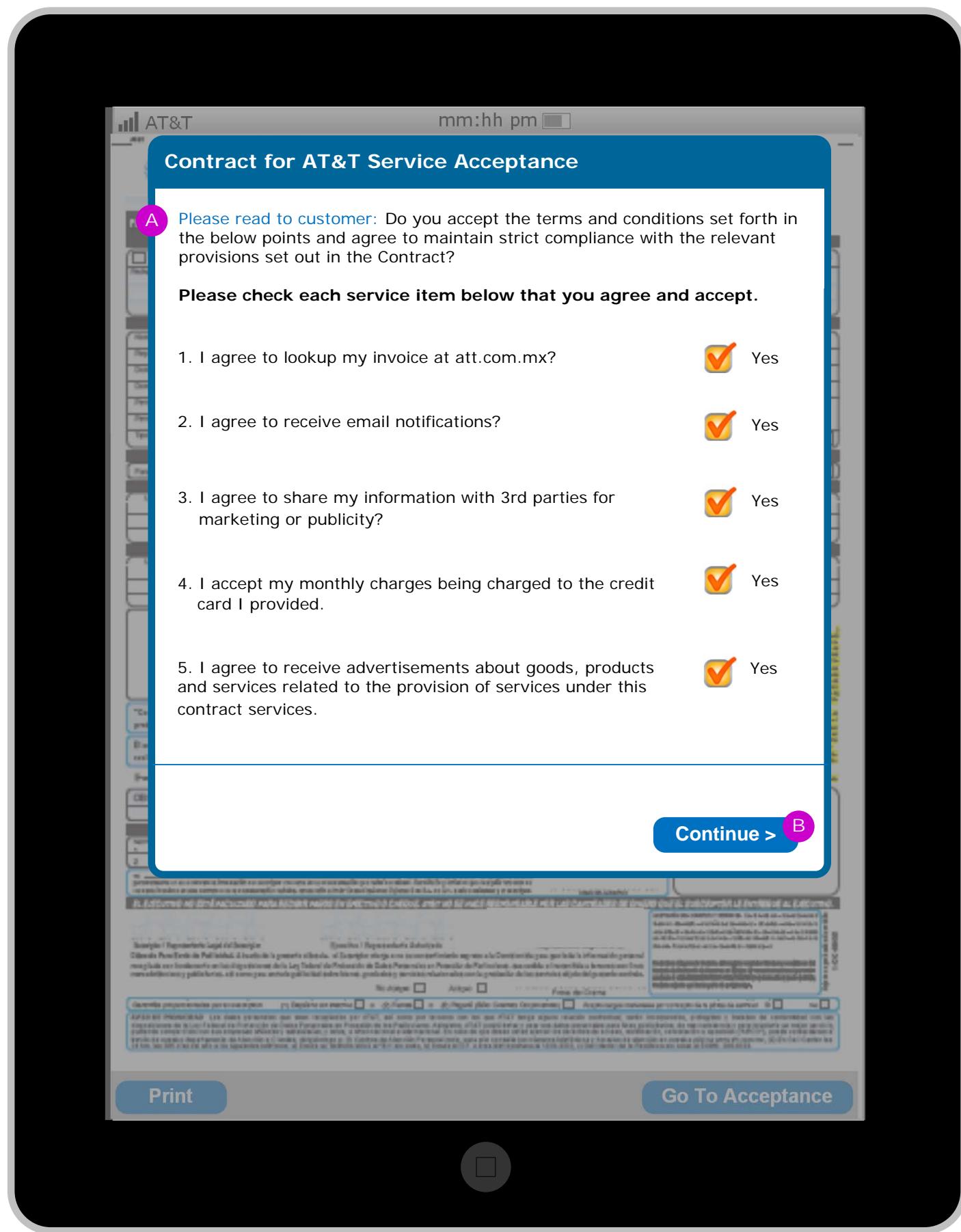
Design Notes

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- A** When "Next" is selected from the previous page, display the AT&T Contract as a PDF.
- B** The only available options will be the "Print" button and the "Go to Acceptance" option.
- C** The "Print" button will send the document to the printer and show the confirmation alert below. "OK" will close the alert.



- D** The "Go to Acceptance" button will take the user to the overlay for Contract for AT&T Service.

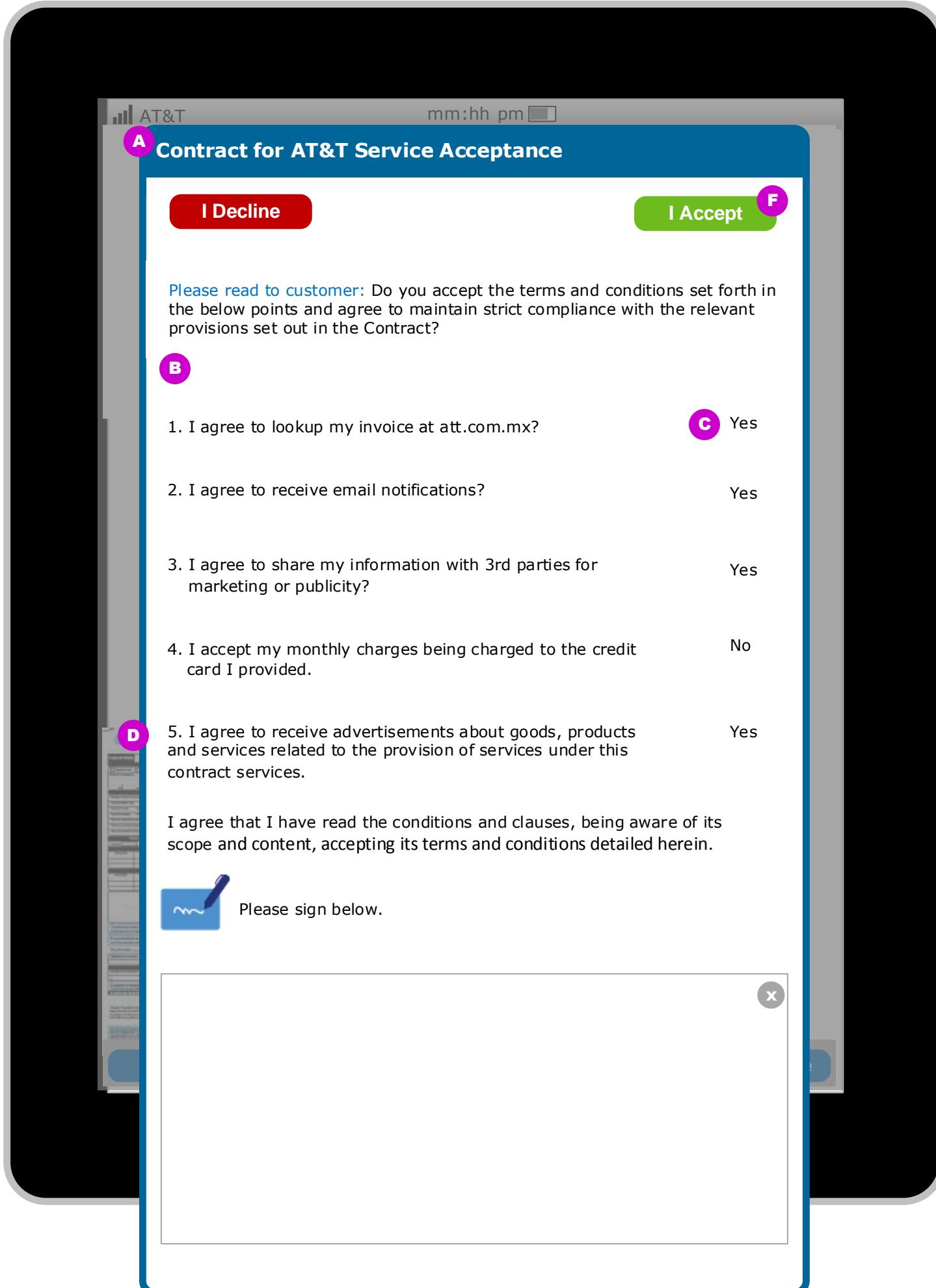


Design Notes

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A Display this overlay for the customer to indicate which service items they agree to, before accepting the AT&T Contract terms via signature.

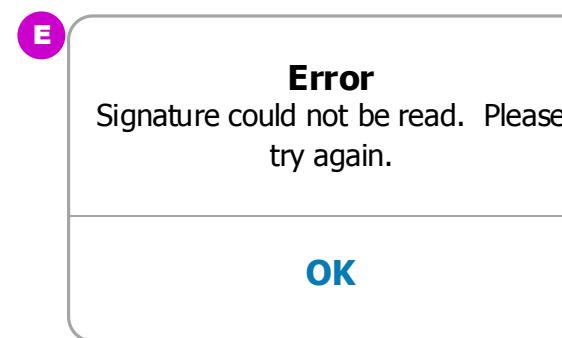
B "Continue" will refresh this overlay and display the Contract for AT&T Service (overlay with Signature) for Acceptance.



Design Notes

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- A** Display this version of the overlay after the customer has provided their response to the service items. This screen allows the customer to accept the AT&T Contract terms via signature.
- B** Hide, the "Please check each service item..." instructional text.
- C** For each question, hide the check box and display either "Yes" or "No" based upon previous selections.
- D** Terms will display immediately below the buttons.
- If the user would like to view/print contract then they can exit the overlay to view/print the contract. (Need input – View/Print button is needed because 'I Decline' is a hard stop.)
- E** If the user tries to touch the "I Accept" button without making a mark in the signature field, show the error below. A mark must be provided in the signature field in order to move forward and accept the agreement.



- F** Selecting "I Accept" after a signature is provided will display the Transaction Complete success.

A After Customer Signature is obtained, redisplay the AT&T Contract as a PDF.

B The only available options will be the "Print" button and the "Go to Acceptance" option.

C The "Print" button will send the document to the printer and show the confirmation alert below. "OK" will close the alert.

Design Notes

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The PDF document has been sent to printer:
printerNameHere

OK

D 'Done' takes user to the transaction complete page of the Residential Activation flow.

[Desktop version](#)

Service of Summary- Desktop

Microsoft Internet Explorer Provided by AT&T

File Edit View Favorites Tools Help

Resumen de Equipos del Cliente

ROBERTO MENDOZA MILLAN
Núm de cuenta: 1234567
Av. R.
Col.
Del. R.
Núm.

Actividad Actual: 2/15/2016

Detalle de Plan y sus características

AT&T Unidos con todo 279
Número telefónico: 5512345678

Renta mensual
Seguro de equipo contra robo
Llamadas ilimitadas

Total de cargos mensuales

Nota:
Leyendo proporcionado por la

Detalles de equipo:

Modelo de equipo:
Capacidad:
Marca:
IMEI:

AT&T Unidos con Todo 439
Número telefónico: 5.599E+09

A Capacidad incluida

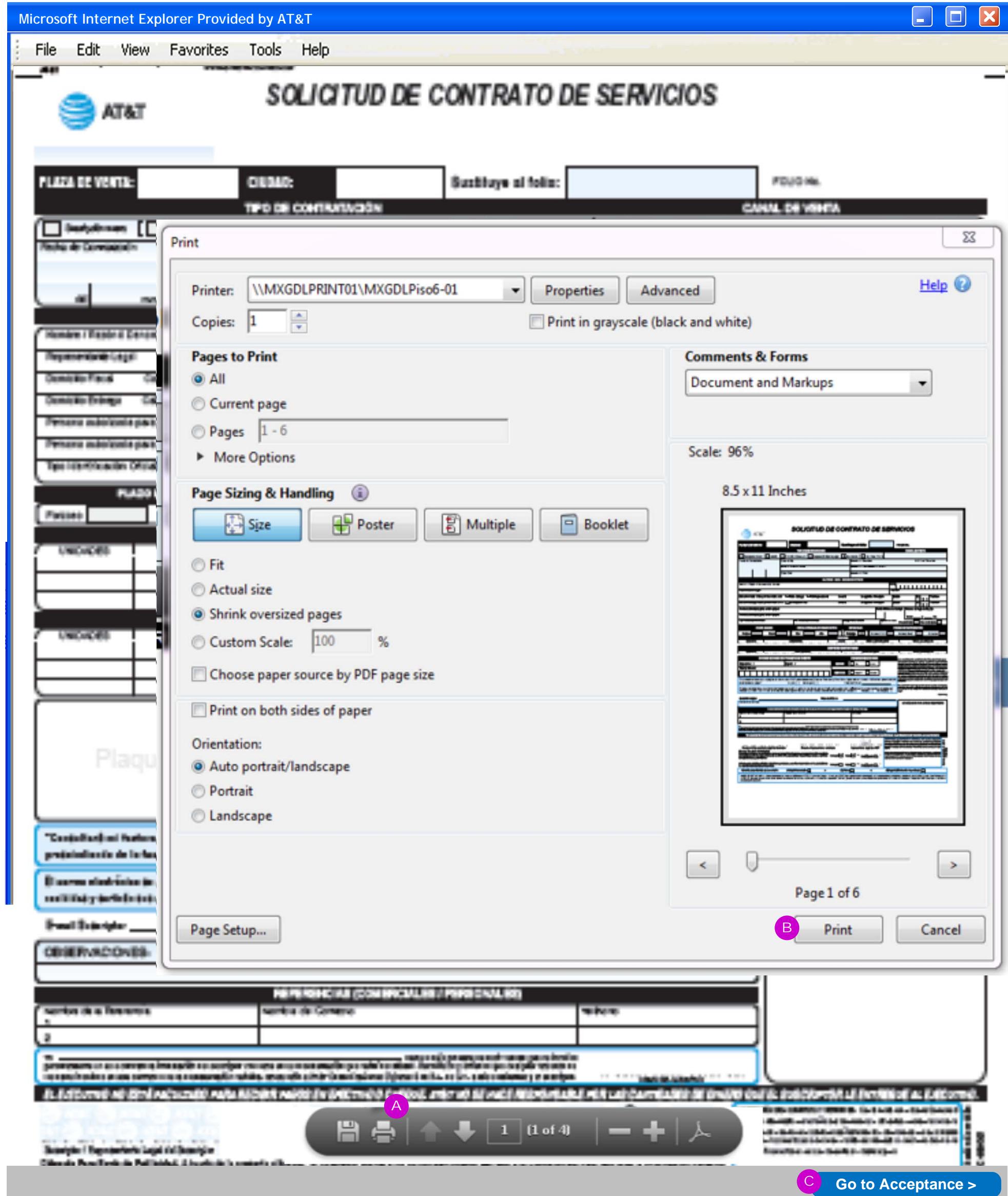
1 1 of 4 | - + | Next >

Design Notes

1604 283917 Iusacell - OPUS/OPUS Mobile/OPUS turnkey to create Spanish screens for new Mexican Billing Solution

- This page displays when "Sign & Pay Now" is selected from the Cart when OPUS is launched from the desktop. Note: This document will be printed only if requested by the customer and the cart contains Prepaid Plan activation.
- Applies to the following flows:
 - Pay Now and Check Out flow
- Clicking the print button from the PDF menu will display a "Print" option overlay.
- Clicking the Print button from the 'Print option overlay' will print the document.
- "Next" takes the user to the Contract for AT&T Service.

Contract for AT&T Service-Desktop



Design Notes

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Applies when OPUS is launched from the Desktop

- (A) When "Next" is selected from the previous page, display the AT&T Contract as a PDF.
- (B) Clicking the print button from the PDF menu will display a "Print" option overlay.
- (C) Clicking the Print button from the 'Print option overlay' will print the document.
- (D) The "Go to Acceptance" button will take the user to the acceptance Signature capture screen.

Contract for AT&T Service Acceptance-Desktop

Microsoft Internet Explorer Provided by AT&T

File Edit View Favorites Tools Help

SOLICITUD DE CONTRATO DE SERVICIOS

Contract for AT&T Service Acceptance

A Please discuss the questions below with the customer and indicate their response for each service item.

1. Does Customer agree to lookup their invoice at att.com.mx? Yes
2. Does Customer agree to receive email notifications? Yes
3. Does Customer agree to share their information with 3rd parties for marketing or publicity? Yes
4. Does Customer accept monthly charges being charged to the credit card provided? Yes

B Does the customer accept the terms and conditions set forth in the above points while forcing them to strict compliance with the relevant provisions set out in the Contract?

Customer Declines **Customer Accepts**

Planes de la Tarjeta

"Contratando con AT&T se da pleno consentimiento de AT&T (www.att.com.mx) para que AT&T tiene el derecho y facultad para cancelar o modificar los servicios de acuerdo a las condiciones establecidas en la factura en su pago". No Sí

"El cliente acepta las condiciones para cancelar los servicios pagando sus facturas por adelantado y los modificaciones que se le realicen al servicio de acuerdo a las condiciones establecidas en la factura en su pago". No Sí

Email Electrónico _____ Firma del Cliente _____

Observaciones _____

Parte Física (Comercial / Privada)

Nombre de la Personas _____ Nombre del Comercio _____ Teléfono _____

Go to Acceptance >

Design Notes

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- (A) Display this overlay when OPUS is launched from the Desktop for the User to indicate whether the Customer accepts AT&T Contract terms.
- (B) T's & C's TBD per legal and business.
- (C) Selecting "Customer Accepts" will display the Transaction Complete screen.