

Carrier Offload

Outlines the process for activating Carrier Offload with AT&T, including prerequisites, configuration steps, and troubleshooting procedures to ensure successful service deployment and reliable connectivity within your network environment.

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Carrier Offload

Carrier offload enables supported mobile carrier subscribers to connect automatically to an OpenRoaming wireless network. The AT&T Auto-Attach and T-Mobile Auto-Attach Partner Apps in Cisco Spaces provide the carrier-specific onboarding and activation workflows required to enable carrier offload at approved locations.

The Partner Apps perform these functions:

- Automate the onboarding process between the customer access network and the mobile carrier, including the request to establish a carrier-offload agreement.
- Share supported service-level and network-health telemetry with the carrier through the Cisco Spaces Meta API so that the carrier can monitor the subscriber experience on the access network.

Before the Partner App can be activated, the carrier reviews the proposed locations and confirms that the access network meets its service requirements. The carrier also completes the applicable agreement and provides the credentials required to activate the application.

The account and activation process differs by carrier:

- AT&T provides a token after approving the customer account and locations.
- T-Mobile provides account credentials and requires the applicable tenant or account name during activation.

OpenRoaming Carrier Offload

Partner App activation does not replace OpenRoaming configuration. Configure and activate the OpenRoaming profile and wireless network before enabling the Auto-Attach Partner App.

Activate the Partner App only for locations that the carrier has reviewed and approved. Cisco Spaces shares the required network information for the selected locations with the carrier after the user grants the requested permissions.

Partner App activation is required before a carrier-enabled OpenRoaming profile can be associated with a newly onboarded controller or Cisco Meraki network.

The carrier-offload workflow consists of these stages:

- Configure an OpenRoaming profile for carrier offload.
- Configure the OpenRoaming wireless network and verify its activation.
- Submit an account request through the required carrier Partner App.
- Complete the carrier review and agreement process.
- Obtain the token or account credentials from the carrier.
- Grant Partner App permissions and select the carrier-approved locations.
- Authenticate to the carrier portal and complete activation.
- Confirm that the Partner App is active before applying the carrier-enabled OpenRoaming profile to a newly onboarded network.

Before you begin

Before configuring an Auto-Attach Partner App, verify the these requirements:

- The Cisco Spaces account is active, and you have administrator permissions to activate Partner Apps.
- The OpenRoaming app is enabled.
- An OpenRoaming profile is configured for carrier offload.
- The OpenRoaming wireless network is configured and its activation status is verified.
- The applicable locations are available in the Cisco Spaces location hierarchy.
- The required OpenRoaming and carrier-offload domains, addresses, and ports are allowed through the customer firewall.
- You are authorized to accept the Partner App terms and share the required location and network-health information with the carrier.
- You have the business and technical contact information required by the carrier.

Setup an AT&T account

Submit a request to AT&T to establish an Auto-Attach account and obtain the token required for application activation.

Before you begin

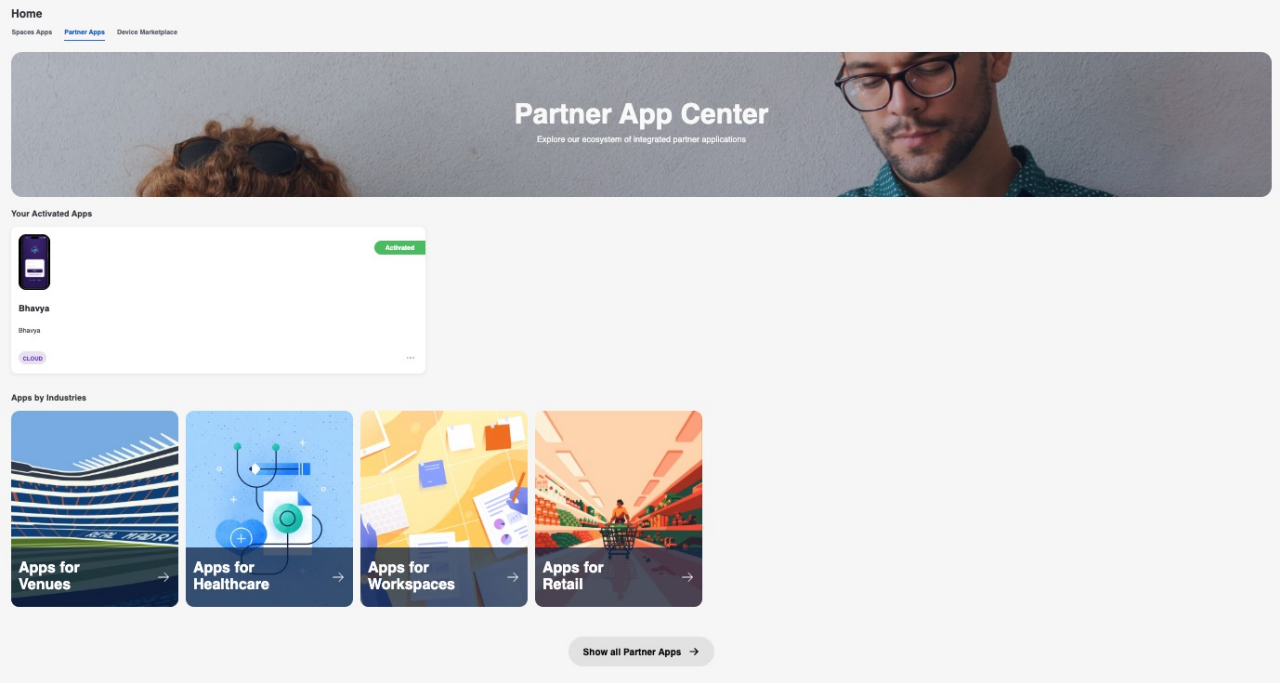
- Complete the carrier-offload prerequisites described in this chapter.
- Identify the locations where AT&T carrier offload will be enabled.
- Identify a business and technical contact who can work with AT&T during the location review and agreement process.

Note AT&T approval is external to Cisco Spaces. AT&T Auto-Attach activation cannot be completed until AT&T approves the account and locations and provides the required token.

Procedure

Step 1 Log in to Cisco Spaces.

Figure 1:



Step 2 Click the **Partner Apps** tab.

Step 3 Click **Show all Partner Apps**.

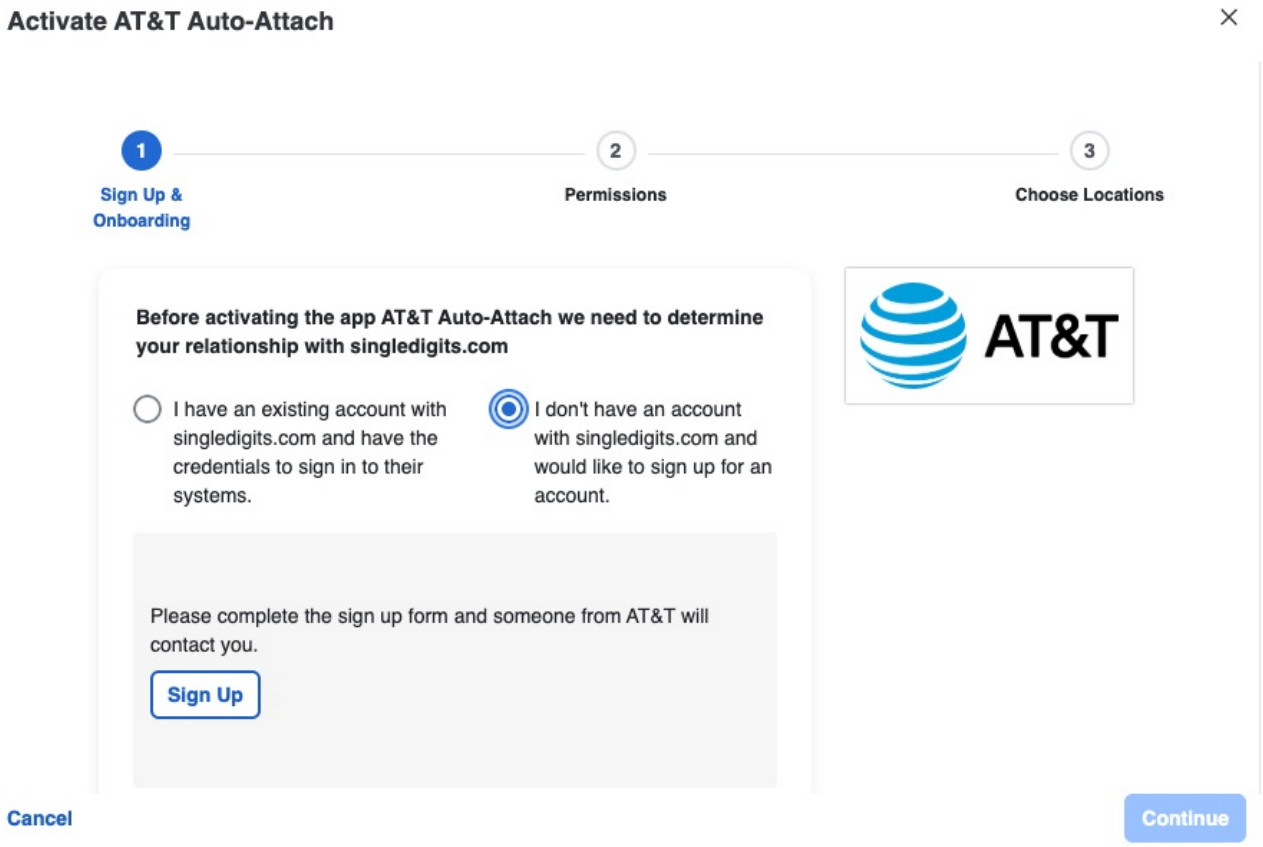
Step 4 Click **AT&T Auto-Attach**.
The **AT&T Auto-Attach** slide-panel appear.

Step 5 Click **Activate**.

Step 6 Review and accept the **Terms & Conditions**.
The account selection options appears.

Step 7 In the **Sign Up & Onboatding** section, choose the option to new account.

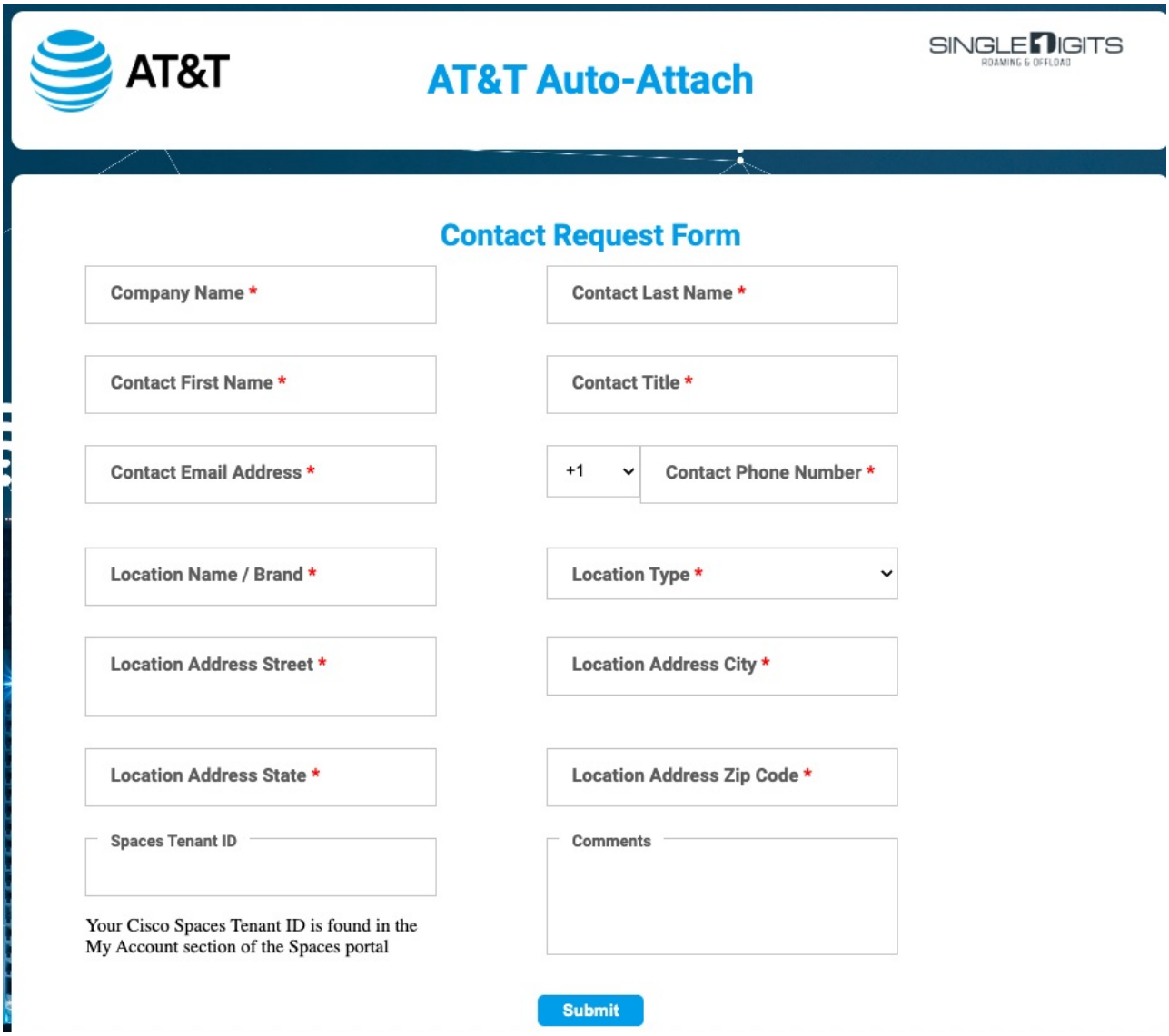
Figure 2:



The **Contact Request Form** appears.

Step 8 Enter these information in the **Contact Request Form**.

Figure 3:



- **Company Name**
- **Contact First Name**
- **Contact Email Address**
- **Location Name / Brand**
- **Location Address Street**
- **Location Address State**
- **Contact Last Name**
- **Contact Title**

- **Contact Phone Number**
- **Location Type**
- **Location Address City**
- **Location Address Zip Code**

Step 9 Click **Submit**.

AT&T receives the contact request. AT&T contacts the specified representative to review the proposed locations, confirm the expected subscriber experience, and complete the applicable agreement.

What to do next

After AT&T approves the request, it provides a token to the registered contact. Retain the token and use it to activate the AT&T Auto-Attach application.

Activate AT&T

Activate AT&T Auto-Attach for the locations approved by AT&T.

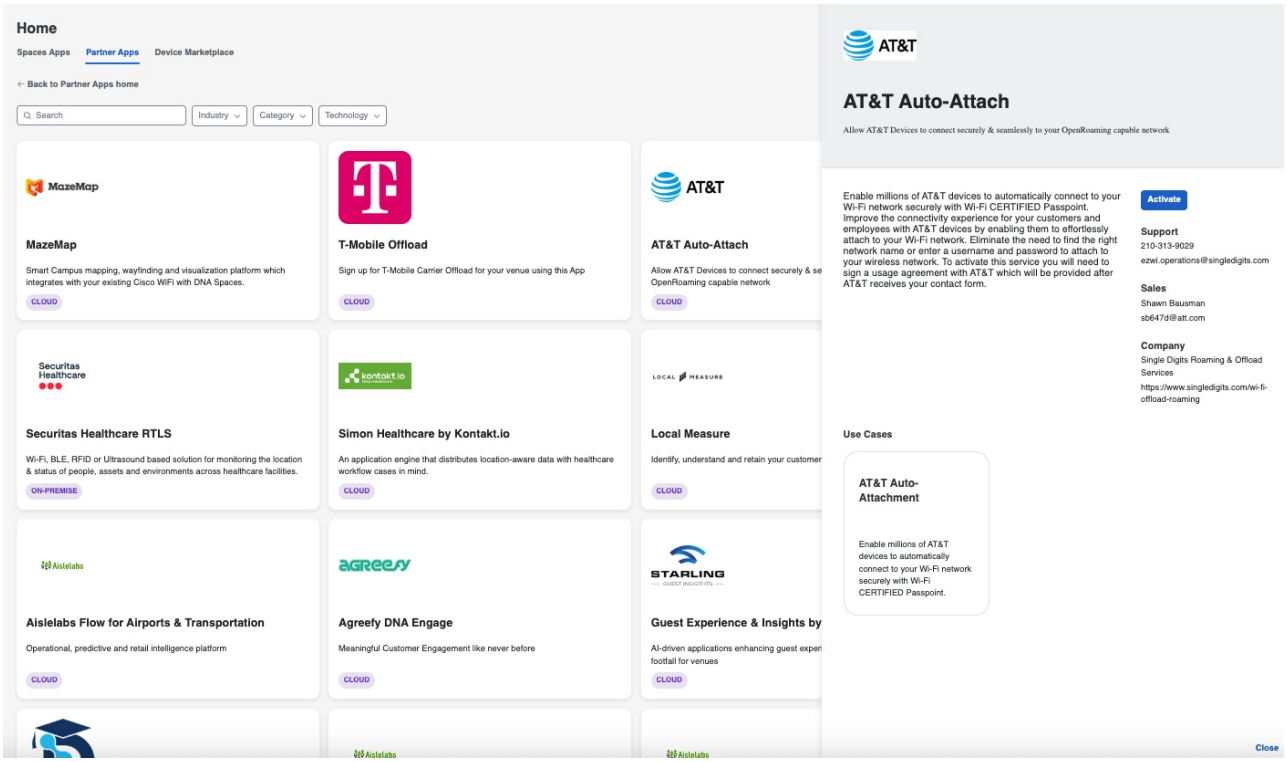
Before you begin

- AT&T has approved the customer account and locations.
- You have access to the email address used to register the AT&T account.
- You have the token provided by AT&T.
- The applicable locations are available in the Cisco Spaces location hierarchy.

Procedure

Step 1 Log in to Cisco Spaces.
Step 2 Click the **Partner Apps** tab.
Step 3 Click **Show all Partner Apps**.
Step 4 Click **AT&T Auto-Attach**.

Figure 4:



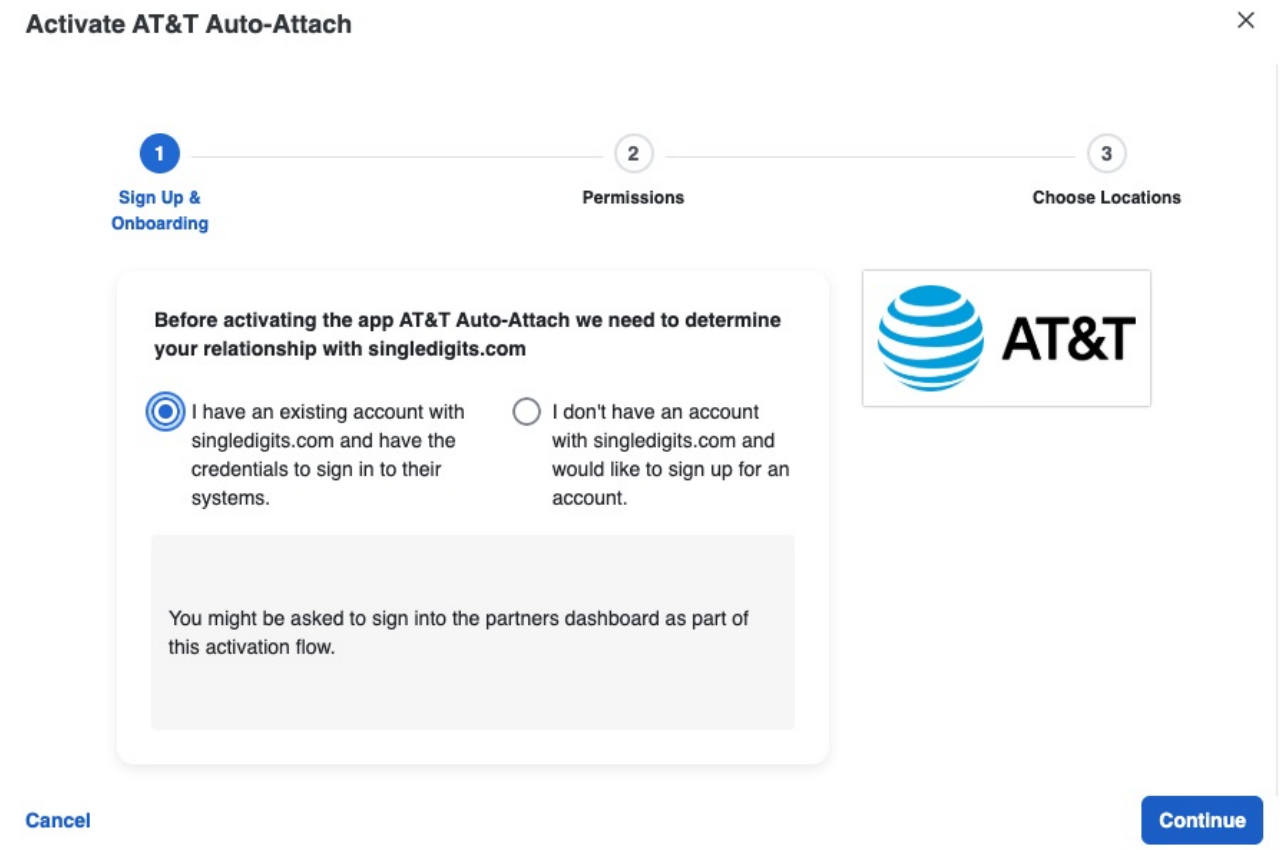
The **AT&T Auto-Attach** slide-panel appears.

Step 5 Click **Activate**.

Step 6 Review and accept the **Terms & Conditions**.
The account selection options appears.

Step 7 In the **Sign Up & Onboatding** section, choose the option to existing account.

Figure 5:



Step 8 Click **Continue**.

a) In the **Permission** section, click **Grant Permissions**.

b) In the **Choose Locations** section, select the locations where you want to activate AT&T Auto-Attach by using one of the these methods:

- To activate the application for every location, check the **Show all locations** check box.
- To activate the application for specific locations, select the required locations from the location hierarchy.

Step 9 Click **Next**.

a) Enter the email address used to register the AT&T account, click **Continue**.

b) Enter the token provided by AT&T, click **Sign in**.

The AT&T Auto-Attach application is activated for the selected locations.

What to do next

Verify that the registered contact receives the AT&T activation confirmation email. Confirm that the Partner App shows an active status for the intended locations before associating the carrier-enabled OpenRoaming profile with a newly onboarded network.

- After successful activation, supported AT&T subscribers can use the carrier-enabled OpenRoaming network at the approved locations.
- The Partner App can provide supported service-level and network-health telemetry to AT&T through Cisco Spaces.

Setup a T-Mobile Account

Submit a request to T-Mobile to establish an Auto-Attach account and obtain the credentials required for application activation.

Before you begin

- Complete the carrier-offload prerequisites described in this chapter.
- Identify the locations where T-Mobile carrier offload will be enabled.
- Identify a business and technical contact who can work with T-Mobile during the location review and agreement process.

Procedure

Step 1 Log in to Cisco Spaces.

Step 2 Click the **Partner Apps** tab.

Step 3 Click **Show all Partner Apps**.

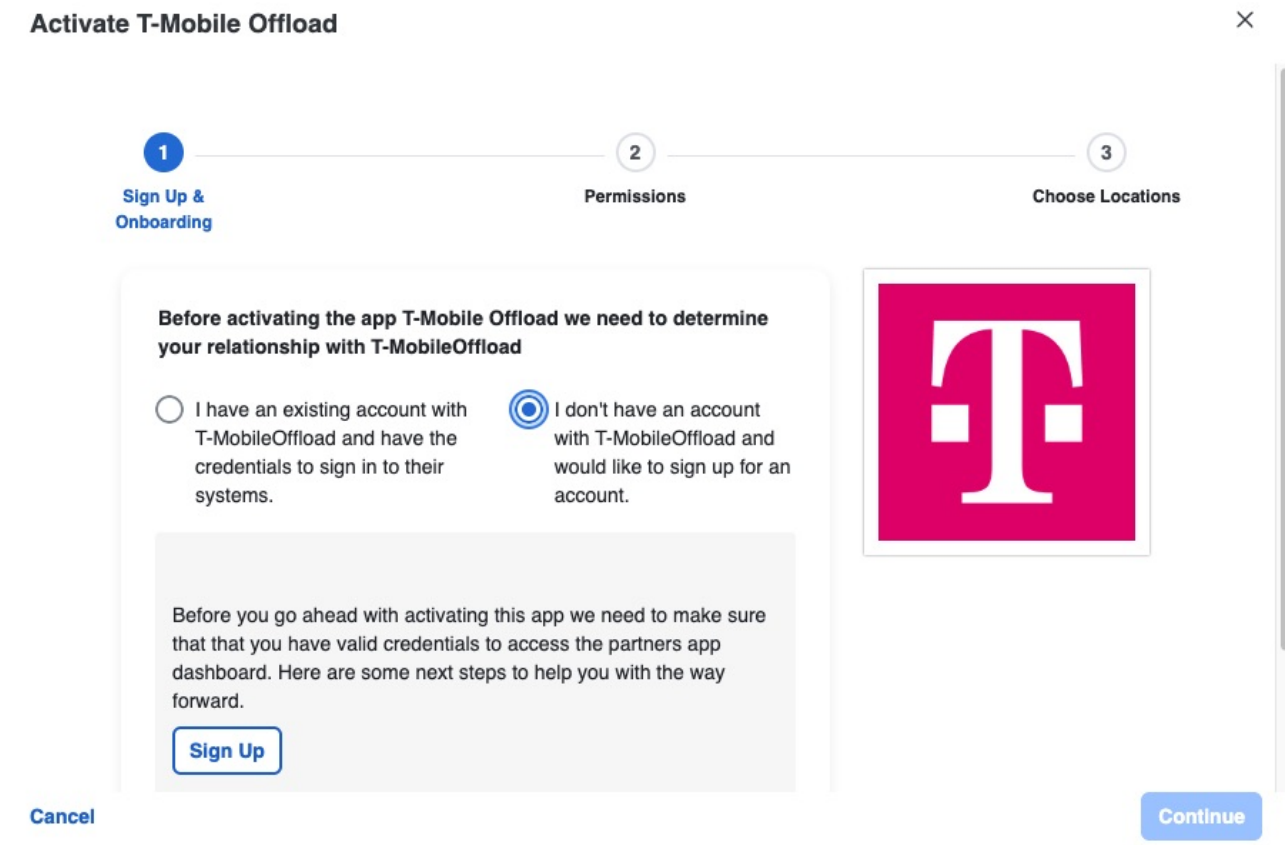
Step 4 Click **T-Mobile Offload**.
The **T-Mobile Offload** slide-panel appear.

Step 5 Click **Activate**.

Step 6 Review and accept the **Terms & Conditions**.
The account selection options appears.

Step 7 In the **Sign Up & Onboatding** section, choose the option to new account.

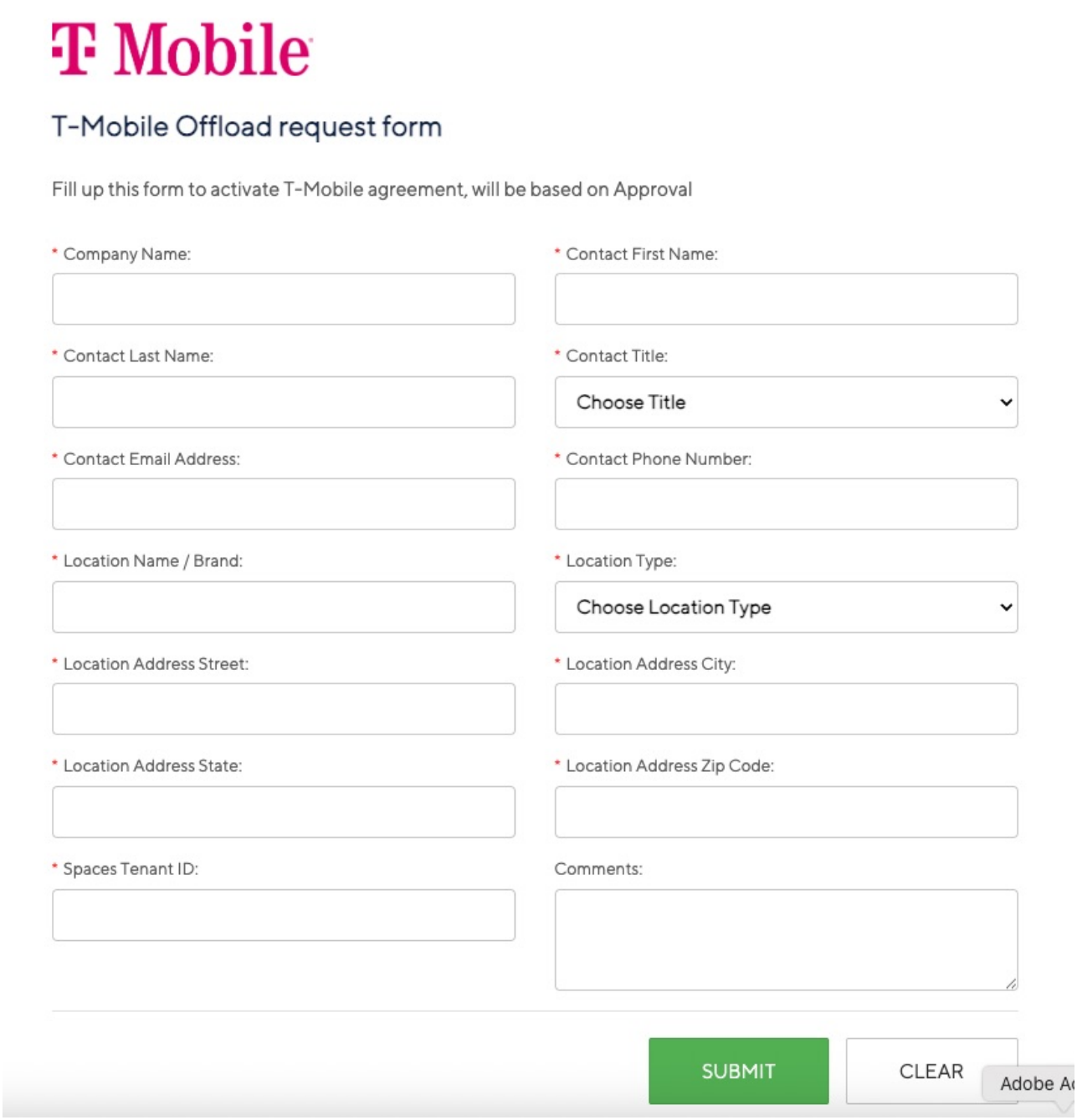
Figure 6:



The **Contact Request Form** appears.

Step 8 Enter these information in the **Contact Request Form**.

Figure 7:



- **Company Name**
- **Contact First Name**
- **Contact Email Address**
- **Location Name / Brand**

- **Location Address Street**
- **Location Address State**
- **Contact Last Name**
- **Contact Title**
- **Contact Phone Number**
- **Spaces Tenant ID**
- **Location Type**
- **Location Address City**
- **Location Address Zip Code**

Step 9 Click **Submit**.

T-Mobile receives the contact request.

T-Mobile contacts the specified representative to review the proposed locations, confirm the expected subscriber experience, and complete the applicable agreement.

What to do next

- After T-Mobile approves the request, it provides the account credentials required to activate T-Mobile Auto-Attach.
- Retain the credentials and confirm the tenant or account name to use during activation.

Activate T-Mobile

Activate T-Mobile Auto-Attach for the locations approved by T-Mobile.

Before you begin

- T-Mobile has approved the customer account and locations.
- You have the email address and password provided for the approved account.
- You have the applicable tenant or account name.
- The applicable locations are available in the Cisco Spaces location hierarchy.

Procedure

Step 1 Log in to Cisco Spaces.

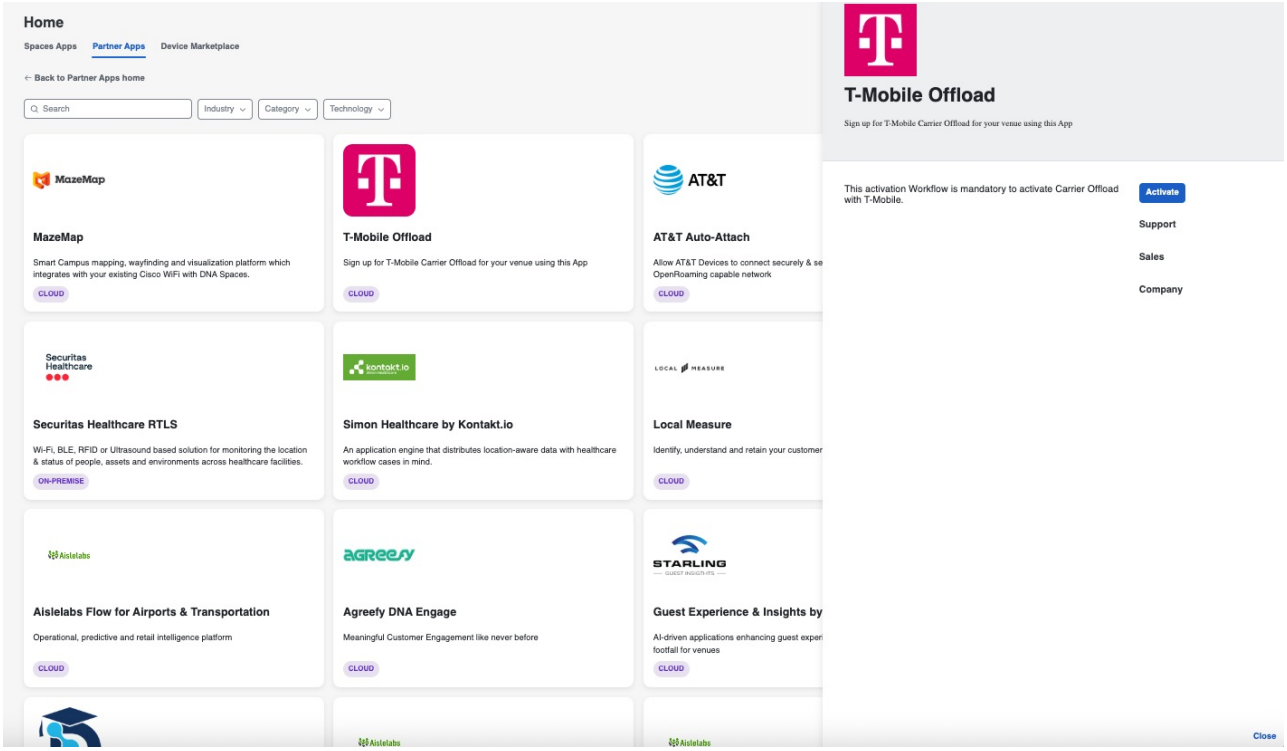
Step 2 Click the **Partner Apps** tab.

Step 3 Click **Show all Partner Apps**.

Step 4 Click **T-Mobile Offload**.
The **T-Mobile Offload** slide-panel appears.

Step 5 Click **Activate**.

Figure 8:



Step 6 Review and accept the **Terms & Conditions**.
The account selection options appears.

Step 7 Click **Continue**.

a) In the **Permission** section, click **Grant Permissions**.
b) In the **Choose Locations** section, select the locations where you want to activate T-Mobile Auto-Attach by using one of the these methods:

- To activate the application for every location, check the **Show all locations** check box.
- To activate the application for specific locations, select the required locations from the location hierarchy.

Step 8 Click **Next**.

a) Enter the email address and password provided for the approved account, click **Login**.
b) Enter the applicable **Tenant/Account Name**.
c) Click **Proceed**.

The T-Mobile Auto-Attach application is activated for the selected locations.

What to do next

Confirm that the Partner App shows an active status for the intended locations before associating the carrier-enabled OpenRoaming profile with a newly onboarded network.

- After successful activation, supported T-Mobile subscribers can use the carrier-enabled OpenRoaming network at the approved locations.
- The Partner App can provide supported service-level and network-health telemetry to T-Mobile through Cisco Spaces.