Help With Your Order

We work hard to prevent issues from occurring when you place an order or make a request. However, we've collected some helpful tips in case there is an issue.

If you need additional help, contact Business Support at 800.331.0500, Monday through Friday, 7:00 a.m. to 8:00 p.m. CT or Saturday and Sunday, 8:00 a.m. to 8:00 p.m. CT.
To help us serve you faster, be prepared to let us know the problem and the first and last name of the person who received the order.

Can't Process Credit Card

If we can't process your credit card when you place an order, verify that:

- The credit card number, expiration date, and security code are correct.
- The ZIP Code you used for your AT&T billing address is the same as the ZIP Code on your credit card statement.

If the problem persists, contact your credit card company.

Premier Coupon Code Doesn't Work

If you received an error when you entered a Premier coupon code, verify that:

- You're meeting all the terms and conditions of the coupon code offer.
- The total one-time charges are not zero.
- You're within the start and end dates of the coupon code offer.
- You've correctly entered the coupon code.
- You have an eligible wireless product (device or accessory) in your shopping cart.
- Your foundation account number qualifies for the coupon code.
- You're not combining any offers that are "not valid with other promotions."

Note: After one-time charges are subtracted from a coupon code, the remaining amount cannot be used as a credit. If applicable, you'll see a message at the time you redeem the coupon.

If an error persists, contact Business Support.

Can't Change or Cancel Your Order

We begin fulfilling your online order as soon as you place it, so you won't be able to change or cancel your order until it's complete. You have 30 days after placing your order to return or exchange items, or to cancel service. Other conditions may also apply.

You can manage your order by visiting the Order Status link in the order confirmation email you received.

Order Number is Missing or Incorrect

If you didn't receive an order number or you get an error message when entering your order number, contact Business Support.

Item is Missing From Order

If you didn't receive your order, or you received an item you didn't order, contact Business Support. For more information, see Returns and Exchanges.

Item is Damaged or Defective

If an item you received was damaged or defective, contact Business Support. For more information, see Returns and Exchanges.

Contact Business Support

If you can't activate your device on the Online Activation Portal, contact Business Support at 800.331.0500, Monday through Friday, 7:00 a.m. to 8:00 p.m. CT or Saturday and Sunday , 8:00 a.m. to 8:00 p.m CT.
Be prepared to provide the following information:

- Wireless number
- Premier order ID (emailed to you at the time of your order)
- SIM card number (19 or 20 digits)
- Device IMEI (serial) number (15 digits)
- Account holder's Social Security Number or Federal Tax ID Number (Employer Identification Number)
- Account holder's billing or shipping ZIP Code

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