



# The **SUPPORT SERVICES for CUSTOMERS**



Customer Hours: 8AM - 9PM CT  
Seller Hours: 9AM - 9PM CT

Offering support for all **AT&T fiber** and **AT&T wireless** orders!

**REMINDER:** *ALWAYS provide customers the VIP number when placing an order. Customers should always call the VIP line for support.*

## CUSTOMER VIP LINE: 833-603-3270

*Please have PIN/Passcode ready when you call.*

### AT&T Fiber

- ✓ Answer pricing questions
- ✓ Self-install walk-through
- ✓ Reschedule install appointments
- ✓ Submit buried line requests
- ✓ Check status of buried line requests
- ✓ Educate on install fee waiver
- ✓ Reverse install fee when charged incorrectly
- ✓ Answer/explain promo questions
- ✓ Check order status

### AT&T Wireless

- ✓ Billing questions
- ✓ Explain partial charges
- ✓ Answer activation questions/explain fees
- ✓ Answer promo questions
- ✓ Explain promo timelines
- ✓ Assist with FAN enrollment (appreciation, AARP, etc.)

- ✓ Help with back-ordered devices by canceling orders
- ✓ Check order status
- ✓ SIM swap
- ✓ Provide tracking status
- ✓ Email next up and return shipping labels
- ✓ Help with exchanges (\$55 restocking fee applies)
- ✓ Answer plan questions
- ✓ Change plans after activation
- ✓ Add/remove features (international plans, insurance, etc.)
- ✓ Process and track trade-in
- ✓ Email trade-in label

### Account

- ✓ Issue one-time PIN
- ✓ Passcode reset (Customer Needs to call VIP line)

### Requires Escalation Form (see link below)

- ✓ Reverse install agreements
- ✓ Upgrade reversals

## THE TOWER DOES **NOT** SUPPORT THE FOLLOWING...

### General

- ✗ Video products/services
- ✗ Commission disputes
- ✗ Working service conflict
- ✗ SARA Plus Order Entry Support

### AT&T Wireless

- ✗ IMO discounts
- ✗ OPUS mobile orders
- ✗ Ordering Via Assisted Sale Line