



Help with Your Order

We strive to prevent any problems from occurring when you place an order or make a request. However, if problems do occur, you can use this information for help with different situations.

If you still experience problems with your order, 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 during order placement, verify the following:

- 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 tried using 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 this situation applies, you'll receive 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. 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 cancel service. Other conditions may also apply.

You can manage your order by clicking the **Order Status** link in your order confirmation email.

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](#).

Missing, Damaged, or Defective Items

Contact [Business Support](#) if you:

- Didn't receive your order
- Received an item you didn't order
- Received a damaged or defective item

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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