

AT&T IOD Sales ID: **I7JLV**

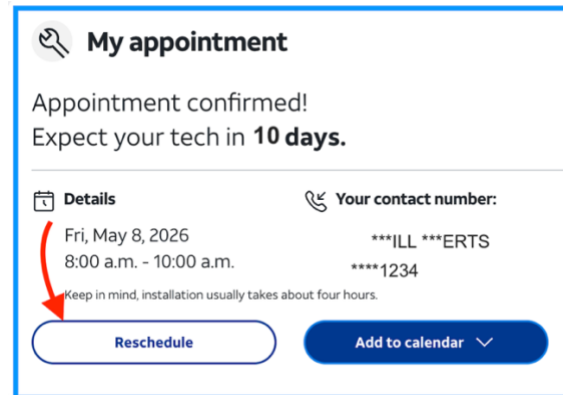
Move orders or New orders in hybrid connected communities

AT&T Order Status Link

Use to reschedule an installation or activation date. You will need:

1. Order #. (For **MOVES** you need updated order #, enter 71-00000 in front of order# i.e. 71-000008123456781).
2. Customer's zip code
3. Customer's last name or email address.

Once this information is entered the order status will display. Scroll down to see if the system offers the reschedule option.



For other order modifications:

- Change order install type (full or self)
- Rescheduling a missed install (when unable to reschedule through the AT&T Order Status tool)

Email [support](#) with customer and order details including the BAN and PIN

- **Do not** include sensitive information like SSN, DOB etc.

AT&T WSC Process

*****Limit WSC – order placement should be no more than 12 days prior to customer move-in*****

When you receive a **WSC** - proceed with the order in SARA Plus, if allowed.

1. Submit a WSC ticket via the [WSC form](#) along with proof of residency.
 - Enter **I7JLV** in the ATTUID section
2. **MOVE** orders are worked by the offline team.
 - If the MOVE order number has NOT updated, then you must send an email to [support](#) with the information required.
3. **NEW** orders send an email to [support](#) with the information required immediately,

Required Information

- Customer's name
- Customer's address
- Move in date
- WSC Form ID

For New Construction or Missing Fiber Addresses

[Submit address information here](#)

Bandwidth Builders support team will submit a NAV ticket and update you accordingly.

*****Fiber addresses ONLY. Not for AT&T Internet Air (AIA)*****