AT&T IOD Sales ID: I7JLV (Move orders)

For order modifications, send an email to support@ and provide the details of the order including the following:
- BAN with PIN
  - **Do not** include sensitive information like SSN, DOB etc.

To check an order status, use this link:

AT&T order status

Contact our support team for the following:
- Change order install type (full or self)
- Rescheduling a missed install
- Missing or lost modem for self-install orders

AT&T WSC Process

When you receive a **WSC warning** - proceed with the order in SARA+ and then:
1. Submit a WSC ticket via the **WSC form** along with proof of residency.
   - Enter **I7JLV** in the ATTUID section
   - Orders are worked by the offline team.
   - Check **AT&T order status**
   - If the order is not pending activation or scheduled for install, then you must forward the ticket response from the WSC form to our support team and request assistance.
     - Provide the account PIN and the move in date

For New Construction Address Issues:

Address Validation Request

Restricted Properties/Connected Communities:

There are three kinds of restricted sales properties:
1. DIRECTV locations but we can sell AT&T Internet and Phone.
2. Both AT&T and DIRECTV locations. (Connected communities)
   a. Pro tip: "Instant On" at att.com is confirmation that we cannot place ANY type of product orders. "Instant On" is a restriction on all products by 3rd party dealers.
3. Hybrid connected communities that are restricted, where we cannot sell under the NDS sales code, but we can under our Move/Transfer (IOD) sales code.
   a. Pro tip: address will display serviceable on the att.com site but no mention of "Instant On".

July 31, 2025