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

For order modifications:

- Change order install type (full or self)
- Rescheduling a missed install
- Missing or lost modem for self-install orders

Send an email to [support](#) and provide customer and order details including the BAN and PIN

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

To check an order status, use this link:

[**AT&T order status**](#)

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 permitted

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 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".