
844-776-0966

For Spanish Speaking reps: 877-312-4710

AT&T Sales ID: I7JLV (Move orders)**Call center hours are:**

Monday - Friday: 8:00 am - MIDNIGHT EST

Saturday - Sunday: 10:00 am - 9:00 pm EST

- You must provide the customer **account number** and the **PIN** or have the customer on the line.
- Provide AT&T order number.
- **Document Agent name, rep ID and time of the call.**
- **Credit Issues and Third Party Verification (TPV)** – During the call, if there is a customer credit issue, or when TPV is required, you will be asked to drop off the call, as per FCC guidelines.

For Working Service Conflict:**Limit WSC – order placement should be no more than 12 days prior to customer move-in**When you receive a **WSC warning** - proceed with the order in SARA+ and then:

1. Submit a WSC ticket via the [Cognito](#) form along with proof of residency.*
2. Call order support **844-776-0966** to clear the conflict and finalize the order.

*Proof of residency may be a copy of lease/rental agreement OR a utility bill such as:

- Electric
- Gas
- phone
- Water
- trash/sewer

If issues persist: forward the Cognito response email to support@bandwidthbuilders.com along with the account PIN and we will contact AT&T

For New Construction & Serviceability Issues:**[Address Validation Request](#)**

Restricted Properties/Connected Communities:

There are two kinds of restricted sales properties:

1. DIRECTV locations but we can sell AT&T Internet and Phone.
2. Both AT&T and DIRECTV locations.
 - 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.