

AT&T Online Repair

Address your service problems online

One of the most helpful eServicing tools available from AT&T is the online repair reporting tool. With this tool, you can report and track service problems without placing a phone call to AT&T.

Troubleshoot a problem

With AT&T online repair capabilities, you can find answers to common repair questions online. For example, a written set of instructions can guide you through the process of testing your outside line to see if the source of a service problem is within your premises or within the AT&T network.

Report a service problem

With AT&T online repair capabilities, you can report a service problem quickly and easily by creating a repair report online. And the sooner you initiate your repair report, the sooner service restoration can begin.

Check the progress of service restoration

Once you have created a repair report, you can follow its progress online as your service is restored.

To address your service problems online, go to att.com/repair.

Change or cancel a repair report*

If you need to modify your repair report after submitting it, you can accomplish that quickly and easily online. If you need to cancel your repair report altogether, you can also do that conveniently online.

Access user guides

Another convenience you'll find online is easy access to AT&T user guides. With this easy online access, you won't have to store hard copies of the user guides; instead, you'll always have ready access to the most up-to-date versions online.

BENEFITS

- Report your service problems online so service restoration can begin quickly
- Stay well-informed as your repair report goes through the resolution process
- Get answers to many of your questions without placing a phone call
- Enjoy easy online access to up-to-date user guides

FEATURES

- Find answers to common questions so you can troubleshoot problems effectively
- Report service problems quickly and easily without placing a phone call
- Check the progress of service restoration as your problems are being resolved
- Change or cancel repair reports online as needed*

*For businesses with fewer than 35 billed telephone numbers that are in the following 13 states: AR, CA, CT, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI

