Your billing will start one calendar day after activation of your AT&T Collaborate service at a site or one calendar day after the scheduled due date for activation.

In some cases, if you change your scheduled due date, and AT&T was ready to activate your service, billing will still start based on your original scheduled due date.

First bill review is available with your Sales representative upon request.

Reminder: Collaborate is an over the top service which means your access to the public internet must be established prior to activating Collaborate. Also, billing for Collaborate is separate from the billing of your public internet service.

Pro-rated charges

When you receive your first bill, charges may appear higher than what you were expecting. This is likely a result of partial charges, also called pro-rated charges, being included.

Charges are pro-rated as a result of ordering new service, or making a change to existing service during your billing period. They cover the time between the order completion date and one day before the billing start date shown on your bill.

For example, if your service activation date was May 5th, 2018 and the date on your first bill is May 19th, the pro-rated charges period will show on your bill as 05-06-2018 thru 05-18-2018.

Recurring and other charges

Recurring charges are billed one month in advance, which means they are billed at the start of your monthly billing period.

For example, if the date on your bill is May 19th, 2018, the recurring charges period will show on your statement as May 19, 2018 through June 18, 2018.

Your bill may also reflect one-time charges. These types of charges are usually associated with new equipment, installation of service or for calls made outside of your calling plan coverage.

Recurring, pro-rated and one-time charges may appear together on your monthly bill.
Consider the benefits of AT&T’s convergent billing option.

Receive a single invoice, at no charge, for multiple AT&T products and services, including AT&T Collaborate.

Write just one check to AT&T for services included on the convergent bill.

View and analyze the convergent bill online using AT&T Business Center.

Services must be eligible for convergent billing; accounts must be in good standing and meet other requirements. Contact your account team for more assistance.

Sales, excise and gross receipts taxes may apply to AT&T Collaborate service. Other applicable taxes, fees, surcharges, as well as shipping and handling fees, may also apply and will appear on your bill.

If you’re tax exempt, tax exemption documentation must be provided for each state the customer has service in. Every customer billing account number must be provided in the Customer Tax Exemption Web Tool to check eligibility & apply for tax exemption. For any questions, please email taxexemp@att.com.

Termination fees and late payment fees may be applied to your bill in certain circumstances. Please consult your contract for details.

Disconnection of service component(s) may be permissible; however, your account may be subject to early termination fees and/or change in pricing. Please consult your contract for details.

AT&T Business Center provides you with a secure, convenient, reliable way to access your AT&T account and manages your service online—virtually anytime, anywhere. It’s easy and FREE!

You’re able to view, print and pay your bills quickly and easily on AT&T Business Center.

Access our online billing videos to help you better understand your bill:
• Taxes, Fees and Surcharges http://go-att.us/TxsFeesSrchrgs
Equipment exchange and return policy

Exchange
AT&T Collaborate Customer Premise Equipment (CPE) carries a 1 year warranty from the date of shipment. AT&T will replace a defective device that is within this warranty period. The customer may contact AT&T at 877.246.0847 and AT&T will provide the customer with a Return Material Authorization (RMA) number. AT&T will charge the customer’s account when the new device is shipped. The customer will be credited upon receipt of the defective equipment.

Return
If Customer cancels Collaborate service or decides it no longer wants the device within 30-days, Customer may return the device for credit, with the exception of Polycom devices which cannot be returned. The device must be returned within 30-days of the date the device was shipped to Customer. Additionally, the device must be in the original manufacturer packaging, be in pristine condition and include all accessories. Failure to meet this criteria will result in equipment charges being sustained and the damaged device will be returned to the Customer.
Customer may contact AT&T at 877.246.0847 or process the return via Business Center.