



User permissions chart

This table shows the user permissions for the main functions on your wireless account.

User Permission Levels

	Task	Primary Access (online¹)	Secondary Access (online¹)	Retail Authorized User (in store)	Authenticated Caller (on phone)
Make account updates	Ask general account questions	X	X	X	X
	Change wireless number	X	X	X	X
	Enroll in AutoPay	X	X	X	X
	Enroll in Paperless Billing	X	X	X	X
	Get voice and data usage details	X	X	X	X
	Enroll in AutoPay	X	X	X	X
	Enroll in Paperless Billing	X	X	X	X
	Get voice and data usage details	X	X	X	X
	Suspend service for lost/stolen phone	X	X	X	X
	Restore service for lost/stolen phone	X	X	X	X
	Cancel service			X	X
	Resolve my AT&T registration issues	X	X		
Add or remove a Retail Authorized User	X	X			

Control account access	Add or remove a person's secondary online access	X			
	Change a wireless account security passcode	X	X		
	Give your primary access to a secondary and change yourself to a secondary user	X			
Make plan updates	Change plans	X	X	X	X
	Make updates and contract extensions	X	X	X	X
	Add new lines of service, including entering into an Installment Agreement² or a service commitment	X	X	X	X
	Perform upgrades or swap upgrades between lines, including entering into an Installment Agreement² or a new service commitment on existing lines	X	X	X	X
	Add or remove features	X	X	X	X
Perform billing and	Make payments	X	X	X	X
	Transfer billing responsibility	X			
	Accept billing responsibility	X	X		
	Set up recurring payments	X	X	X	X
	View unbilled minutes and data balances	X	X		

permission tasks	Get total account balance	X	X	X	X
	Get payment history	X	X	X	X
	View and print reports on usage and trends	X	X		
Make profile updates	Change billing address	X	X		X
	Update contact phone number	X	X		X
	Add or update email addresses for account notifications	X		X	X
	Opt in or out of certain automated messaging	X		X	X

¹**Online/self-service access** – Includes using online chat. Online users must be logged in to perform account tasks via chat.

²**Installment agreement** – May include a credit check on the account holder.

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