

Welcome to AT&T!

Thank you for choosing AT&T. Below is important information to help you get started and make the most of your new service.

Next Steps

Your phones and internet will arrive within 3 to 7 business days. Each phone will include a SIM card. For newer iPhones that use eSIMs, no physical SIM is needed.

Important: To complete activation, Click the link below.

Devices will not function until activation is completed through this link, or calling Business Customer Support.

You FAN PIN/PIN:

This is your account security code. It is found in an automated email from "Buscontractnoreply@Att.com" Subject line "Mobile Business Agreement" It is at the very bottom labeled "FAN PIN (IVR Authentication Code): XXXXX".

Porting Issues

If you receive a text message regarding a porting issue, this means your old service provider needs more information before allowing you numbers to transfer. Your order cannot ship until this is updated. You can click the link below to update the information. Our team monitors porting issues and may reach out to you so they can update the information quickly.

Trade-In Process (If Applicable)

Must be completed within 30 days of receiving your order. Click the link below to start!

AT&T Retail Locations: Retail stores do not have access to business accounts and will not be able to assist with related matters. For business account support, call (855) 370-6941.

Billing Expectations

Your first one or two bills will be higher than quoted by your representative due to prorated charges and the delay in bill credits being applied:

- **Months 1-2:** Full service price without bill credits.
- **Month 3:** Backdated credits from the first two months will be applied (Sometimes, this starts on Month 2).
- **Month 4 and Beyond:** Regular monthly billing begins at the quoted rate.

CLICK THESE LINKS BELOW TO LEARN MORE



[Click Here to Activate Your Phones](#)



[Online Account Setup](#)



[Internet AIR Setup](#)



[1st Bill Explained](#)



[AT&T Internet App](#)



[Today's Charges Explained](#)



[Track My Order](#)



[Phone ETF Buyout](#)



[Porting Issues](#)



[Internet ETF Buyout](#)



[Trade-In Process](#)