



## Frequently Asked Questions

1. How do I to request a quote from AT&T?  
Please e-mail [mswireless@att.com](mailto:mswireless@att.com) to request a quote.
2. How do I to activate my new AT&T device?  
You can active your new AT&T device one of the following way:
  - a. <https://www.att.com/checkmyorder/activations/activateDevice.rt>
  - b. Call 800 331-0500
  - c. If you have any trouble activating your device, please reach out to the account team.
3. Who do I contact if a device is lost or stolen or misplaced?  
You can request the line be suspended one of the following ways:
  - a. Log into your on-line account portal, Premier and place the line in suspend
  - b. Contact customer service at 800 331-0500
  - c. E-mail the account team at [mswireless@att.com](mailto:mswireless@att.com)
4. How do I access my account on-line?  
You would access your account on-line through our AT&T Premier portal. To access the Premier portal, click <https://www.wireless.att.com/business/>. If you do not have a username or need your password reset, please e-mail the account team at [mswireless@att.com](mailto:mswireless@att.com) (please include your billing account number)
5. What will I need to do before traveling internationally?  
Please contact the account team at [mswireless@att.com](mailto:mswireless@att.com) or call customer service at 800 331-0500 to have an international passport plan added to your CTN's (cellular telephone numbers), this would also include data only devices. Please visit <https://www.att.com/offers/international.html> for more information
6. Who do I contact with AT&T for other questions and information?  
Please e-mail your AT&T account team at [mswireless@att.com](mailto:mswireless@att.com).
7. Where do I access my user information, run inventory reports, look at current and past usage, etc.?  
For more account information, you would access your account on-line through our AT&T Premier portal. To access the Premier portal, click <https://www.wireless.att.com/business/>. If you do not have a username or need your password reset, please e-mail the account team at [mswireless@att.com](mailto:mswireless@att.com) (please include your billing account number)
8. How do I set up new services with AT&T?  
Please e-mail your AT&T account team at [mswireless@att.com](mailto:mswireless@att.com).

For more troubleshooting tips and frequently asked questions, please log into your AT&T Premier portal.