How was the paper bill design chosen?
The bill design was created to provide a clear, concise, organized bill. AT&T actively promotes online paperless billing and printing double-sided bills, thereby reducing the number of bill pages, expense and paper waste.

Once I have converted to the current bill design, can I go back to the old bill layout?
No, the old bill layout will no longer be used. This current bill design supports AT&T’s commitment to our customers for an easier-to-read bill.

Why does the bill design provide different presentment options (standard bill, summary bill or remit only)?
Business customers are looking for choices in bill designs that will match their internal bill processing needs. Many customers are looking to reduce the amount of paper they receive with each month’s bill. This design helps meet both needs.

What are the bill presentment options?
You have three choices:

- **Standard** (detailed billing)
  - Bill-At-Glance
  - Billing Summary
  - Details of Payments and Adjustments
  - Current Charges
  - Remittance
  - News You Can Use

- **Summary** (high-level summary of billing charges and credits)
  - Bill-At-Glance
  - Bill Summary
  - Detail of Payments and Adjustments
  - Account Summary
  - Remittance
  - News You Can Use

- **Remit** (minimum details)
  - Bill-At-Glance
  - Billing Summary
  - Remittance
  - News You Can Use

NOTE: For further details see att.com/newbill.

How do I change my bill design from standard to summary, or standard to remit?
You can let your AT&T Account Executive know which bill design works best for you.
Why does the “Detail of Payments and Adjustment” section not always appear on the current bill design?

If you make just a single payment or no payment since your last bill, and no adjustments were issued, then the “Detail of Payments and Adjustment” section is suppressed and the single payment is reflected only in the “Bill-At-Glance” section.

If more than one payment is made and/or adjustments were issued since the previous bill, then the “Detail of Payments and Adjustment” section is displayed on the bill providing the details.

What services are supported on the current bill design?

- AT&T Business Network Service (ABN)
- AT&T Network-Based IP VPN Remote Access (ANIRA)
- AT&T Virtual Tunneling Service (AVTS)
- Business (Managed) Internet Services (BIS)
- Business Voice Over IP (BVoIP)
- Digital Subscriber Link (DSL)
- Enhanced Virtual Private Network (EVPN)
- Managed Data Networking Services (MDNS)
- Managed Internet Service (MIS)
- AT&T Data Services*
- AT&T/SBC Long Distance and Local Services*
- AT&T/BLS Long Distance and Local Services*

* Services eligible with AT&T Enterprise Convergent Bill only

What 25 paper bill sections were eliminated?

1. Summary of Current Charges
2. Taxes, Fees & Surcharges/Tax Report
3. Remote Worker
4. Inventory Report
5. Cost Per Minute Analysis
6. Plans and Promotions
7. International Usage Summary
8. Usage Summary Toll-Free
9. Feature Usage Charges
10. Usage Summary
11. Outbound Call Detail
12. Toll-Free Call Detail
13. Quick Glance
14. Local Usage Summary
15. Table of Contents
16. Summary by Subaccount
17. Activity Summary
18. Circuit Summary
20. Mobile Voice Call Detail – Home
21. Mobile Voice Call Detail – Roam
22. Mobile Data Call Detail – Home
23. Mobile Data Call Detail – Roam
24. Discount Summary
25. Change of Address (back of Remit)

How can I access information that is not included on the paper bill?

Register for AT&T BusinessDirect eBill and/or Alternate Bill Media Products so that you can view, analyze and pay your bill online at AT&T BusinessDirect. You can do this in one of three ways:

- Contact your AT&T Account Executive or Sales Support.
- Call the number located at the top of your paper bill.
- Visit att.com/newbill.

Whom do I contact if I have questions about the current bill design?

- You can visit att.com/newbill.
- If you are a registered user of AT&T BusinessDirect, you can utilize “Chat Live” on AT&T BusinessDirect.
- You can contact your AT&T Account Executive or Sales Support.
- You can call the number located at the top of your paper bill.
If I go paperless, how do I get archived copies of my bill and how far back can I request copies?

AT&T BusinessDirect eBill provides access to 13 months of online billing data on AT&T BusinessDirect.

- Four months of data is readily available from the “Invoice Month” drop-down at all times.
- An additional nine months of data can be requested from archives.
- If you submit a request, you will receive an email notification within 24 hours stating that your archived bill is available for viewing online.

Whom should I call regarding call detail issues?

- You can visit att.com/newbill.
- If you are a registered user of AT&T BusinessDirect, you can utilize “Chat Live” on AT&T BusinessDirect.
- You can contact your AT&T Account Executive or Sales Support.
- You can call the number located at the top of your paper bill.