

AT&T Customer Service Phone Numbers

Residential:

1-800-308-4156 Products & Services

1-800-244-4444 General Assistance (Billing)

1-800-621-4533 Bilingual (Spanish)

1-800-611-4466 Repair

<http://www.att.com/gen/landing-pages?pid=3308>

Business:

1-800-660-0407 Products & Services

1-800-324-8622 General Assistance (Billing)

1-800-727-2273 Repair

<http://www.att.com/gen/landing-pages?pid=9213>

DSL—Residential and Business:

1-877-722-3755 Standard Free Support Services

1-866-294-3464 AT&T Support + Fee Based Support Services

Or make one call to FORWARD for all of your business' Network Services Products moves adds and changes, Billing questions and Repair requests.

1-630-966-1919

(fee based services)

Network Services Management

A common objection customers report, while placing orders for services and repair, is the time (*and therefore the costs*) associated with waiting on hold, being transferred through numerous departments, and the time it takes to track the original order through to completion. Another concern we hear about is a perceived expectation that the end user be an expert on the various products and their features, as well as repair specialists.

Take the hassle out of your dial tone and data repair issues, moves, adds, changes and administration, by letting FORWARD's trained Service personnel act as your liaison with your Network Service Provider.

Our Network Service Liaison Plans include:

Moves, adds, changes and repair management

Service Order placement and tracking

Escalation of your orders to ensure timeliness

Daily monitoring of Service Completion progress

Confirmation of Order / Service completion accuracy

Billing disputes intervention towards resolution

Service request log and history reports

Internet based Network Services Customer Account Management

Toll free access to your Service Representative.