

General

Website:

Click here - <https://www.att.com/wireless/>

FEIN # 22-3043811

Account Representatives

Contact the primary contact for:

- Wireless data applications
- Account review and status meetings
- Overall management of State of WI accounts

Contact the secondary contact if unable to reach primary contact and/or for:

- Rate plan and feature changes
- All equipment/accessory billing questions
- All new line, upgrade and accessory ordering
- Equipment analysis and selection

Sales:

Tate Archibald (primary)
Client Solutions Executive
State & Local Government
801.349.5641 |
tate@att.com

Sherina Cole
Mobility Client Support
Specialist
sr215m@att.com
(405) 343-8340

Alaina Rainey
FirstNet support only
801-541-2137
ar4976@att.com

Contact for:

- Cancellations/suspends/reactivations
- Address updates
- User name changes
- UDL updates
- Block requests
- Account maintenance requests
- Transfer of Billing Responsibility requests
- IMEI/SIM card updates

National Business Services:

800-999-5445
Business_Support@amcustomercare.att-mail.com

Contact when 1) there is an escalated care issue (i.e. customer contacted NBS and was unable to resolve issue) or 2) for:

- Rate plan and feature changes
- Tax exempt status on the account
- Network escalations
- Adding contacts for the account
- Premier site builds
- Premier training
- First bill review
- Rate plan analysis
- FAN Attachments
- Credit requests for billing issues

Service Management:

Shirley Cipponeri
AT&T Service Manager
SC6571@att.com
(209)712-0434

Contact Information for Authorized Users:

Tate Archibald (primary)
Client Solutions Executive
State & Local Government
801.349.5641 |
tate@att.com

Sherina Cole
Mobility Client Support Specialist

	sr215m@att.com (405) 343-8340
Contact Information for the following: <ul style="list-style-type: none"> • Balance Moves • Credit Moves • Misapplied payment • Payment questions 	Business Receivables Management 877-970-8676

HelpDesk	
24 Hour Support and Assistance (Help Desk)	800-331-0500
National Business Services (Monday – Friday, 7 a.m. - 7:30 p.m.)	800-999-5445
Data Technical Support Group 24/7	800-331-0500 option 0