



ORDERING AT&T BYOD

ALWAYS review and follow best practices, SARA Plus™ order steps, and frequently asked questions to complete a successful order for a bring your own device (BYOD) on AT&T's network.

i **Compatible phones*** will be able to use talk, text, and 4G data services.

*5G, Wi-Fi calling, Visual Voicemail, MMS (picture) messaging, and other services may be unavailable on certain compatible models.

BEST PRACTICES

1 VERIFY PHONE COMPATIBILITY:

• Phone MUST be AT&T compatible

Tap **HERE TO VIEW** eligible phones or scan here

If a phone is not listed, it **WILL NOT WORK** with AT&T

3G phones **WILL NOT WORK** with AT&T
4G & 5G AT&T Prepaid phones **WILL WORK** for BYOD



• The customer MUST FULLY OWN their device

Leased devices are ineligible to be unlocked

Blacklisted (lost/stolen) devices **DO NOT QUALIFY** for BYOD

• Verify the device is unlocked

Locked devices **DO NOT SUPPORT** an AT&T SIM Card.

If the customer is unsure if their device is unlocked, contact their current service provider to request.

TOP CARRIERS UNLOCKING PROCEDURES:

T-Mobile/MetroPCS:

Use phone app to "request permanent unlock"

Verizon:

Automatically unlocks after 60 days of active service

Sprint:

Contact Sprint customer service to request unlock

2 SET CLEAR EXPECTATIONS:

- Compatible phones will work for talk, text, and 4G data
- Compatible phones are **NOT GUARANTEED** to work for all services including 5G, Wi-Fi calling, Visual Voicemail, etc.

- Data settings should automatically adjust after activation
- If data connection does not work, customers should turn phone off and back on

- Some devices require data instructions to be manually entered after activation
- Contact AT&T or use online settings to manually enter data settings

ANDROID DATA SETTINGS:
TAP **HERE** FOR ONLINE INSTRUCTIONS OR SCAN HERE



APPLE DATA SETTINGS:
TAP **HERE** FOR ONLINE INSTRUCTIONS OR SCAN HERE





BYOD ORDERING

1

TAP UPDATE/CHANGE NEXT TO DEVICE SELECTED

2

TAP BYOD

1

Device Selected: [Update/Change](#)

Wireless Plan: [Update/Change](#)

Installation Plan: [Update/Change](#)

Phone Number: [Update/Change](#)

Associated Line Fees (Monthly and One-Time Charges)

Wireless plan	Not Selected
Installation plan	Not Selected
Required Down Payment	\$0.00
Optional Down Payment	\$0.00

2

New Device | BYOD

Device Filtering Options hide

Brands

Apple Samsung LG Other

Device Type

Smartphone Tablet Wearable Hotspot

In Stock/Promotion

Only show devices that are in stock

3

ENTER AND CONFIRM THE IMEI, SELECT SHIP SIM CARD, TAP VERIFY DEVICE

4

VERIFY THE CORRECT MAKE AND MODEL, TAP CLOSE TO CONTINUE WITH ORDER

3

New Device | BYOD

BYOD Details

IMEI: Confirm:

SIM: Confirm:

The SIM is sometimes called the ICCID, CSN or EID

Ship SIM Card

[Verify Device](#)

4

New Device | BYOD

BYOD Details

IMEI: Confirm:

SIM: Confirm:

The SIM is sometimes called the ICCID, CSN or EID

Ship SIM Card

Manufacturer
Samsung

Model
SM-N975U

[Change BYOD](#)

[Close](#)

FAQ's:

Q: What if my customer's phone doesn't work with AT&T?

A: Only approved phones work with AT&T service.

Offer to order a new device for customers with phones that are not approved.

Q: Can my customer upgrade if their phone doesn't work with AT&T?

A: Customers must wait 60-90 days to upgrade in SARA Plus™.

Q: What if my customer's phone is not in store?

A: ALWAYS review device requirements. If unable to confirm compatibility, recommend a new phone to the customer.

Q: What if their data doesn't work?

A: Data settings usually update automatically. Customers can contact AT&T for troubleshooting or use online instructions to update settings manually.

Q: Does a BYOD customer qualify for the retailer promotional credits? (Ex: Switcher Offer, New Line Offer)

A: NO. Customers MUST purchase a new smartphone on an installment agreement to qualify for retailer promotional offers.

Q: What is the BRE (Buyer's Remorse Exchange) period for BYOD?

A: Customers can cancel service anytime.