ECR Online

Welcome to ECR (**Exchange Carrier Relations**). This document will provide you with some high-level site navigation resources to help you with accessing, viewing, downloading, and printing your online bill.

Access to the Exchange Carrier Relations website can be obtained by completing the **Report Access Authorization Form** and returning it via email to ecrbill@att.com for verification and processing. All requests are addressed and/or completed within 48 hours.

NOTE: 3rd party agents must include the customer's Letter of Authorization (LOA).

Report Access Authorization Form

Please provide the following information for each person requesting a User ID and Password.

Name: _____

E-Mail Address: _____

Phone Number: _____

Company Name: _____

Authorized to view:

Company Name	Company OCN
_____	_____
_____	_____

Once the **Report Access Authorization Form** has been reviewed, approved, and set up, the ECR Security Administration team will send the user a confirmation email with Log On credentials and instructions.

ECR – Exchange Carrier Relations

External ECR Link: https://www.e-access.att.com/ecr/

Log In Credentials

USER NAME: jonsmit   **PASSWORD:** 20welcome23

Important Instructions

- User Names are case sensitive, typed in lower case lettering.
- Note your password and avoid having others use your log in credentials.
- Turn your **POP-UP Blocker OFF**. Reports may not display properly if it is set ON.
- If you have "password" concerns, please send an email to ecrbill@att.com for resolution.

ECR BILLING EXCHANGE CARRIER RELATIONS
FINANCE MILWAUKEE WI 53203

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EXCHANGE CARRIER RELATIONS SECURITY ADMIN

ECR Online

The New User will be directed to conduct an initial **Global Logon** and change their default password to something of their liking. Acceptable Password criteria is noted on the initial log in screen. If Users are having issues setting up or changing their passwords, please contact the ECR Administration Team via email at **ecrbill@att.com** for assistance.

Users requesting a **Password Reset** through the ECR Administration Team via email will receive a system generated password reset email and a direct reset password email.
Contact the ECR Administration Team via email at **ecrbill@att.com** for assistance.
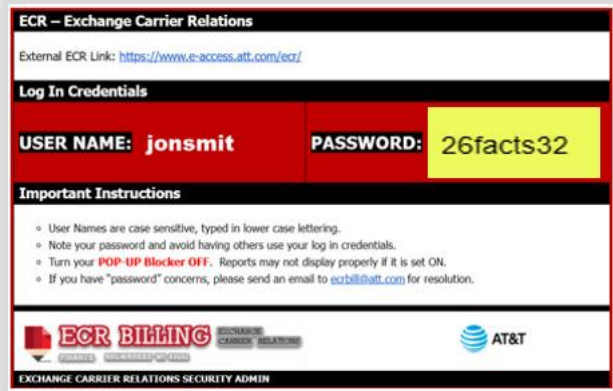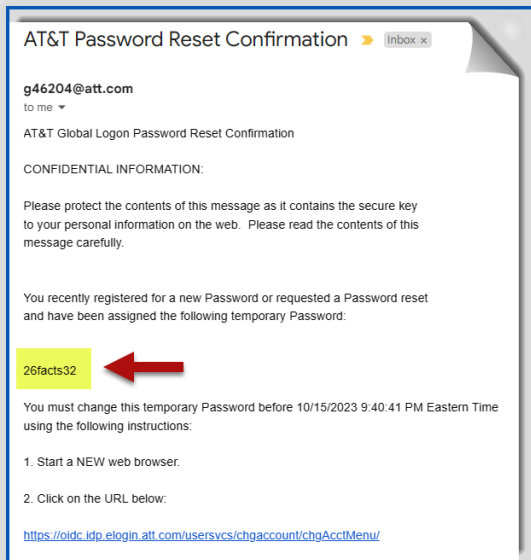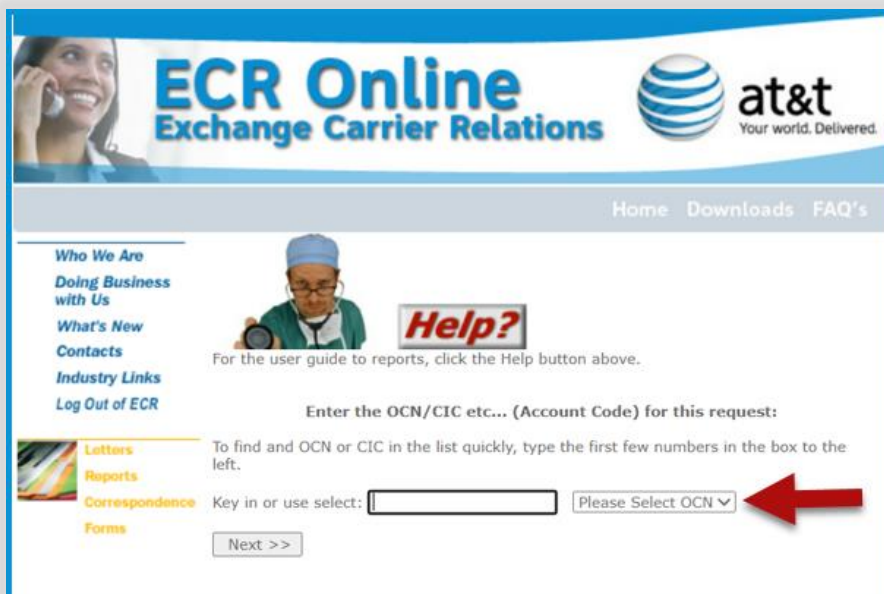
The following screen will appear when a user successfully logs into the ECR Online site. To access invoices, click on the **Reports/Invoices** link as shown in the diagram below.
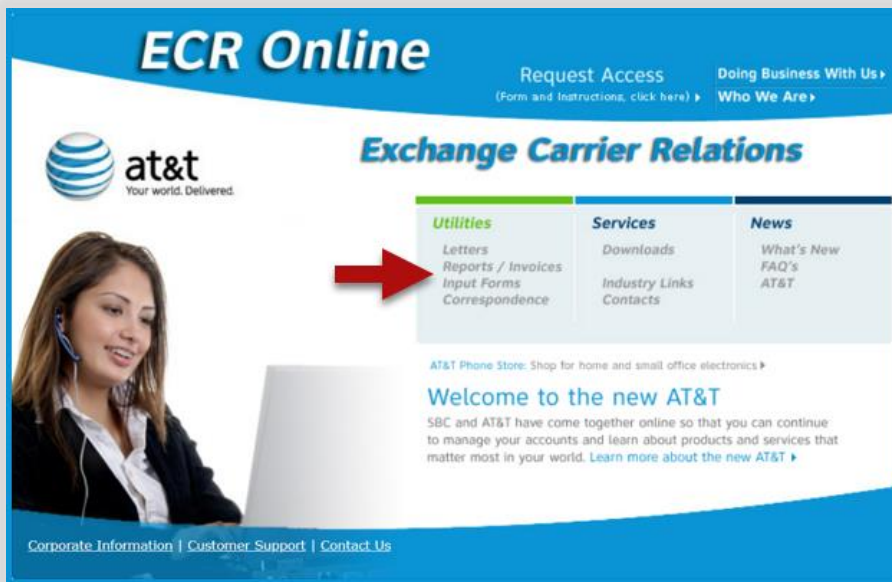
Key in your **OCN** (Operating Company Number) or **CIC** (Carrier Identification Code) in the space shown below. Be patient as it may take a moment to display.
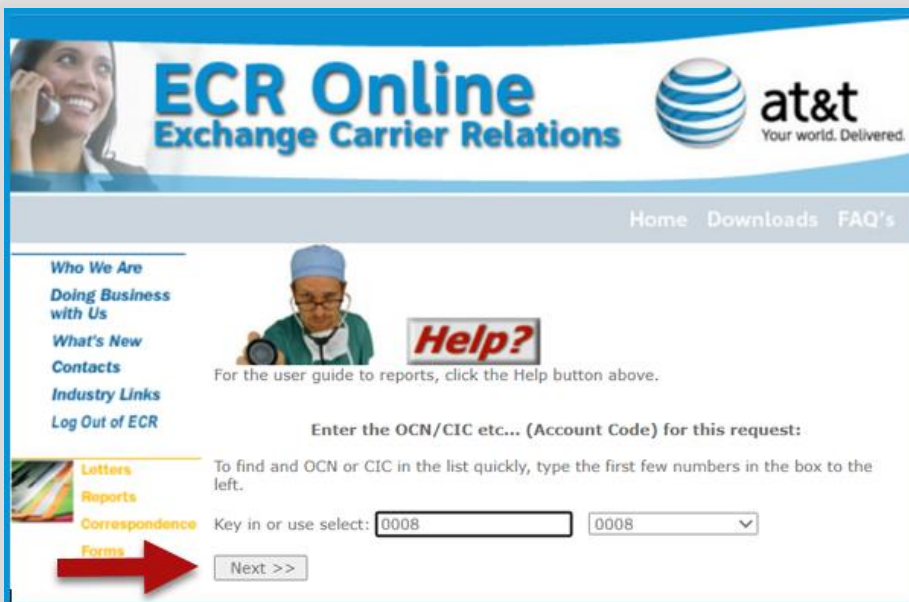
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Your **OCN** or **CIC** can also be selected from the drop-down menu as shown below.

Once your **OCN** or **CIC** is selected, click the **Next** button to continue.

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From the drop-down menu that displays, select a **Report Type** that you would like to view. **Report Type** selection options may vary from one account to another.

Once the **Report Type** is selected, click the **Next** button to continue.

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Select the **State/Region** from the drop-down menu to continue.

Once the **State/Region** has been selected, click the **Next** button to continue.
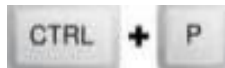
Select the **Month** from the drop-down menu to continue.

Once the **Month** has been selected, click the **View Report** button to continue.

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Please note that once the **View Report** button has been selected, the **Report** will open in a new browser window. **NOTE**: Your browsers pop-up blocker must be disabled to have the report display.
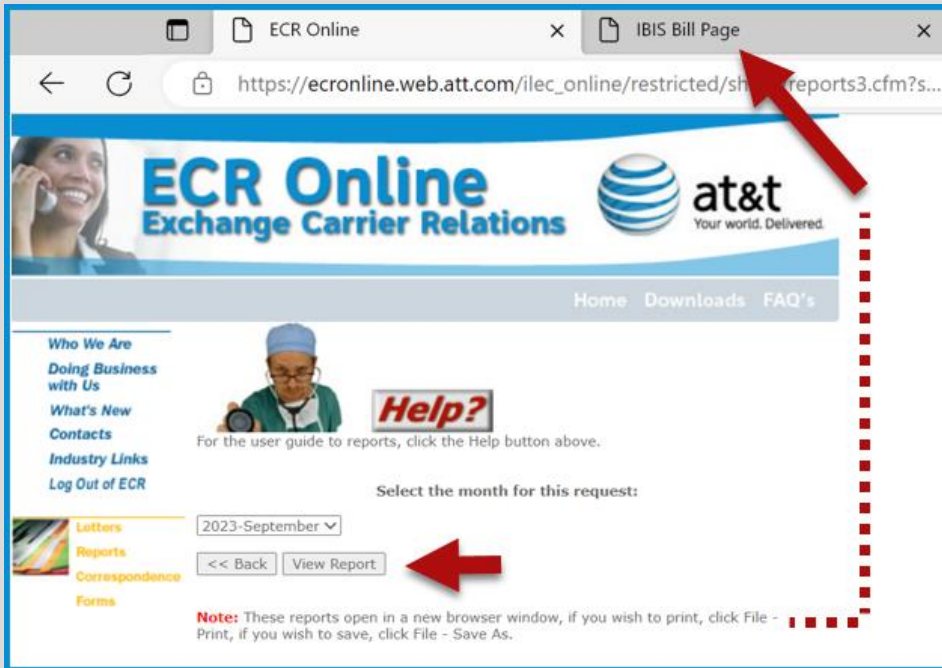
To print your Report or Invoice, click **CTRL + P** on your keyboard and follow the prompts.
To return and select a different **Report Type**, click the **Back** button to continue.

A different **Report Type** can be selected from the drop-down menu. Follow the responses that have been previously shown in this document to continue.

Please note, there may be occasions when you attempt to make a selection from the drop-down menus that an option might not be available or selected as shown below.

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If the drop-down menu option is not available, you will receive the pop-up error response as shown below. Click the **OK** button to continue and research your search criteria.

ECR Users on occasion, may receive the following response as shown below, that no reports are currently available for that specific OCN/CIC.

Click the **Back** button to continue and research your search criteria.

NOTE: Clients having questions regarding invoice content or display can utilize the contact the Billing Inquiry phone number (**1-855-549-2111**) or email address located on their respective invoice or utilize one of the resources noted on the next page.

Exchange Carrier Relations Resources

AT&T Main Website	https://www.att.com
IBIS Billing Issues	lsbinquiries@att.com
LSB Billing Issues	lsbinquiries@att.com
Billing Inquiries **Hotline** (IBIS and LSB inquiries only)	**1-855-549-2111** (IBIS and LSB inquiries only)
Structure Access (All States)	asac@att.com
ECR – Access	ecrbill@att.com
ECR – Password Resets	ecrbill@att.com

Report Access Authorization Form

PDF
ECR accessform.pdf

Letter of Authorization Instructions

PDF
LOA_INSTRUCTIONS.pdf

Notifications:

Users will receive notifications of invoices ready to view in ECR Online to the customer email initially provided to us. If users are not receiving this email notification or your contacts have changed, please email LSBINQUIRIES@att.com and include the following information:

- ▪ **Account Name**
- ▪ **OCN**- Operating Company Number/**BAN**-Billing Account Number
- ▪ Billing and Accounts Payable **name(s)** and **email address(es)** where you prefer to receive billing notifications."

Note: ILECS/CLECs use industry OCN; Structure Access OCN is assigned at account creation and if unknown, please contact the regional Structure Access manager associated with your account using the following contact list: Points of Contact for Structure Access

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