

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

AT&T

EXCHANGE CARRIER RELATIONS SECURITY ADMIN

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.

Global Logon

Log on with your **AT&T Password** or choose another method from the options below.

AT&T Password ▾

UserID
jonsmit

AT&T Password ⓘ
.....

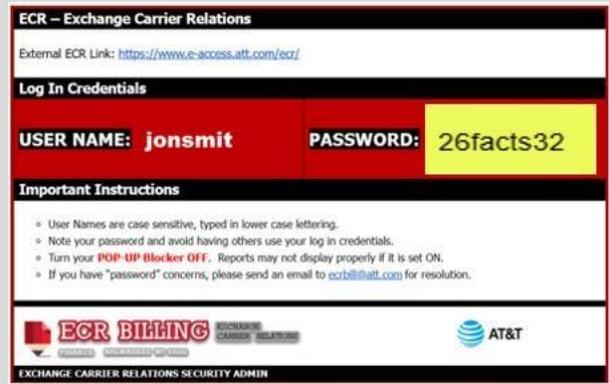
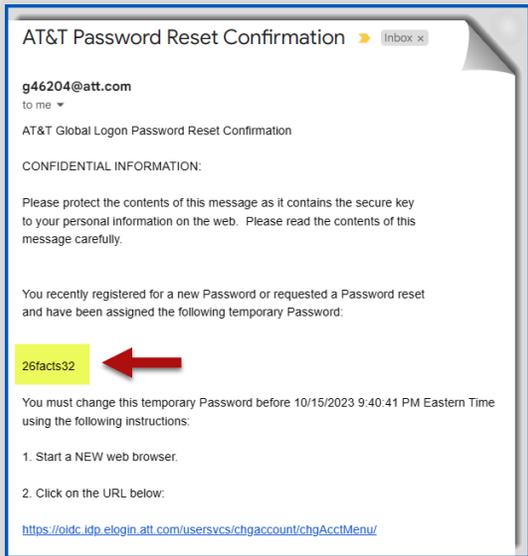
Remember me and use AT&T Password as my default selection

Forgot Password?

Log on

ECR Online

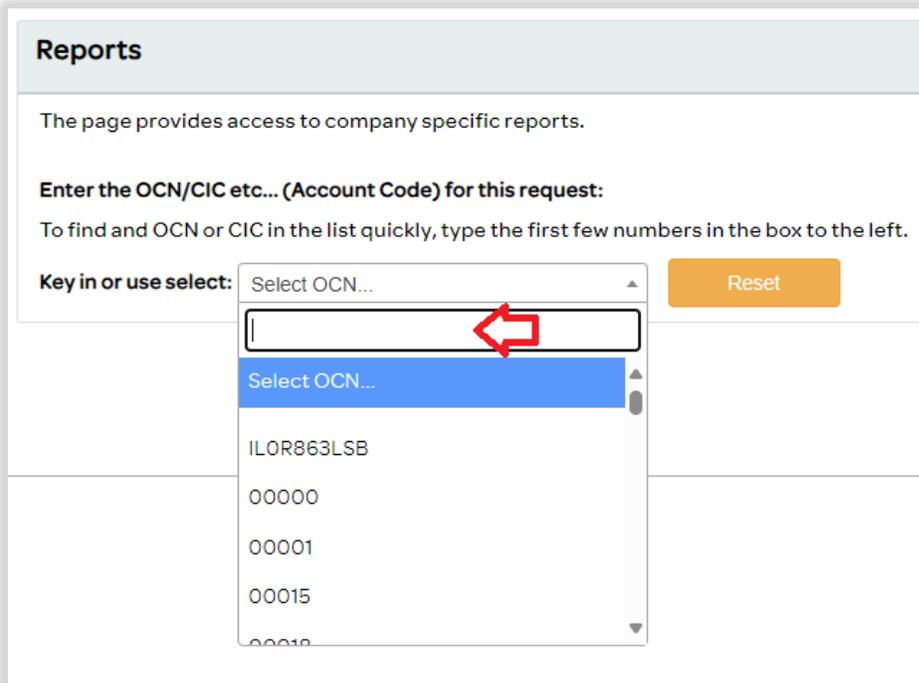
Users requesting a **Password Reset** through the ECR Administration Team via email will receive a system generated password reset email and a direct reset password email. Contact the ECR Administration Team via email at ecrbill@att.com for assistance.



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. Your **OCN** or **CIC** can also be selected from the drop-down menu as shown below. Be patient as it may take a moment to display.



Reports

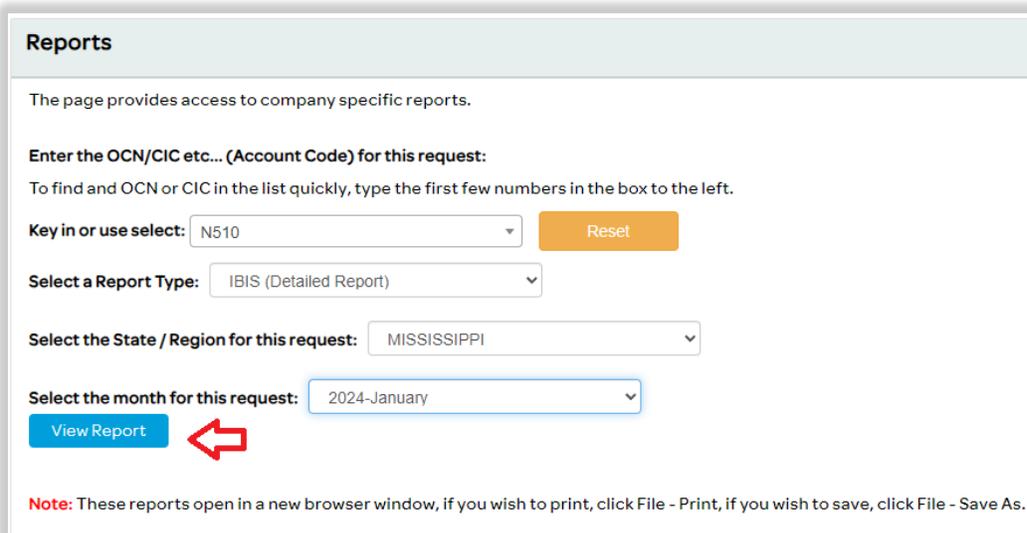
The page provides access to company specific reports.

Enter the OCN/CIC etc... (Account Code) for this request:
To find and OCN or CIC in the list quickly, type the first few numbers in the box to the left.

Key in or use select: Select OCN...

- Select OCN...
- ILOR863LSB
- 00000
- 00001
- 00015
- 00010

Continue to make selections from the other drop-down menu options as displayed. Click the **View Report** button to display report.



Reports

The page provides access to company specific reports.

Enter the OCN/CIC etc... (Account Code) for this request:
To find and OCN or CIC in the list quickly, type the first few numbers in the box to the left.

Key in or use select: N510

Select a Report Type: IBIS (Detailed Report)

Select the State / Region for this request: MISSISSIPPI

Select the month for this request: 2024-January

Note: These reports open in a new browser window, if you wish to print, click File - Print, if you wish to save, click File - Save As.

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.

ECR Online - Reports | ecronlinenew.web.att.com/Home/

Change Carrier Relations)

Maintenance Bill Notes Vendor Info

Reports

The page provides access to company specific reports.

Enter the OCN/CIC etc... (Account Code) for this request:
To find and OCN or CIC in the list quickly, type the first few numbers in the box to the left.

Key in or use select: N510

Select a Report Type: IBIS (Detailed Report)

Select the State / Region for this request: MISSISSIPPI

Select the month for this request: 2024-January

To search or view another report, change the selection criteria from the drop-down menu's or click the **Reset** button and enter new selections to continue.

The screenshot shows a web browser window with the URL `ecronlinenew.web.att.com/Home/reports`. The page title is "Change Carrier Relations". Below the title is a navigation bar with "Maintenance", "Bill Notes", and "Vendor Info". The main content area is titled "Reports" and contains the following text: "The page provides access to company specific reports." Below this, it says "Enter the OCN/CIC etc... (Account Code) for this request:" and "To find and OCN or CIC in the list quickly, type the first few numbers in the box to the left." There are four search filters: "Key in or use select:" with a dropdown menu containing "N510" and an orange "Reset" button; "Select a Report Type:" with a dropdown menu containing "IBIS (Detailed Report)"; "Select the State / Region for this request:" with a dropdown menu containing "MISSISSIPPI"; and "Select the month for this request:" with a dropdown menu containing "2024-January". A red arrow points to the "Reset" button. At the bottom left of the form is a blue "View Report" button.

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.

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



ECR accessform.pdf

Letter of Authorization Instructions



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](#)
