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
_____	_____
_____	_____

AT&T

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.

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.
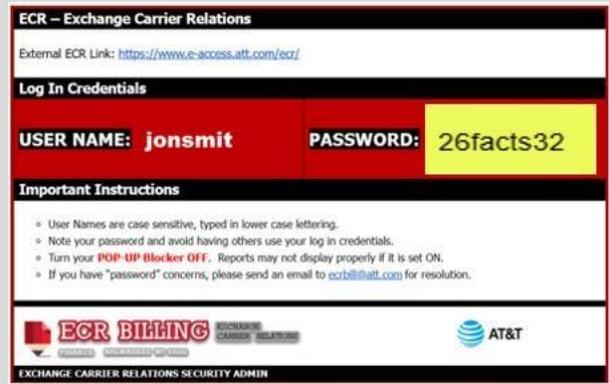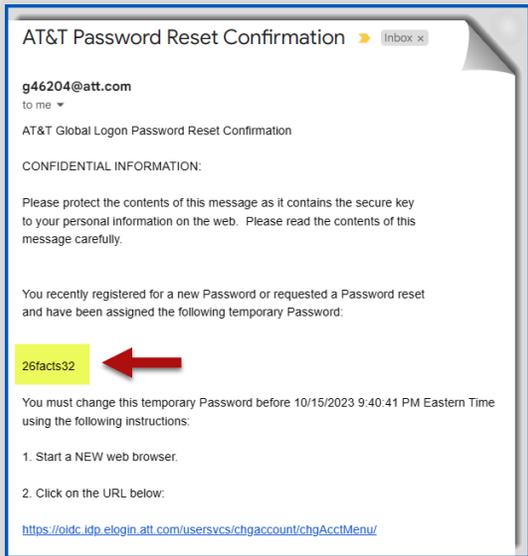
The following screen will appear when a user successfully logs into the ECR Online site.
To access invoices, click on the **Reports/Invoices** link as shown in the diagram below.

Key in your **OCN** (Operating Company Number) or **CIC** (Carrier Identification Code) in the space shown below. 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.
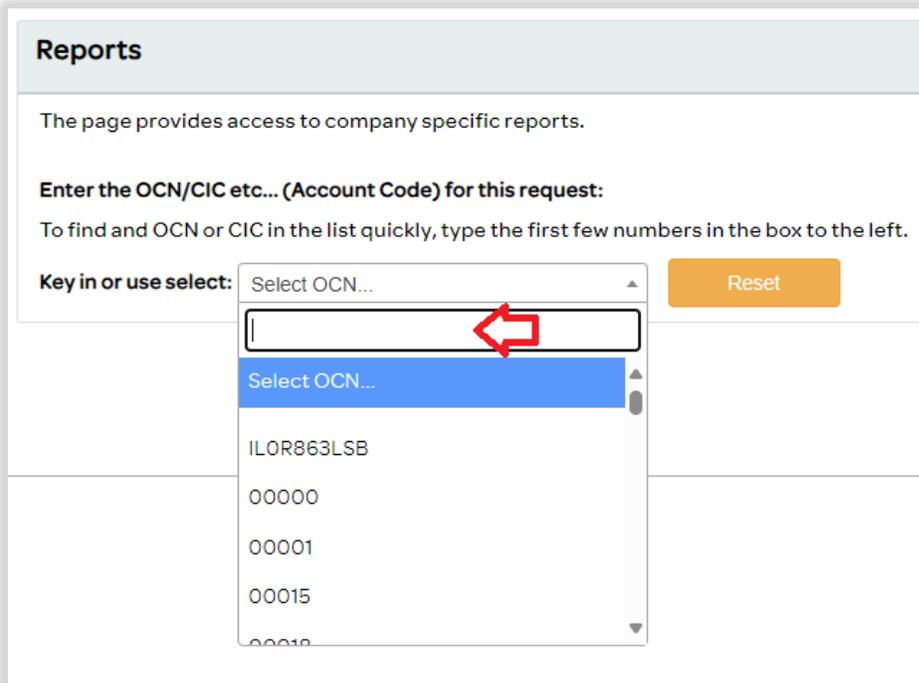
Continue to make selections from the other drop-down menu options as displayed.
Click the **View Report** button to display report.
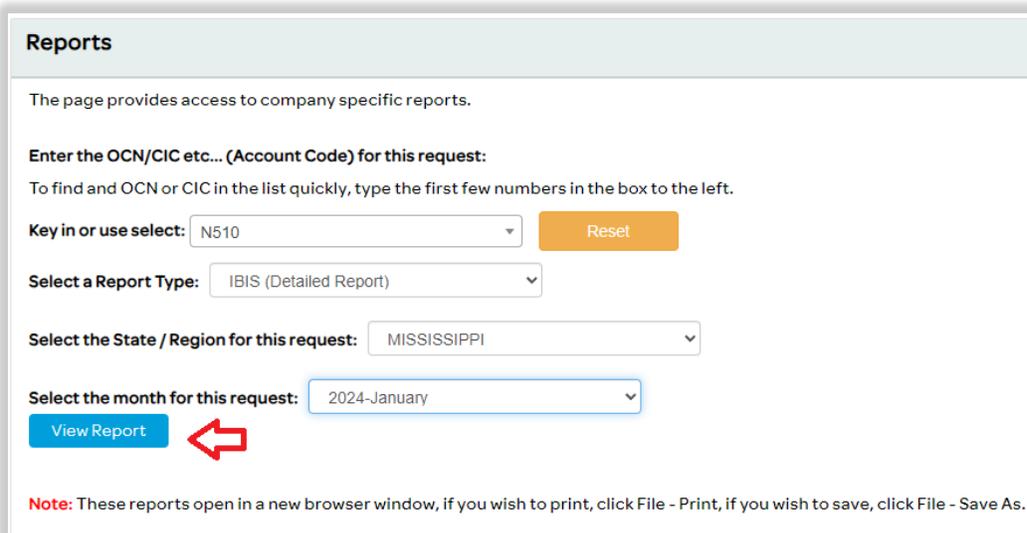
Please note that once the **View Report** button has been selected, the **Report** will open in a new browser window. **NOTE**: Your browsers pop-up blocker must be disabled to have the report display.

To 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.

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

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