AT&T Focus on Customer Service

J.D. Power 2013 Wireless Customer Care Full Service Study℠ – Vol. 2
“Highest Ranked Customer Service Performance among Full Service Wireless Providers”

Ways we serve our customers

Retail appointment scheduling available online
Quick & savvy device troubleshooting by highly-trained reps

24/7 service on myAT&T mobile app or online
More online chat reps at att.com to help you

Faster retail store checkout on tablets
New, customer-focused store design to easily find mobile lifestyle solutions

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AT&T received the highest numerical score among full service wireless providers in the proprietary J.D. Power 2013 Wireless Customer Care Full Service Study℠ – Vol. 2. Study based on responses from 7,373 consumers measuring 4 full service wireless providers and measures opinions of consumers who contacted customer care within the past year. Proprietary study results are based on experiences and perceptions of consumers surveyed January–June 2013. Your experiences may vary. Visit jdpower.com