AT&T Express Ticketing: Frequently asked questions

What browser should I use for Express Ticketing?

For the best results when using AT&T Express Ticketing^{SM}, we recommend you use Google Chrome® or Mozilla® Firefox®.

How can I check my ticket status? I entered the ticket number and clicked Search, but nothing happened. What might be the issue?

Make sure your browser's popup blockers are disabled.

How should I format my asset ID when it includes delimiters? For example, 1 or more characters that separate text strings.

Use the Asset Lookup Wizard to learn how to format your asset ID.

- Go to Express Ticketing. Under **Create a new request for help**, click **Asset Lookup Wizard**. The wizard page appears with instructions on proper formats.

I need to file a ticket for AT&T Dedicated Internet. What should I use for the asset ID?

For AT&T Dedicated Internet tickets, use the IP address for your asset ID.

What's the valid ticket number format for Transport tickets?

When you look up the status on Transport tickets, include the leading zero. For example, 0998877123.

What is the valid ticket number format for tickets generated for Managed tickets?

When you look up the status for Managed tickets, you can include or omit the leading zeroes. Only the whole integers are required. For example, 2222222222.

How can I restart my ticket?

From the top banner, click the Business Center icon. The Business Center Express Ticketing 15 page appears. Click **Create new ticket**.

Can I open an information ticket on Plain Old Telephone System (POTS)?

Yes, you can open either an informational ticket or a trouble ticket on POTS. You can only have open 1 ticket at a time on POTS.

Do I need to log in to use Express Ticketing?

No.