

Paper bill different

Intent

#paper_bill_different

Dialog

I can help you with that! There are several reasons why your paper/PDF bill differs from what you see online.

Check the date the paper/PDF was generated as it is a snap shot of the account at that time. Your online presentation will be the most up to the minute information.

The most common cause for variance are payments/credits received since the paper/PDF was generated. To see the most accurate balance due, use the online amount that is shown on the payment screen.[MSG_LINE_BR~05000]
The Make a Payment page shows the most up to date information, and it includes all payments and credits made after your paper bill was generated.
To navigate there:
 1. Go to the Manage Devices and Services tile.

2. On the top of your screen, click My AT&T to open the dropdown menu, then choose Make a Payment

To get there quickly, use this link.

Was this information helpful?