

Set up paperless billing

You can change your account or multiple accounts that you manage from paper billing to paperless billing. When you make this change, you'll stop receiving paper bills in the mail.

Billing administrators can choose paperless billing only on these eligible accounts: AT&T Business Network (ABN), Managed Network Services (MNS), and Global services.

Note: To export the contents of the User Accounts table to a spreadsheet, on the View My Profile or Edit My Profile pages, click the Export to CSV icon in the upper right of the table.

Submit a request for paperless billing

You can request paperless billing for the accounts you manage. Where and how you make this request depends on the type of account you want to change.

Note: When you choose paperless billing, it's a permanent action, and you can't opt out of it.

Request paperless billing for AT&T SBC or AT&T Southeast accounts

- Please contact us at GoPaperless@att.com for personal assistance with reducing or eliminating your paper invoice.

Request paperless billing for all other wireline accounts

1. Log in to AT&T Business Center. The Business Center homepage appears.
2. In the Billing widget, click View invoices. The Invoice list page appears.
3. From the Billing menu, under Billing Profile, click Edit my profile. The View My Profile page appears.
4. At the bottom of the page, click Edit Details. The Edit My Profile page appears.
5. To select paperless billing for all eligible accounts, click Select All above the User Accounts table.
6. To select individual accounts for paperless billing, check the boxes next to each account in the Go Paperless column.
7. Click Submit. The View My Profile page appears again.

View the status of your request

1. Log in to AT&T Business Center. The Business Center homepage appears.

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2. From the Billing menu, under Billing Profile, click Edit my profile. The View My Profile page appears. The status of your request appears in the Paperless Status column.

Note: If you see dashes in the Paperless Status column, contact us at GoPaperless@att.com for personal assistance with reducing or eliminating your paper invoice.