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# AT&T Virtual Private Network and AT&T Virtual Private Network Express

AT&T Customer Care contact list

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### Online support and AT&T Centralized Technical Assistance Center

#### For online help:

Visit [AT&T Express Ticketing](#) to report any issues, submit trouble tickets, and receive status on trouble.

#### To submit a trouble ticket in the continental U.S., call: 800.272.8262

To report trouble with AT&T Virtual Private Network Service transport sites: Prompt **#1**

For help with AT&T Virtual Private Network Service performance reports: Prompt **#4**

### AT&T Worldwide Customer Support Centers (in-region or in-language)

#### Sites in Latin America, the Caribbean, and Canada:

00.1.888.355.2390, toll-free  
00.888.2275.4288, or  
+55 11 21 41 3825

**New tickets:** Prompt #1

**Existing ticket status:** Prompt #2

**In language:** Listen for the prompt.

#### Sites in Europe, the Middle East, Africa (EMEA), and Asia Pacific:

888.910.7550, 888.2275.4288, or +44 15  
27 51 3 950

For Asia Pacific: Prompt **#4**

**New tickets:** Prompt **#1**

**Existing ticket status:** Prompt **#2**

**In language:** Listen for the prompt.

### Online support & AT&T Virtual Private Network Service Global Customer Support Center: All regions

#### Status on trouble tickets in the continental U.S.:

**866.AVPN.ATT**  
**(866.287.6288)**

To report trouble with AT&T Virtual Private Network Service transport sites: Prompt **#1**

To report trouble with AT&T Virtual Private Network Service managed router sites (with or without managed CSU-probe): Prompt **#2**

To report issues with standalone AT&T Virtual Private Network Service managed CSU-probe sites: Prompt **#3**



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