

This article is related to obtaining call logs from AT&T Wireless. Other carriers will have a similar process and the steps outlined below can be used as a guide. However, each carrier is different and the exact steps and data available is unlikely to be the same.

What is available from AT&T in the form of call or text logs?

The call and text logs available from AT&T will only contain records of actual phone calls (voice) and text messages (SMS, MMS) sent over the AT&T network. This means any other form of communication available from a modern Smart Phone, Android or iOS, such as iMessage, WhatsApp, Facebook Messenger, Telegram, and other similar communications platforms, will not be available from the AT&T call log.

Because it is so common among iPhone users, the call log data for an iPhone user communicating with another iPhone user will never show anything other than generic data usage for any of the following:

1. iMessage
2. FaceTime
3. FaceTime Audio

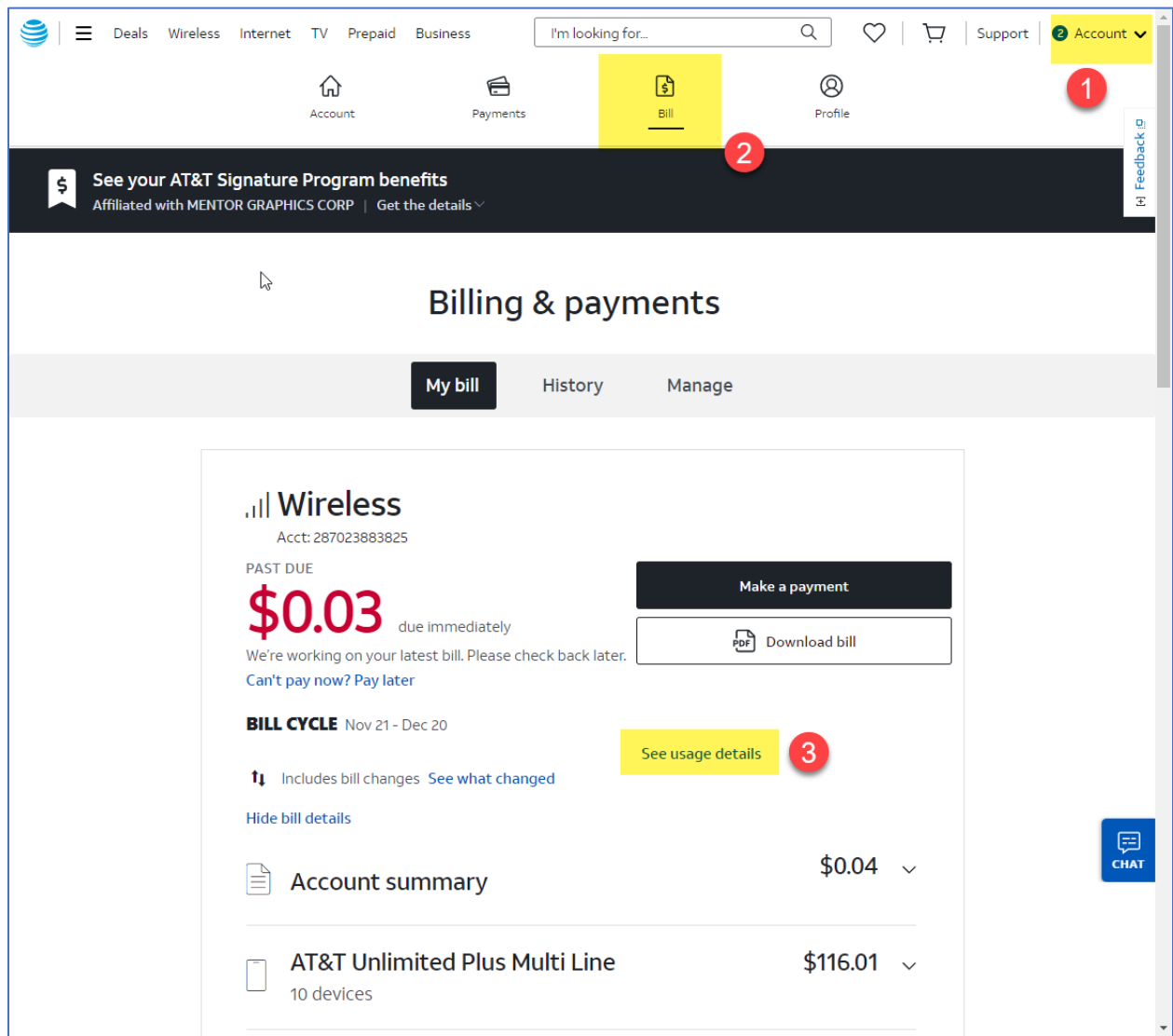
On an iPhone, there is no call or text detail available for anything communicated via iMessage (“blue” messages). Even when not on WiFi, iMessage data is still recorded by AT&T generic data usage. A text or SMS message will be classified as such.

How to access AT&T Call and Text logs from the AT&T Wireless web site

AT&T used to include the call log detail as part of the monthly phone bill but stopped doing that roughly three years ago. Their customers complained about getting phone bills which were several hundred pages long and it was costing AT&T quite a bit of money to print them.

However, the data is still available as “Usage” from the AT&T Wireless web site. As of this writing (Jan 21, 2022), AT&T offers ~18 months of call log history.

Step 1: Login to the AT&T web site and choose “Bill”.



1. Login using credentials for att.com.
2. Click on the “Bill” icon.
3. Click on “See usage details”.

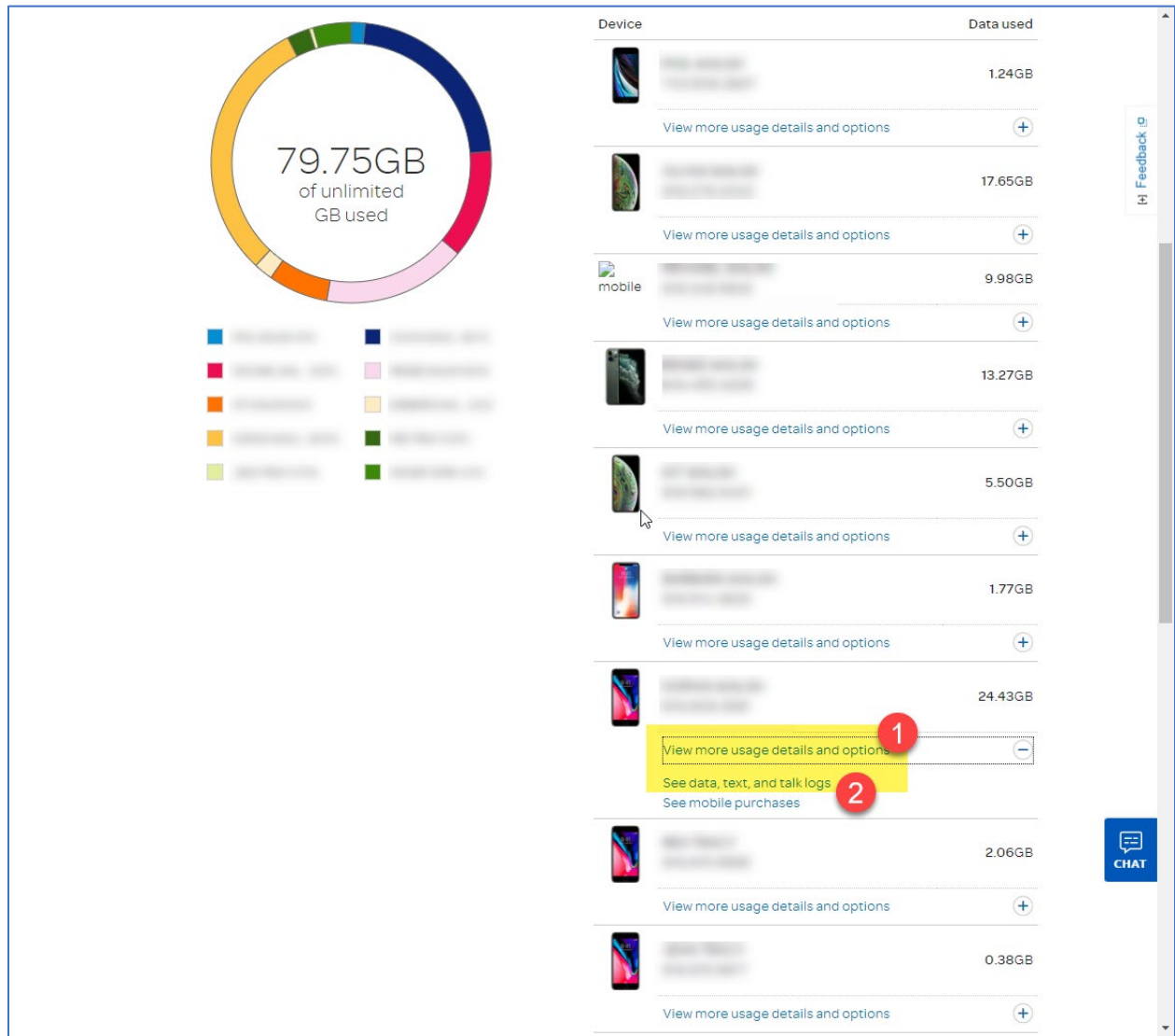
Step 2: Choose the calendar period to show usage period of interest:

The screenshot shows the AT&T Usage page for an 'AT&T Unlimited Plus Multi Line' account. The page displays a 'Showing:' dropdown menu with a list of past bills. The selected period is '07/21/21 - 08/20/21'. A red circle with the number 1 points to the dropdown arrow, and a red circle with the number 2 points to the selected period. Below the dropdown menu is a donut chart showing '79.75GB of unlimited GB used'. To the right of the chart is a table of device usage.

| Device | Data used |
|---------------|-----------|
| [Device Icon] | 1.24GB |
| [Device Icon] | 17.65GB |
| mobile | 9.98GB |
| [Device Icon] | 13.27GB |

1. Click the drop down menu
2. Choose the billing period for the usage detail

Step 3: Select the “View more usage details and options” for the line of interest



1. Click on the “View more usage details and options” link
2. Click on the “See data, text, and talk logs” link.

Step 4: Review and optionally download usage detail

The screenshot shows a mobile usage report interface. At the top, a donut chart indicates 79.75GB of unlimited GB used. Below this, a list of devices and their data usage is shown. A modal window titled "Data, text & talk logs" is open, displaying a table of call logs. The interface includes various filters and options for viewing and downloading the data.

79.75GB of unlimited GB used

Device Data used

- PHIL WALSH 703.609.2937 1.24GB
- OLIVIA WALSH 919.279.0340 17.65GB

Back to usage

Data, text & talk logs

Device: [Dropdown]

Billing period: **Previously Billed Usage** Jul 21, 2021 - Aug 20, 2021

View details by: **Talk**

Show: Nicknames Numbers Nickname a number Manage contacts Search by: Date Ex: mm/dd/yyyy

| Date / Time | Contact | Location | Call Type | Minutes | Charge (\$) |
|--------------------|------------|---------------|-----------|---------|-------------|
| 07/21/2021 09:51AM | [Redacted] | Brunswick, GA | SDDV | 3 | 0.00 |
| 07/21/2021 12:11PM | [Redacted] | Incoming, CL | SDDV | 7 | 0.00 |
| 07/21/2021 12:28PM | [Redacted] | Incoming, CL | SDDV | 22 | 0.00 |
| 07/21/2021 03:23PM | [Redacted] | Incoming, CL | SDDV | 1 | 0.00 |
| 07/21/2021 09:24PM | [Redacted] | Jacksonvl, NC | SDDV | 1 | 0.00 |
| 07/21/2021 09:26PM | [Redacted] | Brunswick, GA | SDDV | 1 | 0.00 |

REX TRACY 919.815.6586 2.06GB

JEAN TRACY 919.815.6617 0.38GB

CHAT

1. Choose from "Text", "Talk", or "Data" – each report is separate, there is no option for a combined report.
2. This shows the data of the voice call.
3. This shows the time of the voice call.
4. This shows the number called for outgoing calls, the calling number for incoming calls. There is a small icon which indicates if a call is incoming or outgoing.
5. Print the report or save it to a PDF file.
6. Download the details either as a CSV or Excel file.