



Active Employee Discounts

Employee Discount Program

Revised August 2021



The Program

We want you to be our biggest promoters of AT&T so we give you deep discounts on a variety of products and services to meet your lifestyle and needs. From Wireless to Video to Internet, discounts available to you through the Employee Discount Program can help you save on the combination of products that's right for you.

AT&T's Employee Discount Program (EDP) is available to all AT&T management and non-management employees on U.S. payroll (including those on an approved Leave of Absence or short-term disability) on their first day of employment. Regular, temporary, term, provisional and occasional employees are eligible. Interns and employees on International Payroll are not eligible for discounts on U.S. based services and products. International employees are not eligible for discounts on U.S.-based products and services. Non-payroll workers are not eligible for discounts offered through the Employee Discount Program.

Start by Reading Our Terms and Conditions...

You have to agree to the [Terms & Conditions](#) to participate in any discounts offered by the program. You may need to take action or change information on your account before you can enroll in the discount.

Then, Learn About Our Products & Find Your Discounts...

The [Product & Customer Advocacy Training](#) on PLE will help you learn about AT&T products and services, and this document will help you learn more about discounts available through our program. Our discount offers include a 50% discount on wireless service, exclusive pricing on Internet and Internet Powered by AT&T Fiber, and video service from DIRECTV and AT&T TV NOW at a fraction of the consumer cost – plus savings from thousands of vendors through the Perks & Exclusive Employee Offers program.

We've summarized the discounts on the next page. Click on the product to find detailed information on each of the discounts included in our program.

Note: Some of our products and services are not available in all areas, and with the exception of U-Verse products (TV, Internet and AT&T Phone), our discounts are not designed to work with unified and/or combined billing. Our billing systems may/may not apply your discount correctly if you have a unified and/or combined bill or had one in the past. You may have to take additional steps to de-unify your accounts before you can enroll in your discount. Complete de-unification can take 3-4 billing cycles. To de-unify your accounts contact Wireless Customer Care at 800.331.0500 or 611 from wireless phone. The best approach is to have individual accounts for each of the products you want to enroll in a discount.

And Take Action!

You will enroll in most of our discounts on the [Employee & Retiree Self-Service Site](#) (you might also hear it called the Discount Enrollment Portal or DEP), but you may need to do a couple of things before you can enroll. We've included information on how to enroll in your discounts with the detailed discount information included in this guide.



What Discounts are Available?



Wireless Products & Services

- >> Voice, Text & Data Plans: **50% Discount**
- >> Select Accessories: **50% Discount**
- >> Two Accounts with up to 10 Lines per Acct.
- >> Waived Activation & Upgrade Fees on att.com and AT&T-Owned Stores.

AT&T Internet & Fiber

- >> Internet & Fiber Speeds: **Exclusive Pricing**
- >> Monthly Internet Equipment Fee: **\$5**
- >> Fixed Wireless Internet: **50% Discount***
- >> Order new service using [this link](#).
- >> Make changes to your service [this link](#).

AT&T Phone (Formerly U-Verse Voice)

- >> Free Voice when Bundled with U-Verse TV, Internet or Fiber

Wireline & DSL

- >> [Click here](#) to access information on Wireline & DSL discounts or submit a [Wireline Request Form](#).



AT&T Perks

- >> Enjoy discounts, rewards and perks on thousands of the brands you love in a variety of categories including travel, auto, electronics, tickets, etc.
- >> Exclusive Offers from AT&T Partners including Hilton, Marriott, Disney, Norwegian Cruises, National and more
- >> Watch [this video](#) to learn more about the platform.
- >> Access your discounts using [this link](#) with referral code **QFUVBP**. You must sign up using your work email address.

AT&T THANKS

- >> Get access to music, dining, entertainment offers and more.
- >> To download the app***, text GETATTTHANKS to 8758.



Video

- >> With the transition of our video products to the newly formed company DIRECTV, employees can no longer enroll in discounted video service offers through our program.
- >> Employees who were already enrolled in a video discount when DIRECTV transitioned to a stand-alone entity will continue to receive their discount through the end of 2021.



Discounts on Products & Services



Wireless Products & Services (including Wearables & Connected Cars)

AT&T offers everything you need for your wireless world and allows you to experience entertainment your way on the nation's best data network¹. As an AT&T employee, you receive 50% of most rate plans, connected car plans, Internet of Things plans, wireless home phone and accessories. We don't offer a Friends and Family discount, but you can have two accounts with up to 10 lines per account.

Detailed Discount Information

Plans & Features	Discount Details	Discount*
Wireless Rate Plans & Features	<ul style="list-style-type: none"> Two (2) accounts per customer & 10 lines per account. Discount is applicable on most plans & features. Some rate plans/features do not qualify**. 	50%
Internet of Things & Connected Services	<ul style="list-style-type: none"> Discount applies to Audiovox Car Connection, Amber Alert, Filip, and Connected Car. Discount applies to most consumer plans and on most features. Some rate plans/features do not qualify. 	50%
Wireless Home Phone (WHP) & Internet (WHPi)	<ul style="list-style-type: none"> Discount on lines up to the 10-line limit per account restriction stated above. Can be added to Shared Data Plans. 	50%
Activation & Upgrade Fees	<ul style="list-style-type: none"> Waived in Company-owned retail stores and at myatt.com. 	Waived
Wireless Accessories (Must have employee discount)	<ul style="list-style-type: none"> Discount available in Company-owned retail stores and online. Some accessories do not qualify. Exclusions including Apple-branded products and Beats Audio headsets. 	50%
Wireless Equipment	<ul style="list-style-type: none"> No special discounts on equipment. 	No Discount
WatchTV	<ul style="list-style-type: none"> WatchTV is not included in the employee/retiree discount. 	Not Included

*Employees are responsible for all applicable taxes, fees and surcharges.

**Examples of ineligible features and rate plans including, but are not limited to: International calling, third-party features such as TeleNav, Beats, Equipment Insurance, Road Side Assistance, Unity Plans, and Enterprise Plans.

¹ Claim based on the Nielsen Certified Data Network Score. Score includes data reported by wireless consumers in the Nielsen Mobile Insights survey, network measurements from Nielsen Mobile Performance and Nielsen Drive Test Benchmarks for Q4 16+ 2016 Q1 17 across 121 markets.



.....▶ Enroll in Your Discount

Visit the [Employee & Retiree Self-Service Site](#) and follow the prompts on the Wireless tab to enroll your qualifying accounts and lines.

>> *Don't see your account?*

The name and social security number on the account must match the name and social security number you have on file with HR. If the name and/or social security number doesn't match, you can't enroll in your discount. Confirm your information in [eLink](#), then contact Wireless Customer Care at 800.331.0500 to confirm the information on your account matches what is on file with HR.

>> *Get an error when you try to enroll?*

Double check that your account is not already receiving a discount – like AutoPay. You will not be able to enroll in the Wireless discount if you are receiving a consumer discount or promotion. Having a different issue? You can find a list of common DEP errors and how to resolve them [here](#).

>> *Still need help enrolling?*

Reach out to HR OneStop for help by chat or phone at 888-722-1STP (888.722.1787) to speak to a Customer Care Manager. Help is available M-F, 8 a.m. to 5 p.m. CT. When you call the number, you will reach an automated system. Say "Policy" when prompted to say why you are calling.

.....▶ Order New Service, Make Changes, or Upgrade Your Account

The best place to order new service, make changes to or upgrade your wireless account on att.com. If you need help ordering new service or making changes to your existing service, reach out to Wireless Customer Care at 800.331.0500.

If you add a new line of service after enrolling in your discount, visit the [Employee & Retiree Self-Service Site](#) to ensure your new line is enrolled in the discount. The discount may not be automatically added to new lines; you may have to manually enroll it through the site.

.....▶ Move Your Service to AT&T

We recommend visiting a company-owned store if you need to move your account from another provider to AT&T. You can find your local store using the [AT&T store locator](#).





Internet & Internet Powered by AT&T Fiber

You deserve 99% reliability and super-fast internet. Surf, stream, game, and stay connected to everything you love with exclusive pricing on Internet and Internet Powered by AT&T Fiber. Employees also receive unlimited data on their internet plans.

Detailed Discount Information

Speed Options (Tiers) & Features	Monthly Employee Price*
Any internet speed up to and including 1000M (1G)	\$29.99
Internet Equipment Fee	\$5
Activation Fee	No Cost
Standard Installation	No Cost

*Other than as shown, prices do not include applicable fees and/or taxes. Employees are responsible for all applicable taxes, fees and surcharges.

Important: The previous three-tier pricing for Internet was grandfathered October 20, 2019. The previous 50% Internet and Internet Powered by AT&T Fiber discounts were grandfathered on June 10, 2018.

Enroll in Your Discount

Visit the [Employee & Retiree Self-Service Site](#) and follow the prompts on the Internet, Home Phone and U-Verse TV tab to enroll your account in the discount.

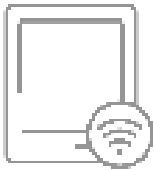
Check Availability & Order New Service

Check Internet & Internet Powered by AT&T Fiber availability [here](#). If it's available where you live, you can order new service using the [New Order Request Form](#). If you try to order service on att.com, you may see discounted pricing not available to AT&T employees.

Make Change to Your Existing Service or Account

Submit an [Employee Discount Program Request Form](#) to order new service and/or make changes to your existing service. You can also call the Employee Discount Program Support Center at 877.377.9010. Agents are available M-F, 8 a.m. to 9 p.m. CT, and Sat., 8 a.m. to 6 p.m. CT.





Fixed Wireless Internet

Fixed Wireless Internet is the solution to meet the Federal Communications Commission (FCC) Connect America Fund II (CAF II) obligation of bringing high-speed internet to rural communities currently underserved.

Detailed Discount Information

Plans & Features	Discount*
Internet Package (Minimum 10/1 Mbps Internet Service and 160 GB of data) **	50%
Standard Installation	No Cost
Equipment Fee	No Cost
Data Overage	\$10***

**Other than as shown, prices do not include applicable fees and/or taxes. Employees are responsible for all applicable taxes, fees and surcharges.*

***Fixed Wireless Internet is limited to select areas, with limited availability, and may require special ordering and discount application procedure.*

****\$10 data overage for each additional 50GB (up to \$200/monthly).*

.....▶ Check Availability

Check Fixed Wireless Internet availability [here](#).

.....▶ Enroll in Your Discount

You can enroll your service in the discount by calling the Employee Discount Support Center at 877.377.9010. Agents are available M-F, 8 a.m. to 9 p.m. CT, and Sat., 8 a.m. to 6 p.m. CT. You cannot enroll in your discount through the Employee and Retiree Self-Service site.

.....▶ Order New Service or Make Changes to Existing Service or Account

You can order new service and/or make changes to your existing service on att.com or by calling the Employee Discount Program Support Center at 877.377.9010. Agents are available M-F, 8 a.m. to 9 p.m. CT, and Sat., 8 a.m. to 6 p.m. CT.





AT&T Phone (Formerly U-Verse Voice)

Detailed Discount Information

Plans & Features	Monthly Employee Price*
Phone Unlimited North America	No Cost
Phone International	\$5
Phone Secondary Line	50%
Activation Fee	No Cost
Standard Installation (Not Included with U-Basic)	No Cost

*Other than as shown, prices do not include applicable fees and/or taxes. Employees are responsible for all applicable taxes, fees and surcharges.

Enroll in Your Discount

Visit the [Employee & Retiree Self-Service Site](#) and follow the prompts on the Internet, Home Phone and U-Verse TV tab to enroll your account in the discount.

Check Availability & Order New Service

Check Digital Phone availability [here](#). If it's available where you live, you can order new service using the [New Order Request Form](#). Digital Phone must be ordered with U-Verse TV or Internet. If Digital Phone isn't available in your area, Wireless Home Phone may be a good option for you. You can add it to your account for \$10 a month with the employee Wireless discount.

Make Changes to Your Existing Service or Account

Use the [Phone Change Request Form](#) to make changes to your existing service. You can also call the Employee Discount Program Support Center at 877.377.9010. Agents are available M-F, 8 a.m. to 9 p.m. CT, and Sat., 8 a.m. to 6 p.m. CT.



AT&T Perks

Enjoy discounts, rewards and perks on thousands of the brands you love in a variety of categories:

- Travel
- Auto
- Electronics
- Apparel
- Local Deals
- Education
- Entertainment
- Restaurants
- Health and Wellness
- Beauty and Spa
- Tickets
- Sports & Outdoors

The program is open to all AT&T employees in the U.S.

➔ Access Your Discounts

Access your discounts on perks.att.com using the referral code QFUVBP.

Register for the site using your work email address (i.e., ATTUID@att.com, firstname.lastname@xandr.com, firstname.lastname@turner.com, etc.).

Email addresses without an AT&T, Xandr, or WarnerMedia or other official AT&T domain will be removed from the site.

Want to Learn More? Watch [this video](#) to learn more about the platform.

Need Help? Contact BenefitHub (the vendor for AT&T Perks) at 866.664.4621 or email customercare@benefithub.com.

AT&T THANKS

Get offers on movies, dining, music and more just for being with AT&T. To download app, text GETATTTHANKS to 8758. Req's compatible device w/iOS 10 & higher or Android™ 5.0 & higher; data charges may apply.



Program Information

We reserve the right to amend, change or cancel this program or any part thereof, or reduce, modify, or suspend its terms at the Company's sole discretion at any time. This program is not a contract or assurance of compensation, continued employment or benefit of any kind.

Employee Status Changes

Employees Who Leave the Company

When you leave AT&T, you are no longer eligible for discounts offered through the Employee Discount Program. You will remain financially responsible for the account and any contracts and other terms and conditions attached to your account. Your employee discount will be removed within 1-2 billing cycles, and your account(s) will be billed at the regular consumer rate(s).

You may be eligible for the [Employee Discount Program for Retired Employees](#) and discounts offered through that program. You are eligible for the Employee Discount Program for Retired Employees if you satisfy the post-employment eligibility rule in your applicable comprehensive medical program.

You will lose access to [perks.att.com](#), but you will be granted access to [alumniperks.att.com](#) where you take advantage of non-AT&T Product and Service discounts.

Employees Who Pass Away

The discount will continue for 1-2 billing cycles following the date of the employee's death. After that time, the discount will be removed, and the account(s) will be billed at the regular consumer rate(s). The billing name must not be changed during this time period, or the discount eligibility will be discontinued.



Need Help?

Internet & AT&T Phone



- [Employee & Retiree Self-Service site](#)
- Discount Support Mailbox: g02511@att.com
- 877.377.9010
- Available M-F, 8 a.m. to 9 p.m. CT
- Available Sat., 8 a.m. to 6 p.m. CT
- Submit an Employee Discount Support Center Contact Form [using this link](#).

Wireless Product Support



- [Employee & Retiree Self-Service site](#)
- 800.331.0500 OR 611 on your wireless phone
- Available M-F, 9 a.m. to 6 p.m. CT

Discount Enrollment Site Assistance



- Refer to this list of [Common Discount Enrollment Site Errors](#) and how to resolve them.

Note: HR OneStop does not have access to billing accounts. The Customer Service Managers can assist you with eligibility verification and discount enrollment direction, but they cannot access your account and/or make changes to your account. If you have a billing issue, please contact the Employee and Retiree Discount Support Center for all products except Wireless. If you have a wireless billing issue, please contact Wireless Customer Care.

