Active Employee Discounts
Employee Discount Program
Revised March 2020
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 to meet your technological needs.

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. Our discount is competitive so there are several things we check for when someone tries to enroll an account in a discount and on accounts receiving the discount. You may need to take a couple of steps before you can enroll your account.

Then, Find Your Discounts…

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.

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. Keep in mind: Some of our products and services are not available in all areas.

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.

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.
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.

**Wireless Home Phone**
- Add to your wireless plan for $10/mo.

**AT&T TV NOW**
- Ultimate Package: **No Cost**
- HBO: **No Cost**
- Monthly Enhanced Technology Fee: $10
- Order new service on the self-service site.

**DIRECTV**
- DIRECTV ULTIMATE Package: **No Cost**
- HBO: **No Cost**
- NFL SUNDAY TICKET MAX: **No Cost**
- Monthly Base Equipment Package Fee: $10
- Free Installation
- Order new service on the self-service site.
- Make changes to your service using this link.

**U-verse TV**
- TV Packages: **50% Discount**
- Up to 8 set-top boxes: **No Cost**
- Order new service using this link.
- Make changes to your service using this link.

**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.

**NOTE:** You can only have one discount on video service.

*Fixed Wireless Internet has limited availability.
**This is the offer for U.S.-Based Service. Employees with service in Puerto Rico receive the DIRECTV XTRA or NFL SUNDAY TICKET.
***Req's compatible device w/iOS 10 & higher or Android™ 5.0 & higher; data charges may apply.
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 network. 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

<table>
<thead>
<tr>
<th>Plans &amp; Features</th>
<th>Discount Details</th>
<th>Discount*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireless Rate Plans &amp; Features</td>
<td>• Two (2) accounts per customer &amp; 10 lines per account.</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>• Discount is applicable on most plans &amp; features. Some rate plans/features do not qualify**.</td>
<td></td>
</tr>
<tr>
<td>Internet of Things &amp; Connected Services</td>
<td>• Discount applies to Audio Vox Car Connection, Amber Alert, Filip, and Connected Car.</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>• Discount applies to most consumer plans and on most features.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Some rate plans/features do not qualify.</td>
<td></td>
</tr>
<tr>
<td>Wireless Home Phone (WHP) &amp; Internet (WHPI)</td>
<td>• Discount on lines up to the 10-line limit per account restriction stated above.</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>• Can be added to Shared Data Plans.</td>
<td></td>
</tr>
<tr>
<td>Activation &amp; Upgrade Fees</td>
<td>• Waived in Company-owned retail stores and at myatt.com.</td>
<td>Waived</td>
</tr>
<tr>
<td>Wireless Accessories</td>
<td>• Discount available in Company-owned retail stores and online.</td>
<td>50%</td>
</tr>
<tr>
<td>(Must have employee discount)</td>
<td>• Some accessories do not qualify.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Exclusions including Apple-branded products and Beats Audio headsets.</td>
<td></td>
</tr>
<tr>
<td>Wireless Equipment</td>
<td>• No special discounts on equipment.</td>
<td>No Discount</td>
</tr>
<tr>
<td>WatchTV</td>
<td>• WatchTV is not included in the employee/retiree discount.</td>
<td>Not Include</td>
</tr>
</tbody>
</table>

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**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.
Employee Discount Program

Active Employee Discounts

Enroll in Your Discount

Visit the Employee & Retiree Self-Service Site and follow the prompts 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 with Human Resources, 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 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. When you’re promoted for an ATT UID, say “I don’t know.”

Order New Service, Make Changes to Your Existing Service, 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.
**AT&T TV NOW**

Experience rules free TV with AT&T TV NOW! Employees in the U.S. (excluding Puerto Rico, Guam and the U.S. Virgin Islands) get AT&T TV NOW’s top tier streaming package with 120+ channels included for a $10/month Enhanced Technology Fee. AT&T TV NOW is our premier video streaming service, and you can start streaming Day 1! No installation. No boxes. No hassle.

**Detailed Discount Information**

<table>
<thead>
<tr>
<th>Plans &amp; Features</th>
<th>Discount*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ultimate Package</td>
<td>No Cost</td>
</tr>
<tr>
<td>HBO</td>
<td>No Cost</td>
</tr>
<tr>
<td>Cloud DVR</td>
<td>No Cost</td>
</tr>
<tr>
<td>Enhanced Technology Fee</td>
<td>$10</td>
</tr>
<tr>
<td>Programming Add-Ons (Premium Channels, International Programming, etc.)</td>
<td>No Discount</td>
</tr>
<tr>
<td>Additional Add-Ons (Upgraded Cloud DVR, Additional Streaming, etc.)</td>
<td>No Discount</td>
</tr>
</tbody>
</table>

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**Enroll in Your Discount**

Visit the Employee Discount Site and follow the prompts to enroll your account in the discount.

**Order New Service**

Visit the Employee Discount Site and follow the prompts to order new AT&T TV NOW service. You cannot order new AT&T TV NOW service through the Employee & Retiree Self-Service Site.

**Make Changes to Your Existing Service or Account**

Visit atttvnow.com and log in to your account to make changes to your AT&T TV NOW account or service.
DIRECTV

Get the ultimate whole-home experience with DIRECTV. We have two active offers for DIRECTV Service: One for U.S.-based service and one for Puerto Rico-based service. Both offers include a $10/month Base Equipment Package/Fee that provides programming coverage for up to 4 rooms. If you have more than 4 receivers/decoders, you'll have to pay the costs associated with the additional receivers – including the cost of the unit(s) & any associated fees.

Detailed Discount Information – Service in the U.S.

<table>
<thead>
<tr>
<th>Plans &amp; Features</th>
<th>Discount*</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIRECTV ULTIMATE Package</td>
<td>No Cost</td>
</tr>
<tr>
<td>HBO</td>
<td>No Cost</td>
</tr>
<tr>
<td>DOGTV</td>
<td>No Cost</td>
</tr>
<tr>
<td>NFL Sunday Ticket MAX</td>
<td>No Cost</td>
</tr>
<tr>
<td>Programming Add-Ons (Premium Channels, International Programming, etc.)</td>
<td>No Discount</td>
</tr>
<tr>
<td>Base Equipment Package (Includes a Combination of One HD DVR and up to Three Receivers – Wired or Wireless) **</td>
<td>$10/Mo.</td>
</tr>
<tr>
<td>Wireless Video Bridge (If Applicable)</td>
<td>No Cost***</td>
</tr>
<tr>
<td>DIRECTV™ Protection Plan Premier OR DIRECTV™ Protection Plan Premier with Accidental Damage from Handling (ADH)</td>
<td>$10.99 or $15.98</td>
</tr>
<tr>
<td>Initial Installation</td>
<td>No Cost</td>
</tr>
<tr>
<td>Additional Receivers</td>
<td>No Discount</td>
</tr>
<tr>
<td>One Residence Service Move Per 12-Month Period</td>
<td>No Cost</td>
</tr>
</tbody>
</table>

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** If additional receivers are added, you will have to pay the costs associated with the additional receivers – including the cost of the unit(s) and the associated monthly recurring fees.

***The wireless video bridge will be charged on your bill and credited back to you within 1-2 billing cycles.

Enroll in Your Discount

Visit the Employee & Retiree Self-Service Site and follow the prompts on the DIRECTV tab to enroll your account in the discount.

Order New Service or Make Changes to Your Existing Service or Account

You can order new service using the link on the Employee & Retiree Self-Service Site. You can make changes to your existing service on DIRECTV.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.
Equipment Upgrades – All DIRECTV Offers

When new technology is developed, we want you to be able to take advantage of it. You can request upgrades at no cost as long as the equipment being added is within the four receivers/decoders provided by the Base Equipment Package (or replaces existing equipment within the program limit). If your upgrade request pushes you over the four receivers covered by the Base Equipment Package, you will have to pay the costs associated with the additional receivers - including the cost of the unit(s) and the associated monthly recurring fees.

You can upgrade your DIRECTV equipment once every 12 months. The process to request an upgrade is slightly different depending on your employee offer.

>> Employees on the DIRECTV Offer for Service in the U.S.
   Use the DIRECTV Change Request Form to request an upgrade to your DIRECTV equipment.

Upgrades to newly released technology and/or equipment may be delayed or provided under a controlled release based on the availability of equipment. Upgrades may not be available at the same time they are available to consumers.
U-Verse TV

Enjoy your favorite HD Entertainment on a strong, reliable fiber-optic network, and record up to four shows at once with Total Home DVR.

Detailed Discount Information

<table>
<thead>
<tr>
<th>Plans &amp; Features</th>
<th>Discount*</th>
</tr>
</thead>
<tbody>
<tr>
<td>U-Verse TV Packages</td>
<td>50%</td>
</tr>
<tr>
<td>Monthly Receiver Fee (up to eight receivers)</td>
<td>No Cost</td>
</tr>
<tr>
<td>Basic High Definition</td>
<td>No Cost</td>
</tr>
<tr>
<td>HD Premium Tier</td>
<td>50%</td>
</tr>
<tr>
<td>Activation Fee</td>
<td>No Cost</td>
</tr>
<tr>
<td>Standard Installation (Not Included with U-Basic)</td>
<td>No Cost</td>
</tr>
</tbody>
</table>

*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.

Order New Service

Check U-Verse TV 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 Changes to Your Existing Service or Account

Visit att.com or use the U-Verse TV 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.
**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**

<table>
<thead>
<tr>
<th>Speed Options (Tiers) &amp; Features</th>
<th>Monthly Employee Price*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet 768K to Internet 100M</td>
<td>$20</td>
</tr>
<tr>
<td>Internet 1000M (1G)</td>
<td>$29.99</td>
</tr>
<tr>
<td>Internet Equipment Fee</td>
<td>$5</td>
</tr>
<tr>
<td>Activation Fee</td>
<td>No Cost</td>
</tr>
<tr>
<td>Standard Installation</td>
<td>No Cost</td>
</tr>
</tbody>
</table>

*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.

**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

<table>
<thead>
<tr>
<th>Plans &amp; Features</th>
<th>Discount*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Package (Minimum 10/1 Mbps Internet Service and 160 GB of data)**</td>
<td>50%</td>
</tr>
<tr>
<td>Standard Installation</td>
<td>No Cost</td>
</tr>
<tr>
<td>Equipment Fee</td>
<td>No Cost</td>
</tr>
<tr>
<td>Data Overage</td>
<td>$10***</td>
</tr>
</tbody>
</table>

*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 Your Existing Service or Account

You can order new service 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.
Active Employee Discounts

AT&T Phone (Formerly U-Verse Voice)

Detailed Discount Information

<table>
<thead>
<tr>
<th>Plans &amp; Features</th>
<th>Monthly Employee Price*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Unlimited North America</td>
<td>No Cost</td>
</tr>
<tr>
<td>Phone International</td>
<td>$5</td>
</tr>
<tr>
<td>Phone Secondary Line</td>
<td>50%</td>
</tr>
<tr>
<td>Activation Fee</td>
<td>No Cost</td>
</tr>
<tr>
<td>Standard Installation (Not Included with U-Basic)</td>
<td>No Cost</td>
</tr>
</tbody>
</table>

*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 GETATTTTHANKS 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 one to two 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, & U-Verse TV**
- [Employee & Retiree Self-Service site](https://www.att.com/dep/login)
- 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](https://www.att.com/dep/login).

**DIRECTV Support**
- AT&T Employee & Retiree Self-Service site: https://www.att.com/dep/login
- 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](https://www.att.com/dep/login).

**AT&T TV NOW Enrollment Support**
- [Employee & Retiree Self-Service site](https://www.att.com/dep/login)
- Discount Support Mailbox: g47012@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](https://www.att.com/dep/login).

**Wireless Product Support**
- [Employee & Retiree Self-Service site](https://www.att.com/dep/login)
- 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](https://www.att.com/dep/login) and how to resolve them.