



Retiree Discounts

Employee Discount Program

Revised May 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 that's right for you.

Your post-employment eligibility for discounts depends on your eligibility to participate in post-employment benefits.

You are eligible to participate in the Employee Discount Program (EDP) for retired employees if you satisfy the post-employment eligibility rule in your applicable comprehensive medical program or fall under a special separation provision of a bargaining contract or surplus agreement. Contact the AT&T Benefit Center (877.722.0020) if you have questions about your eligibility for post-employment benefits.

If you ARE eligible to participate in your applicable comprehensive medical program,

you may be eligible to participate in certain Employee Discount Programs (EDPs) for retired employees. Your discount eligibility could be impacted by a number of factors, including your primary residence, Legacy Company and net credited service (NCS).

If you ARE NOT eligible to participate in your applicable comprehensive medical program,

you are not eligible to participate in Employee Discount Programs (EDPs) for retired employees. The discounts you receive as an active employee will be removed from your account, and you will be charged consumer rates for products and services.

Start by Reviewing our Terms and Conditions & the Exit Checklist

You have to agree to the [Terms & Conditions](#) to participate in any discounts offered by the program. 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 30% discount on wireless service, exclusive pricing on Internet and Internet Powered by AT&T Fiber, and a 20% discount on video service from DIRECTV – plus savings from thousands of vendors through Perks at Work.

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.



What Discounts are Available?



Wireless Products & Services

- >> Voice, Text & Data Plans: **30% Discount**
- >> Select Accessories: **40% Discount**
- >> Two Accounts with up to 10 Lines per Acct.
- >> Waived Activation & Upgrade Fees at att.com and AT&T-Owned Stores.

AT&T Internet & Fiber

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

AT&T Phone (Formerly U-Verse Voice)

- >> **\$20 Phone Unlimited North America** when Bundled with U-Verse TV, Internet or Fiber
- >> **\$25 Phone International** when Bundled with U-Verse TV, Internet or Fiber

Wireline & DSL

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



DIRECTV**

- >> DIRECTV Programming: **20% Discount**
- >> NFL SUNDAY TICKET MAX: **No Cost**
- >> Monthly Base Equip. Package Fee: **No Cost**
- >> Free Installation
- >> Order new service [using this link](#),
- >> Make changes to your service [using this link](#).

U-verse TV**

- >> Make changes to your service [using this link](#).
- >> New service no longer available.

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



AT&T Perks

- >> Enjoy discounts and rewards on thousands of brands you love in a variety of categories including travel, auto, electronics, tickets, etc., all on one site.
- >> Watch [this video](#) to learn more about the platform.
- >> Access your discounts using [this link](#) with referral code **3KU4SA**. You must sign up using your work email address.

AT&T THANKS

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

***Req's compatible device w/iOS 10 & higher or Android™ 5.0 & higher; data charges may apply.

Signing Up for Retiree Discounts

If you received the employee discount before you retired, your discounts will automatically convert in 1-2 billing cycles for all products except wireline/DSL. You'll need to submit an [EDP Wireline Request Form](#) 6 weeks after you retire to convert those discounts.

You'll still use the [Employee & Retiree Self-Service Site](#) to enroll any new accounts in the retiree discounts.

[Here's a list of common errors](#) you may encounter trying to enroll on the site and how to resolve them. Or, [click here](#) for who to contact if you need additional help.

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**. 	30%
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. 	30%
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 wireless 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. 	40%
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

*Other than as shown, prices do not include applicable fees and/or taxes. Retirees 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 with the AT&T Benefits Center, 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

You can 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](#).





DIRECTV

Get the ultimate whole-home experience with DIRECTV. You get a discount on your choice of DIRECTV Programming (PREMIER, ULTIMATE or CHOICE) and the Base Equipment Package at no cost.

The Base Equipment Package provides programming coverage for up to four rooms. You can add receivers/decoders at any time, but the Base Equipment Package only allows for four. If have more than four receivers/decoders, you will have to pay the costs associated with the additional receivers – including the cost of the unit(s) and any associated monthly recurring fees.

Detailed Discount Information – Service in the U.S.

Plans & Features	Discount*
Choice of DIRECTV PREMIER, ULTIMATE, or CHOICE Programming packages	20%
NFL SUNDAY TICKET MAX	No Cost
Programming Add-Ons (Premium Channels, International Programming, etc.)	No Discount
Base Equipment Package (Includes a Combination of One HD DVR and up to Three Receivers – Wired or Wireless) **	No Cost
Wireless Video Bridge (If Applicable)	No Discount
Protection Plans (covers DIRECTV equipment, on-site repairs, etc.)	No Discount
Initial Installation	No Cost
Additional Receivers	No Discount

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

*** 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.*

➤ 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

You can order new service using the [DIRECTV New Order Request Form](#) or by calling the Employee Discount Program Support Center at 877.377.9010. Agents are available between 8 a.m. and 9 p.m. (Central Time), Monday – Friday and 8 a.m. and 6 p.m. Saturday (Central Time).

➤ Make Changes to Your Existing Account

You can make changes to your existing service using the [DIRECTV Change Request Form](#) 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.

**New service activation no longer available.*

Detailed Discount Information

Plans & Features	Discount*
U-Verse TV Packages	25%
Monthly Receiver Fee (up to eight receivers)	No Cost
Basic High Definition	No Cost
HD Premium Tier	No Discount
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. Retirees 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.

.....▶ **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 and unlimited data on your internet plan.

Detailed Discount Information

Speed Options (Tiers) & Features	Monthly Employee Price*
Internet 768K to Internet 100M	\$20
Internet 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.





AT&T Phone (Formerly U-Verse Voice)

Detailed Discount Information

Plans & Features	Monthly Employee Price*
Phone Unlimited North America	\$20
Phone International	\$25
Phone Secondary Line	\$10
Activation Fee	No Cost
Standard Installation	No Cost

* Other than as shown, prices do not include applicable fees and/or taxes. Retirees 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 alumniperks.att.com using the referral code **3KU4SA**.

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

Retirees Who Pass Away

The discount will continue for 1-2 billing cycles following the date of the retiree'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](#)
- 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, 8 a.m. to 9 p.m. CT
- Available Sat., 8 a.m. to 6 p.m. CT

DIRECTV Support



- [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](#).



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.

