

A person wearing a blue and white striped sweater is holding a gold smartphone. They are sitting at a desk with a silver laptop, a tablet, and some papers. The background is bright and out of focus.

What Happens to My Discounts When I Leave AT&T?

Employee Discount Program

Revised September 2019



Quick Glance

As you prepare to leave AT&T, we want you to understand the impact your departure will have on your employee discounts, any actions you need to take before or after you leave, and who to contact if you have questions.

Review the [Discount Guide for Retired Employees](#) and the product sections of this document to understand how your discount(s) will change when you leave AT&T. We recommend you also review your products and services before you go to make sure they will meet your needs after you retire.

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

You're 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.



If you ARE eligible to participate in your applicable comprehensive medical program, you may be eligible to participate in certain discounts offered through the Employee Discount Program (EDP) 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) date.



If you ARE NOT eligible to participate in your applicable comprehensive medical program, you're not eligible to participate in discounts offered through the Employee Discount Program (EDP) for retired employees. The discounts you receive as an active employee will be removed from your account, and you will be billed at the consumer rates for products and services.

Contact the AT&T Benefit Center (877.722.0020) if you have questions about your eligibility for post-employment benefits.

Before You Leave AT&T...

Ensure your primary residence address is correct in eLink*.

Eligibility for some products depends on the location of your primary residence. Your discount may be removed if you don't update the address in eLink before you leave, and we can't provide credits or retroactive adjustments if your discount is removed due to an incorrect address.

After You Leave AT&T...

It can take up to 3 months to verify your eligibility for retiree discounts so don't make any inquiries or changes to your existing AT&T products and services account(s) until you have been off active payroll for at least 3 months.



During this time, the system will not recognize you as an active employee, former employee or retiree. If you call in with questions and/or changes to your products and services account(s) during this time, you will lose your active discount until your retiree status can be validated, and you will be responsible for any charges you incur during the time you are not able to be validated as being eligible for a retiree discount.

We cannot provide credits or retroactive adjustments if your discount is removed due to changes made during this six-week period.

Remember to Keep Your Address Updated with the AT&T Benefits Center: Eligibility for some product discounts depends on the location of your primary residence. We can't provide credits or retroactive adjustments if your discount is removed due to an incorrect address.

If you are Rehired by AT&T after you retire...

Your discounts will be changed to the current discount for active employees. The retiree discount you had before you were rehired will not automatically resume when you leave AT&T again.

Your eligibility for discounts through the Employee Discount Program (EDP) for retired employees will depend on your eligibility to participate in your applicable comprehensive medical program, your primary residence and the legacy affiliate company you were working for when you leave. If you are rehired by AT&T, and your service is not bridged, your discount will depend on your new NCS date. The discount(s) may differ from the discounts you had when you originally retired.

We reserve the right to amend, change, or cancel the discount offerings or any part thereof, or reduce, modify, or suspend its terms at its sole discretion at any time. Employees/retirees cannot use the services provided improperly or for personal or financial gain.

Privacy Notice

AT&T may use your account information for marketing to you or in anonymous and aggregate fashion to improve our services and customer experience. AT&T may use employee contact information, unique identifiers, personal AT&T account profile to help improve AT&T services, for instance as a part of anonymous and aggregate AT&T employee product utilization and employee discount program (EDP) participation rate reports, marketing campaigns to encourage employee participation in the EDP, or AT&T employee product surveys. Employee personal account information will be used for AT&T internal purposes only.



What product discounts do you have?

Wireless

DIRECTV

AT&T TV NOW

U-Verse TV

Internet & Internet Powered by AT&T Fiber

Fixed Wireless Internet

AT&T Phone

Wireline & High-Speed Internet (DSL) – Management

Wireline & High-Speed Internet (DSL) – Non-Management

Digital Life

Perks & Exclusive Employee Offers

Need Help?



Wireless

Review the information below to understand how your exit status will impact your discount on Wireless.

Exit Status	Eligible to participate in the Employee Discount Program for retired employees.
Impact on Eligibility <i>(May differ based on legacy group)</i>	You are no longer eligible for the active employee discount. Your discount will change to the retiree discount in 3-4 billing cycles.
Action to be Taken	None. Your discount will change automatically.

Exit Status	Ineligible to participate in the Employee Discount Program for retired employees.
Impact on Eligibility <i>(May differ based on legacy group)</i>	You are no longer eligible for the active employee discount. Your discounts/credits will be removed when you leave payroll. You will be billed at the consumer rate for your plan and services.
Action to be Taken	Review your account on att.com to ensure you are on the plan that best serves your needs.



DIRECTV

Review the information below to understand how your exit status will impact your discount on DIRECTV.

Exit Status	Eligible to participate in the Employee Discount Program for retired employees.
<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	You are no longer eligible for the active employee discount. Your discount will convert to the DIRECTV retiree discount for your current level of programming when you leave payroll. If you had the DIRECTV Complimentary Offer, your complimentary DIRECTV account will be closed within seven (7) days of your separation date, and you will be moved to a consumer rate plan.
<i>Action to be Taken</i>	Review your account on att.com to ensure you are on the plan that best serves your needs. If you have the active employee offer, your discount will automatically convert to the AT&T retiree discount. If you were on the DIRECTV Complimentary offer, contact the Employee Discount Program Support Center (877-377-9010) to transition your account to the AT&T retiree offer.

Exit Status	Ineligible to participate in the Employee Discount Program for retired employees.
<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	You are no longer eligible for the active employee discount. Your discounts/credits will be removed when you leave payroll. After your discount is removed, you will be billed at the consumer rate for your plan. If you had the DIRECTV Complimentary Offer, your complimentary DIRECTV account will be closed within seven (7) days of your separation date, and you will move to a consumer rate plan.
<i>Action to be Taken</i>	Review your account on att.com to ensure you are on the plan that best serves your needs.



AT&T TV NOW

Review the information below to understand how your exit status will impact your discount on AT&T TV NOW.

When you leave AT&T, you will no longer be eligible for the active employee discount on AT&T TV NOW. Your account will be changed to FreeView until you subscribe to a consumer program.

Unfortunately, we cannot refund employees who leave the company for partial months of service.

There is no retiree discount for AT&T TV NOW.



U-Verse TV

Review the information below to understand how your exit status will impact your discount on U-Verse TV

Exit Status	Eligible to participate in the Employee Discount Program for retired employees.
<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	You are no longer eligible for the active employee discount. Your discount will change to the retiree discount in 3-4 billing cycles.
<i>Action to be Taken</i>	None. Your discount will change automatically.

Exit Status	Ineligible to participate in the Employee Discount Program for retired employees.
<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	You are no longer eligible for the active employee discount. Your discounts/credits will be removed when you leave payroll. After your discount is removed, you will be billed at the consumer rate for your plan.
<i>Action to be Taken</i>	Review your account on att.com to ensure you are on the plan that best serves your needs.



Internet & Internet Powered by AT&T Fiber

Review the information below to understand how your exit status will impact your discount on Internet and Internet Powered by AT&T Fiber.

Exit Status	Eligible to participate in the Employee Discount Program for retired employees.
<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	You are no longer eligible for the active employee discount. Your discount will change to the retiree discount in 3-4 billing cycles.
<i>Action to be Taken</i>	None. Your discount will change automatically.

Exit Status	Ineligible to participate in the Employee Discount Program for retired employees.
<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	You are no longer eligible for the active employee discount. Your discounts/credits will be removed when you leave payroll. You will be billed at the consumer rate for your plan.
<i>Action to be Taken</i>	Review your account on att.com to ensure you are on the plan that best serves your needs.

Fixed Wireless Internet

Review the information below to understand how your exit status will impact your discount on Fixed Wireless Internet.

When you leave AT&T, you will no longer be eligible for the active employee discount on Fixed Wireless Internet. Your discount will be removed. There is no retiree discount on Fixed Wireless Internet.



AT&T Phone

Review the information below to understand how your exit status will impact your discount on Phone.

Exit Status	Eligible to participate in the Employee Discount Program for retired employees.
<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	You are no longer eligible for the active employee discount. Your discount will change to the retiree discount in 3-4 billing cycles.
<i>Action to be Taken</i>	None. Your discount will change automatically.

Exit Status	Ineligible to participate in the Employee Discount Program for retired employees.
<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	You are no longer eligible for the active employee discount. Your discounts/credits will be removed when you leave payroll. You will be billed at the consumer rate for your plan.
<i>Action to be Taken</i>	Review your account on att.com to ensure you are on the plan that best serves your needs.



Wireline & High-Speed Internet (DSL) - Management

Review the information below to understand how your exit status will impact your discount on Wireline and High-Speed Internet (DSL).

Exit Status	Ineligible to participate in the Employee Discount Program for retired employees.	
<i>Product</i>	<i>Impact on Eligibility</i> <i>(May differ based on legacy group)</i>	<i>Action to Be Taken</i>
Wireline Voice Discount & High Speed Internet (DSL)	You are no longer eligible for the active management discount. Your discounts/credits will be removed when you leave payroll. You will be billed at the consumer rate for your plan.	Review your account on att.com to ensure you are on the plan that best serves your needs.

Exit Status	Retiring management employees eligible to participate in the Employee Discount Program for retired employees whose primary residence is in AT&T's 12 State local service area (footprint)(AR, CA, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI).	
<i>Product</i>	<i>Impact on Eligibility</i> <i>(May differ based on legacy group)</i>	<i>Action to Be Taken</i>
Wireline Voice Discount	You are no longer eligible for the active management discount. Your discounts/credits will change to the AT&T 12 State In-Region Voice Discount Program at \$20 per month (plus applicable taxes, fees and charges) in 3-4 billing cycles.	None. Your discount will change automatically.
High Speed Internet (DSL)	You are no longer eligible for the active management discount. Your discount will be removed.	Three months after your last day on payroll, notify the Employee Discount Program Support Center (877-377-9010) you've transitioned to a retiree. Use the Employee Discount Program Support Center Contact Form to notify the Center you've transitioned from an active employee to a retiree. The Center will update your account accordingly.



Exit Status	Retiring management employees eligible to participate in the Employee Discount Program for retired employees whose primary residence is in AT&T's 9 State local services area (footprint)(AL, FL, GA, KY, LA, MS, NC, SC, TN).	
<i>Product</i>	<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	<i>Action to Be Taken</i>
Wireline Voice Discount	You will continue to be eligible for the 9 State In-Region Voice Discount Program when eBill, paper suppression and e-payment are maintained on the account.	Three months after your last day on payroll, notify the Employee Discount Program Support Center (877-377-9010) you've transitioned to a retiree. Use the Employee Discount Program Support Center Contact Form to notify the Center you've transitioned from an active employee to a retiree. The Center will update your account accordingly.
High Speed Internet (DSL)	You are no longer eligible for the active management discount. Your discount will be removed.	Three months after your last day on payroll, notify the Employee Discount Program Support Center (877-377-9010) you've transitioned to a retiree. Use the Employee Discount Program Support Center Contact Form to notify the Center you've transitioned from an active employee to a retiree. The Center will update your account accordingly.

Exit Status	Retiring management employees eligible to participate in the Employee Discount Program for retired employees whose primary residence is outside of AT&T's local service area (footprint)(AK, AZ, CO, CT, DE, HI, IA, ID, MA, ME, MD, MN, MT, ND, NE, NH, NJ, NM, NY, OR, PA, RI, SD, UT, VA, VT, WA, WV, WY).	
<i>Product</i>	<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	<i>Action to Be Taken</i>
Wireline Voice Discount	You will continue to be eligible for the Out-of-Region Voice Discount Program when eBill, paper suppression and e-payment are maintained on the account.	None. Your discount will change automatically.
Wireline Voice Discount	Legacy BellSouth management employees with an NCS date before than 04/01/96 You will continue to be eligible for reimbursement under the Legacy BellSouth Voice Program. Administration of your reimbursement transitions to the AT&T's Retiree Discount Center (managed by HealthSmart).	Contact AT&T's Retiree Discount Center (managed by HealthSmart) three months after you leave payroll to determine your eligibility, reimbursement process and guidelines. You can reach HealthSmart by email or by phone at 888-251-0645 (Mon – Fri 7 a.m. to 5 p.m. CT).
High Speed Internet (DSL)	High Speed Internet (DSL) is not available.	None



Wireline & High-Speed Internet (DSL) – Non-Management

Review the information below to understand how your exit status will impact your discount on Wireline and High-Speed Internet (DSL).

Exit Status	Ineligible to participate in the Employee Discount Program for retired employees.	
Product	Impact on Eligibility <i>(May differ based on legacy group)</i>	Action to Be Taken
Wireline Voice Discount & High Speed Internet (DSL)	You are no longer eligible for the active non-management discount. Your discounts/credits will be removed when you leave payroll. You will be billed at the consumer rate for your plan.	Review your account on att.com to ensure you are on the plan that best serves your needs.

Exit Status	Retiring non-management Legacy AT&T, BellSouth, Mobility or SBC employees eligible to participate in the Employee Discount Program for retired employees whose primary residence is in AT&T's 12 State local service area (footprint)(AR, CA, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI).	
Product	Impact on Eligibility <i>(May differ based on legacy group)</i>	Action to Be Taken
Wireline Voice Discount	Legacy SBC You are no longer eligible for the active, non-management voice plan discount. You will align to the AT&T 12 State In-Region Voice Discount Plan when you leave AT&T payroll. This plan costs \$20 per month (plus applicable taxes, fees and charges).	Three months after your last day on payroll, you will need to update your employee status from active to retiree. Use the Employee Discount Program Support Center Contact Form to notify the Employee Discount Support Center (877.377.9010) you've transitioned from an active employee to a retiree. The Center will update the account accordingly.
Wireline Voice Discount	Legacy SBC West Region You will remain eligible for the West Region Telephone Concession Highlights Program. If you live outside the AT&T Service area, you will continue to be eligible for reimbursement. Administration of your reimbursement will transition to the AT&T Employee and Retiree Discount Center (managed by HealthSmart).	If you live inside the AT&T Service area, you do not need to take any action. If you live outside the AT&T Service area, you will need to contact the AT&T Retiree Discount Center (managed by HealthSmart) three months after you leave payroll to determine your eligibility, reimbursement process and guidelines. You can reach HealthSmart by email or by phone at 888-251-0645 (Mon – Fri 7 a.m. to 5 p.m. CT).



Wireline Voice Discount	Legacy Mobility You are not eligible for wireline discounts.	None
Wireline Voice Discount	Legacy AT&T You are no longer eligible to receive the voice plan reimbursements you received as an active non-management employee. Administration of your reimbursement will transition to the AT&T Employee and Retiree Discount Center (managed by HealthSmart).	Contact AT&T's Retiree Discount Center (managed by HealthSmart) three months after you leave payroll to determine your eligibility, reimbursement process and guidelines. You can reach HealthSmart by email or by phone at 888-251-0645 (Mon – Fri 7 a.m. to 5 p.m. CT).
Wireline Voice Discount	Legacy BellSouth with an NCS date earlier than 04/01/96 You are no longer eligible for the active, non-management employee discount. The discount will be removed when you leave payroll.	You will need to apply for the eligible retiree discount. Contact the AT&T Retiree Discount Center (managed by HealthSmart) three months after you leave payroll to determine your eligibility, reimbursement process and guidelines. You can reach HealthSmart by email or by phone at 888-251-0645 (Mon – Fri 7 a.m. to 5 p.m. CT).
Wireline Voice Discount	Legacy BellSouth with an NCS date after 04/01/96 You are not eligible for wireline discounts or reimbursements.	None
High Speed Internet (DSL)	Legacy AT&T, BellSouth and Mobility You are not eligible for wireline discounts.	None
High Speed Internet (DSL)	Legacy SBC You are no longer eligible for the active non-management discount. The discount will be removed automatically.	You will need to apply for the eligible retiree discount. Three months after your last day on payroll, you will need to update your employee status from active to retiree. Use the Employee Discount Program Support Center Contact Form to notify the Employee Discount Support Center (877.377.9010) you've transitioned from an active employee to a retiree. The Center will update the account accordingly.



Exit Status	Retiring non-management Legacy AT&T, BellSouth, Mobility, SBC employees eligible to participate in the Employee Discount Program for retired employees whose primary residence is in AT&T's 9 State local services area (footprint)(AL, FL, GA, KY, LA, MS, NC, SC, TN).	
Product	Impact on Eligibility <i>(May differ based on legacy group)</i>	Action to Be Taken
Wireline Voice Discount	<p>Legacy SBC You are no longer eligible to receive the voice plan reimbursements you received as an active, non-management employee. There are no voice discount programs available for non-management retirees who reside outside the local 12 state service area.</p>	Review your account on att.com against current consumer offers to ensure you are on the plan that best serves your needs.
Wireline Voice Discount	<p>Legacy SBC West Region Voice Concession You are no longer eligible to receive the voice plan reimbursements you received as an active, non-management employee. Administration of your reimbursement will transition to the AT&T Employee and Retiree Discount Center (managed by HealthSmart).</p>	Contact the AT&T Employee and Retiree Discount Center (managed by HealthSmart) three months after you leave payroll to determine your eligibility, reimbursement process and guidelines. You can reach HealthSmart by email or by phone at 888-251-0645 (Mon – Fri 7 a.m. to 5 p.m. CT).
Wireline Voice Discount	<p>Legacy Mobility You are not eligible for wireline discounts.</p>	None
Wireline Voice Discount	<p>Legacy AT&T You are no longer eligible to receive the voice plan reimbursements you received as an active non-management employee. Administration of your reimbursement will transition to the AT&T Employee and Retiree Discount Center (managed by HealthSmart).</p>	Contact the AT&T Employee and Retiree Discount Center (managed by HealthSmart) three months after you leave payroll to determine your eligibility, reimbursement process and guidelines. You can reach HealthSmart by email or by phone at 888-251-0645 (Mon – Fri 7 a.m. to 5 p.m. CT).
Wireline Voice Discount	<p>Legacy BellSouth You will remain eligible for the local services discount.</p>	Three months after your last day on payroll, you will need to update your employee status from active to retiree. Use the Employee Discount Program Support Center Contact Form to notify the Employee and Retiree Discount Center you've transitioned from an active employee to a retiree. The Center will update the account accordingly.
High Speed Internet (DSL)	<p>Legacy AT&T, SBC and Mobility You are not eligible for a High-Speed Internet (DSL) discount.</p>	None
High Speed Internet (DSL)	<p>Legacy BellSouth Your discount will change to the retiree discount.</p>	None. Your discount will change automatically.



Exit Status	Retiring non-management employees eligible to participate in the Employee Discount Program for retired employees whose primary residence is outside of AT&T's local service area (footprint)(AK, AZ, CO, CT, DE, HI, IA, ID, MA, ME, MD, MN, MT, ND, NE, NH, NJ, NM, NY, OR, PA, RI, SD, UT, VA, VT, WA, WV, WY).	
Product	Impact on Eligibility <i>(May differ based on legacy group)</i>	Action to Be Taken
Wireline Voice Discount	<p>Legacy SBC You are no longer eligible to receive the active, non-management voice plan reimbursements you received as an active employee. There are no voice discount programs available for retirees who reside outside the local 12 state service area.</p>	Submit local telephone charges accrued up until the date of your separation to your supervisor for processing. You may not be eligible for reimbursement effective on the date of your separation.
Wireline Voice Discount	<p>Legacy SBC West Region Telephone Concession Plan You are no longer eligible to receive the voice plan reimbursements you received as an active non-management employee. Administration of your reimbursement will transition to the AT&T Employee and Retiree Discount Center (managed by HealthSmart).</p>	Contact the AT&T Employee and Retiree Discount Center (managed by HealthSmart) three months after you leave payroll to determine your eligibility, reimbursement process and guidelines. You can reach HealthSmart by <i>email</i> or by phone at 888-251-0645 (Mon – Fri 7 a.m. to 5 p.m. CT).
Wireline Voice Discount	<p>Legacy Mobility You are not eligible for wireline discounts.</p>	None
Wireline Voice Discount	<p>Legacy AT&T You are no longer eligible to receive the voice plan reimbursements you received as an active non-management employee. Administration of your reimbursement will transition to the AT&T Employee and Retiree Discount Center (managed by HealthSmart).</p>	Contact the AT&T Employee and Retiree Discount Center (managed by HealthSmart) three months after you leave payroll to determine your eligibility, reimbursement process and guidelines. You can reach HealthSmart by <i>email</i> or by phone at 888-251-0645 (Mon – Fri 7 a.m. to 5 p.m. CT).
Wireline Voice Discount	<p>Legacy BellSouth with an NCS date earlier than 04/01/96 You are no longer eligible to receive the voice plan reimbursements you received as an active non-management employee. Administration of your reimbursement will transition to the AT&T Employee and Retiree Discount Center (managed by HealthSmart).</p>	Contact the AT&T Employee and Retiree Discount Center (managed by HealthSmart) three months after you leave payroll to determine your eligibility, reimbursement process and guidelines. You can reach HealthSmart by <i>email</i> or by phone at 888-251-0645 (Mon – Fri 7 a.m. to 5 p.m. CT).
High Speed Internet (DSL)	You are not eligible for High Speed Internet (DSL) discount, because service is not available.	None



Exit Status	Legacy AT&T – Occupational Surplus Employees	
<i>Product</i>	<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	<i>Action to Be Taken</i>
Wireline Voice Discount & High Speed Internet (DSL)	Refer to your Involuntary, Extended Compensation Option <u>or</u> Special Leave Program Separation Package for information on voice concession eligibility.	Complete the ATT363 Telephone Concession Reimbursement Form and send it to: AT&T, OCPC, One AT&T Way, Room 5A234, Bedminster, NJ 07921

Exit Status	Legacy BellSouth Employees in the PARTNERSHIP Job Bank	
<i>Product</i>	<i>Impact on Eligibility</i> <small>(May differ based on legacy group)</small>	<i>Action to Be Taken</i>
Refer to the Legacy BellSouth Voice Plan.	You may remain eligible to participate in the Legacy BellSouth Employee Telephone Concession Program while participating in the PARTNERSHIP Job Bank.	None



Digital Life

Review the information below to understand how your exit status will impact your discount on Digital Life.

Exit Status	Eligible to participate in the Employee Discount Program for retired employees.
Impact on Eligibility <i>(May differ based on legacy group)</i>	You are no longer eligible for the active employee discount. There is no retiree discount for Digital Life. If you were receiving the active employee discount prior to leaving Payroll, you will receive a 25% off promotion on your service.
Action to be Taken	None

Exit Status	Ineligible to participate in the Employee Discount Program for retired employees.
Impact on Eligibility <i>(May differ based on legacy group)</i>	You are no longer eligible for the active employee discount. Your discounts/credits will be removed when you leave payroll. You will be billed at the consumer rate for your plan.
Action to be Taken	Review your account on att.com to ensure you are on the plan that best serves your needs.



Perks & Exclusive Employee Offers

Review the information below to understand what happens to the points you've accumulated through the Perks & Exclusive Employee Offers program when you leave the company.

Perks & Exclusive Employee Offers is a discount program for active, AT&T employees on U.S. payroll. Any unused reward points you've accumulated through the Perks at Work platform will expire at the end of the month in which you leave the company's employ. For example, if you leave Jan. 2, you have until Jan. 31, to use your points. Points that are not used by Jan. 31, will expire.

Retirees eligible to participate in the Employee Discount Program for retired employees can access the OneStopShop platform to take advantage of savings similar to those available through the Perks at Work platform. Access OneStopShop through the [Employee & Retiree Self-Service](#) website.



Need Help?

It can take up to 3 months to verify your eligibility for retiree discounts so don't make any inquiries or changes to your existing AT&T products and services account(s) until you have been off active payroll for at least 3 months. During this time, the system will not recognize you as an active employee, former employee or retiree. If you call in with questions and/or changes to your products and services account(s) during this time, you will lose your active discount until your retiree status can be validated, and you will be responsible for any charges you incur during the time you are not able to be validated as being eligible for a retiree discount.



Wireless Product Account Support

- AT&T Employee and Retiree Self-Service website www.att.com.dep/login
- Discount Support Mailbox: retiredatt@amcustomercare.att-mail.com
- Phone: 800-331-0500 or 611 on your wireless phone
- Hours of Operation: M-F, 9:00 am - 6:00 pm (CST)



High Speed Internet (DSL) and Wireline Voice

- Discount Support Mailbox: g02511@att.com
- Phone: 877-377-9010
- Hours of Operation: M-F, 9:00 am - 6:00 pm (CST)



DIRECTV Account Support

- AT&T Employee and Retiree Self-Service Website: www.att.com.dep/login
- Discount Support Mailbox: g47012@att.com
- Phone: 877-377-9010



AT&T Employee & Retiree Discount Center

- Discount Support Mailbox: anw.attretireediscounts@healthsmart.com
- Policy: 888-251-0645
- Hours of Operation: M-F, 8:00 am - 6:00 pm (CST)



Internet, Phone and U-Verse TV Account Support

- AT&T Employee and Retiree Self-Service website: www.att.com.dep/login
- Discount Support Mailbox: g02511@att.com
- Phone: 877-377-9010
- Hours of Operation: M-F, 9:00 am - 6:00 pm (CST)

Note: The AT&T Retiree Discount Center Customer Care Representatives do not have access to billing accounts. The agents can assist you with eligibility verification, wireline (toll) reimbursement questions, and discount enrollment direction.

