Simplified Internet Pricing FAQs

Q: What’s changing? And, when will it change?  
A: You can find the explanation of what’s changing and why we’re making the changes here.

Q: How is the upgrade order for employees/retirees being determined?  
A: We’re starting with accounts that can be upgraded without a technician. As those upgrades/conversions are finished, we’ll start reaching out to employees/retirees who will need a technician visit to upgrade their speed.

Q: How do I check my current speed?  
A: The easiest way to find your current speed is by logging into your account at att.com. Your speed will be listed with your account information. You can also find this on your Internet bill.

Q: How do I find out what speeds are available in my area?  
A: You can check availability at att.com. You may not be able to see exact speeds.

Q: I got the email. What do I do now?  
A: The email includes a link to a survey where you will put in your account information and the speed you want. You will be notified by email when your speed upgrade is complete and/or contacted to schedule a technician visit if necessary. Please don’t reach out to HR OneStop or the Employee & Retiree Discount Support Center for assistance. You must fill out the survey.

Q: The survey is asking for a Billing Account Number (BAN). What is that?  
A: The easiest way to find your BAN is by logging in to att.com. Your account number will be listed on the page after you login. You can also find this on your Internet bill.

Q: How soon after the upgrade will my new pricing take effect?  
A: The new pricing will be effective when your speed upgrade is processed. There may be some proration from your old pricing to the new pricing.

Q: Can I increase my speed if I haven’t been contacted about the change?  
A: Please be patient, and don’t try to upgrade before you’re contacted. We’re working closely with network services to manage as many employee/retiree upgrades as we can.
Q: Do I have to change to the new pricing?
A: Yes. All Internet and Internet Powered by AT&T Fiber accounts will move to this plan later this year. We encourage you to take advantage of the new rates when you receive your email to help with capacity planning for network services. If you don’t take action, your account will be converted to the new rates at a later date.

Q: Will I get charged if I need a new modem to upgrade?
A: No. If you or a technician needs to replace your modem to upgrade your speed, the installation will be done at no cost to you.

Q: What is the $5 Internet Equipment Fee? And, what does it cover?
A: The Internet Equipment Fee is a $5 monthly charge that allows us to continue to invest in new technology and upgrade you to new equipment as it becomes available at no additional cost to you.

Q: Do the new prices (in the chart) include the $5 Internet Equipment Fee?
A: No. The price chart available here does not include the monthly $5 Internet Equipment Fee. It also doesn’t include any fees and/or taxes you are responsible for on your bill.