

# U-Verse TV, Internet & Phone FAQs

**Q: I'm an existing customer. How do I sign up for this discount?**

**A:** You can enroll in your discount through the [Employee and Retiree Self-Service Site](#). Since only one TV discount is available per eligible employee, you will be asked if you have a DIRECTV account and warned that if you proceed with request to add discount to the U-verse TV product your DIRECTV discount will be removed.

**Q: I don't have any of these services today. How do I sign up?**

**A:** You can order new service using the [New Order Request Form](#). Remember – the name and social security number on the account needs to match that you have on file in eLink. After your order is placed, visit the [Employee and Retiree Self-Service Site](#) to enroll.

**Q: I'm an existing customer and I want to upgrade my TV package and internet speed. How do I do that?**

**A:** Visit att.com or use the [U-Verse TV Change Form](#) to make changes to your U-Verse TV account.

**Q: I'm having trouble submitting my information through the self-service site to register for the discount. What can I do?**

**A:** One reason could be your browser. This website has been designed to be compatible with Internet Explorer 8 and above or any other browser such as Firefox, Chrome, Safari (for MAC) etc. The system is mobile-enabled and will also work on tablets and smartphones. Another reason could be you are using the Single Sign-On application on your browser and it is auto-populating the sign-on field for the discount website. If you have this application, you may want to disable it temporarily then log in to the discount enrollment site again.

**Q: When will the new discount appear on my AT&T bill?**

**A:** After completing the discount enrollment process and receiving a confirmation email, the new discount may take 1-2 billing cycles to appear on your bill.

**Q: Services are not available in my neighborhood. What can I do?**

**A:** Service is expanding within our 21-state footprint. You can register for email notification and we'll let you know when it's available.

**Q: Service isn't yet available in my neighborhood but is available at a relative's home. May I give my discount to that relative?**

**A:** This discount is available at only one location and must be registered in the name (and SSN/ATTUID) of the eligible employee/retiree who will be financially responsible for the account.

**Q: I'm not sure what services and what discount I have. How can I verify my account information?**

**A:** Visit myAT&T to review your account. If you haven't yet registered for myAT&T, [go to the site](#) and click on the "Register Today" link and follow the instructions. You must be an AT&T customer to register for myAT&T.



**Q: If I activated my new service through ATT.com or via an AT&T store, will I still be eligible for the discount?**

**A:** Your account will be eligible for the discount, but you have to enroll your account through the [Employee and Retiree Self-Service Site](#) to enroll in and receive the discount. Also, you cannot participate in consumer promotions and the employee or retiree discount at the same time.

