

# Wireless Product & Services FAQs

**Q: How do I sign up for service as a new customer?**

**A:** You can order new wireless service on [att.com](http://att.com). Click Shop then select Wireless > Plans & Features then follow the prompts.

**Q: How do I enroll in the discount on wireless products & services?**

**A:** You can enroll your wireless account in the discount [Employee & Retiree Self-Service Site](#).

**Q: Can I call Customer Care to enroll over the phone?**

**A:** Unfortunately, no. You can only enroll in the discount online. Customer Care will not be able to help you with enrollment.

**Q: Will I be allowed to share the discount with others?**

**A:** As long as you accept financial responsibility for the additional lines and register them in your name and SSN, you can share the discounts with others.

**Q: Do I get a discount on new equipment like the iPhone?**

**A:** All customers of AT&T are eligible for the same equipment pricing. There are no special discounts for employees or retirees.

## Account Registration & Settings

**Q: How do I register my account on myAT&T.com?**

**A:** Click the Register button in the top right corner. From the Account Type window, select wireless and follow the prompts.

**Q: How do I enroll in AT&T eBill (paperless billing) with paper suppression (cancel receipt of paper billing)?**

**A:** You can enroll in eBill by logging on your account on [att.com](http://att.com), hovering over Billing & Usage at the top of the page, selecting paperless billing, clicking the button to enroll in paperless billing and selecting enroll. You will receive a confirmation when you've successfully enrolled.

## Billing

**Q: How will I know that my account is enrolled in the discount?**

**A:** You'll see a green checkmark in the Enrollment Status section of the wireless page on the [Employee & Retiree Self-Service Site](#) when your account has been successfully enrolled.

**Q: When can I expect to see the discount on my wireless account?**

**A:** You should see the discount on your account in 1-2 billing cycles after you enroll in the employee discount.



**Q: My account is setup for unified billing with another AT&T product. How do I get it removed so I can enroll in the discount?**

**A:** Reach out Wireless Customer Care at 800.331.0500 or 611 from your AT&T wireless phone and tell the agent you need to deunify/decombine your bill. You can have a unified bill even if you only have a single product (i.e., Wireless).

**Q: What are my options to pay my bill?**

**A:** Retirees are encouraged to pay bills for all discounted services using a method that does not utilize a credit or debit card. Preferred methods of payment include:

- Automatic bill payments drafted from your checking or savings account.
- One-time payments on att.com or by phone using your checking or savings account.
- Online bill pay through your bank or financial institution.
- Personal checks, money orders or cashier checks via U.S mail.
- Cash, money orders, cashier checks or personal checks at automated payment stations within Company-owned retail stores.

