



# Active Employee Discounts

Employee Discount Program

*Revised September 2019*



# 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.

All active employees (management, non-management and non-management, non-union) on U.S. payroll (regular, temporary, term, provisional, and occasional) can enroll in discounts through the Employee Discount Program on their first day of employment.

International employees are not eligible for discounts on U.S.-based products and services. Student Interns and non-payroll workers are not eligible for discounts offered through the Employee Discount Program.

## Start by Reading Our Terms and Conditions...

You have to agree to the [Terms & Conditions](#) to participate in any discounts offered by the program. You may need to take action or change information on your account before you can enroll in the discount.

## Then, Learn About Our Products & Find Your Discounts...

The [Product & Customer Advocacy Training](#) on PLE will help you learn about AT&T products and services, and this document will help you learn more about discounts available through our program. Our discount offers include a 50% discount on wireless service, exclusive pricing on Internet and Internet Powered by AT&T Fiber, and video service from DIRECTV and AT&T TV NOW at a fraction of the consumer cost – plus savings from thousands of vendors through the Perks & Exclusive Employee Offers program.

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.*

## And Take Action!

You will enroll in most of our discounts on the [Employee & Retiree Self-Service Site](#) (you might also hear it called the Discount Enrollment Portal or DEP), but you may need to do a couple of things before you can enroll. We've included information on how to enroll in your discounts with the detailed discount information included in this guide.



# What Discounts are Available?



## Wireless Products & Services

- >> Voice, Text & Data Plans: **50% Discount**
- >> Select Accessories: **50% Discount**
- >> Two Accounts with up to 10 Lines per Acct.
- >> Waived Activation & Upgrade Fees on att.com and AT&T-Owned Stores.

## AT&T Internet & Fiber

- >> Internet & Fiber Speeds: **Exclusive Pricing**
- >> Monthly Internet Equipment Fee: **\$5**
- >> Fixed Wireless Internet: **50% Discount\***
- >> Order new service using [this link](#).
- >> Make changes to your service [this link](#).

## AT&T Phone (Formerly U-Verse Voice)

- >> **Free Voice** when Bundled with U-Verse TV, Internet or Fiber

## Wireline & DSL

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



## AT&T TV NOW

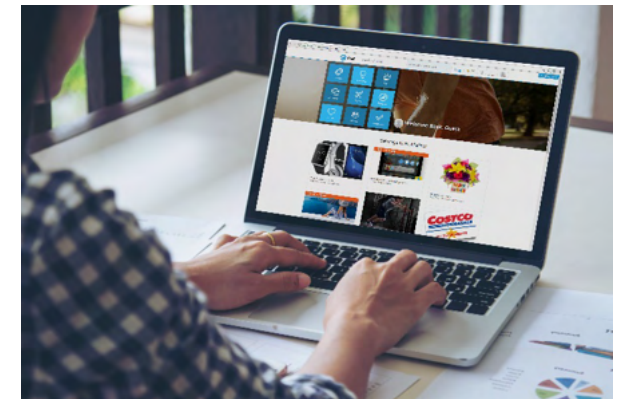
- >> Ultimate Package: **No Cost**
- >> HBO: **No Cost**
- >> Monthly Enhanced Technology Fee: **\$10**
- >> Order new service on the [self-service site](#).

## DIRECTV

- >> DIRECTV ULTIMATE Package: **No Cost\*\***
- >> HBO: **No Cost**
- >> NFL SUNDAY TICKET MAX: **No Cost**
- >> Monthly Base Equipment Package Fee: **\$10**
- >> Free Installation
- >> Order new service on the [self-service site](#).
- >> Make changes to your service [using this link](#).

## U-verse TV

- >> TV Packages: **50% Discount**
- >> Up to 8 set-top boxes: **No Cost**
- >> Order new service [using this link](#).
- >> Make changes to your service [using this link](#).



## Perks & Exclusive Employee Offers

- >> Savings on Travel, Apparel, Electronics, Identity Protection, Gym Memberships, Automobiles and More
- >> Exclusive Offers from AT&T Partners including Hilton, Marriott, Disney, Norwegian Cruises, National and more
- >> Access your discounts using [this link](#).

## AT&T THANKS

- >> Get access to music, dining, entertainment offers and more.
- >> To download the app\*\*\*, text GETATTTHANKS to 8758.

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

\*Fixed Wireless Internet has limited availability.

\*\*This is the offer for U.S.-Based Service. Employees with service in Puerto Rico receive the DIRECTV XTRA and NFL SUNDAY TICKET.

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



# 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 network<sup>1</sup>. 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"> <li>Two (2) accounts per customer &amp; 10 lines per account.</li> <li>Discount is applicable on most plans &amp; features. Some rate plans/features do not qualify**.</li> </ul>	50%
Internet of Things & Connected Services	<ul style="list-style-type: none"> <li>Discount applies to Audiovox Car Connection, Amber Alert, Filip, and Connected Car.</li> <li>Discount applies to most consumer plans and on most features.</li> <li>Some rate plans/features do not qualify.</li> </ul>	50%
Wireless Home Phone (WHP) & Internet (WHPi)	<ul style="list-style-type: none"> <li>Discount on lines up to the 10-line limit per account restriction stated above.</li> <li>Can be added to Shared Data Plans.</li> </ul>	50%
Activation & Upgrade Fees	<ul style="list-style-type: none"> <li>Waived in Company-owned retail stores and at myatt.com.</li> </ul>	Waived
Wireless Accessories (Must have employee discount)	<ul style="list-style-type: none"> <li>Discount available in Company-owned retail stores and online.</li> <li>Some accessories do not qualify.</li> <li>Exclusions including Apple-branded products and Beats Audio headsets.</li> </ul>	50%
Wireless Equipment	<ul style="list-style-type: none"> <li>No special discounts on equipment.</li> </ul>	No Discount
WatchTV	<ul style="list-style-type: none"> <li>WatchTV is not included in the employee/retiree discount.</li> </ul>	Not Included

\*Employees 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.

<sup>1</sup> 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 in [eLink](#), 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 6 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

The best place to 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](#).





## AT&T TV NOW

Experience rules free TV with AT&T TV NOW! Employees in the U.S. (excluding Puerto Rico, Guam and the U.S. Virgin Islands) get AT&T TV NOW's top tier streaming package with 125+ channels included for a \$10/month Enhanced Technology Fee. AT&T TV NOW is our premier video streaming service, and you can start streaming Day 1! No installation. No boxes. No hassle.

### Detailed Discount Information

Plans & Features	Discount*
Ultimate	No Cost
HBO	No Cost
Cloud DVR	No Cost
Enhanced Technology Fee	\$10
Programming Add-Ons (Premium Channels, International Programming, etc.)	No Discount
Additional Add-Ons (Upgraded Cloud DVR, Additional Streaming, etc.)	No Discount

*\*Other than as shown, prices do not include applicable fees and/or taxes. Employees 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 AT&T TV NOW tab to enroll your account in the discount.

#### .....▶ **Order New Service**

Visit the [Employee & Retiree Self-Service Site](#) and follow the prompts on the AT&T TV NOW tab to order new AT&T TV NOW service. You must order new discounted service through the Employee & Retiree Self-Service Site. You cannot be manually enrolled in the employee discount on AT&T TV NOW.

#### .....▶ **Make Changes to Your Existing Service or Account**

Visit [attvnow.com](http://attvnow.com) and log in to your account to make changes to your AT&T TV NOW account or service.





## DIRECTV

Get the ultimate whole-home experience with DIRECTV. We have two active offers for DIRECTV Service: One for U.S.-based service and one for Puerto Rico-based service. Both offers include a \$10/month Base Equipment Package/Fee that provides programming coverage for up to 4 rooms. If have more than 4 receivers/decoders, you'll have to pay the costs associated with the additional receivers – including the cost of the unit(s) & any associated fees.

### Detailed Discount Information – Service in the U.S.

Plans & Features	Discount*
DIRECTV ULTIMATE Package	No Cost
HBO	No Cost
DOGTV	No Cost
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) **	\$10/Mo.
Wireless Video Bridge (If Applicable)	No Cost***
DIRECTV™ Protection Plan Premier OR DIRECTV™ Protection Plan Premier with Accidental Damage from Handling (ADH)	\$10.99 or \$15.98
Initial Installation	No Cost
Additional Receivers	No Discount
One Residence Service Move Per 12-Month Period	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.

\*\* 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.

\*\*\*The wireless video bridge will be charged on your bill and credited back to you within 1-2 billing cycles.

#### .....▶ 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 or Make Changes to Your Existing Service or Account

You can order new service using the link on the [Employee & Retiree Self-Service Site](#). You can make changes to your existing service on [DIRECTV.com](#) 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.



## Detailed Discount Information – Service in Puerto Rico

Plans & Features	Discount*
DIRECTV XTRA Package (Basic Channels)	No Cost
HBO	No Cost
NFL SUNDAY TICKET	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 Decoders/Receivers – Wired)	\$10/Mo.
Initial Installation	No Cost
Transfer Fee	No Cost
Additional Decoders/Receivers	No Discount
One Residence Service Move Per 12-Month Period	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.

\*\* 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

If you already have a DIRECTV service in Puerto Rico in your name, print and complete [this form](#). Once you've completed the form, email it to [servicio@directvpr.com](mailto:servicio@directvpr.com) to convert your account from a consumer account to an employee discount account.

### ➤ Transfer Your Account

If you have DIRECTV service in Puerto Rico, but it is not in your name, you will need to transfer the account to your name and social security number before you can enroll in the discount. Print and complete [this form](#). Once you've completed the form, email it to [servicio@directvpr.com](mailto:servicio@directvpr.com). A claims agent will call you to complete the transfer.

### ➤ Order New Service

Visit a [company-owned AT&T store](#) to enroll your DIRECTV account in the employee discount for service in Puerto Rico.





## Legacy DIRECTV Complimentary Offer (Restricted Eligibility)

This is a legacy discount available to pre-merger DIRECTV employees who live in the U.S. (excluding Puerto Rico). If you were on DIRECTV payroll before 1/1/2017, you are eligible for the complimentary offer.

### Detailed Discount Information – Legacy DIRECTV Complimentary Offer

Plans & Features	Discount*
Whole Home DVR (Includes a Combination of One HD DVR and up to Three Receivers) **	No Cost
Wireless Video Bridge	\$99 Setup Fee
DIRECTV PREMIER Package	No Cost
High Definition Programming Package	No Cost
NFL SUNDAY TICKET SuperFan and Additional Sports Programming	No Cost
Programming Add-Ons not listed here	No Discount
VIP Installation	No Cost
Friends & Family Coverage (Provides complimentary service calls and equip. replacement)	No Cost
One Residence Service Move Per 12-Month Period	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.

\*\*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

Submit a [DIRECTV System & Programming Request Form](#), which includes setting up recurring EFT or credit card payments to enroll in the DIRECTV Complimentary Offer.



## **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.

**>> *Employees on the DIRECTV Offer for Service in Puerto Rico***

Call Customer Care at 787.776.5252 to upgrade to your DIRECTV equipment.

**>> *Employees on the Legacy DIRECTV Complimentary Offer***

You can request an equipment upgrade by calling DIRECTV Customer Care at 800.531.5000. Identify yourself as a DIRECTV employee with account time DTV.

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.

### Detailed Discount Information

Plans & Features	Discount*
U-Verse TV Packages	50%
Monthly Receiver Fee (up to eight receivers)	No Cost
Basic High Definition	No Cost
HD Premium Tier	50%
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. Employees 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.

#### .....> Order New Service

Check U-Verse TV 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 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. Employees also receive unlimited data on their internet plans.

### Detailed Discount Information

Speed Options (Tiers) & Features	Monthly Employee Price*
Internet 768K to Internet 6M	\$15
Internet 10M to Internet 100M	\$20
Internet 1000M	\$40
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 50% Internet and Internet Powered by AT&T Fiber discounts were grandfathered on June 10, 2018. If are receiving the 50% discount on Internet, you will be contacted in coming months to move to the new exclusive pricing for employees.

#### ▶ 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.

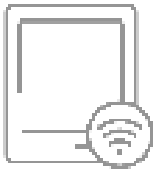
#### ▶ Check Availability & Order New Service

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.





## Fixed Wireless Internet

Fixed Wireless Internet is the solution to meet the Federal Communications Commission (FCC) Connect America Fund II (CAF II) obligation of bringing high-speed internet to rural communities currently underserved.

### Detailed Discount Information

Plans & Features	Discount*
Internet Package (Minimum 10/1 Mbps Internet Service and 160 GB of data) **	50%
Standard Installation	No Cost
Equipment Fee	No Cost
Data Overage	\$10***

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

*\*\*Fixed Wireless Internet is limited to select areas, with limited availability, and may require special ordering and discount application procedure.*

*\*\*\*\$10 data overage for each additional 50GB (up to \$200/monthly).*

#### .....> Check Availability

Check Fixed Wireless Internet availability [here](#).

#### .....> Enroll in Your Discount

You can enroll your service in the discount by calling the Employee Discount 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. You cannot enroll in your discount through the Employee and Retiree Self-Service site.

#### .....> Order New Service or Make Changes to Existing Service or Account

You can order new service and/or make changes to your existing service on att.com 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.





## AT&T Phone (Formerly U-Verse Voice)

### Detailed Discount Information

Plans & Features	Monthly Employee Price*
Phone Unlimited North America	No Cost
Phone International	\$5
Phone Secondary Line	50%
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. Employees 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.





## Digital Life

### Detailed Discount Information

Plans & Features	Discount*
All Security Plans	50%
Video Camera Package	50%
Door Package	50%
Energy Package	50%
Water Detection	50%
Water Control	50%

*\*Other than as shown, prices do not include applicable fees and/or taxes. Employees 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 Digital Life tab to enroll your account in the discount.

#### ➤ Order New Service or Make Changes to Your Existing Service or Account

You can order new service or make changes to your existing service at [my-digitallife.att.com](http://my-digitallife.att.com).



# Perks & Exclusive Employee Offers

Perks & Exclusive Employee Offers is an employee discount program offering savings from AT&T's top customers, strategic partners, sponsorships and daily discounts from thousands of merchants on the Perks at Work website.

You can save on electronics, apparel, travel and more anytime, anywhere on a mobile-friendly platform just for working at AT&T.

The program is open to all AT&T employees in the U.S.

## .....▶ Access Your Discounts

Access your discounts on [Perks at Work](#).

If you are on the AT&T network, you can access the site with your AT&T Global Logon.

If you are not on the AT&T network, you will need to register for the site using your [ATTUID@att.com](mailto:ATTUID@att.com) email address.

**Note:** If you are new to AT&T, it may take up to 45 days to upload your information into Perks at Work.

# 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

### Employees Who Leave the Company

When you leave AT&T, you are no longer eligible for discounts offered through the Employee Discount Program. You will remain financially responsible for the account and any contracts and other terms and conditions attached to your account. Your employee discount will be removed within 1-2 billing cycles, and your account(s) will be billed at the regular consumer rate(s).

You may be eligible for the [Employee Discount Program for Retired Employees](#) and discounts offered through that program. You are eligible for the Employee Discount Program for Retired Employees if you satisfy the post-employment eligibility rule in your applicable comprehensive medical program.

### Employees on Short Term and Long-Term Disability

Employees on short term disability (STD) are eligible to participate in the Employee Discount Program. Employees on long-term disability will not be eligible for the active employee discount once they leave Payroll. The discount will be removed within 1-2 billing cycles of the date an employee on long-term disability leaves/separates from the company, and the account(s) will be billed at the regular consumer rate(s). The employee may be eligible for a discount through the [Employee Discount Program for Retired Employees](#).

### Employees Who Pass Away

The discount will continue for 1-2 billing cycles following the date of the employee'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](mailto: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](#).

## DIRECTV Support



- [Employee & Retiree Self-Service site](#)
- Discount Support Mailbox: [g02511@att.com](mailto: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.

## AT&T TV NOW Enrollment Support



- [Employee & Retiree Self-Service site](#)
- Discount Support Mailbox: [g47012@att.com](mailto:g47012@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, 9 a.m. to 6 p.m. CT

**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.

