



**AT&T RETIREE
EMPLOYEE DISCOUNTS
TERMS AND CONDITIONS**

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1.0 Scope

These Terms and Conditions (T&Cs) apply to AT&T Employee Discounts for wireline voice, wireless voice and U-verse which are applicable to eligible retirees of subsidiaries and affiliates of AT&T Inc. ("AT&T"). To verify a retiree's eligibility to receive AT&T employee discounts, please contact Wells Fargo TPA (see Section 8 below).

Not eligible retirees:

- AT&T International retirees on international payrolls
- Sterling Commerce

2.0 Guidelines

These T&Cs are intended to provide eligibility guidelines for the AT&T products and services that have a discount available for the retiree to utilize.

Retirees may not use the plan improperly or for personal or financial gain. Failure to comply with the Terms & Conditions (T&Cs), may constitute violation of the T&C's and will result in the loss of any discount and removal from participating in the discount plan.

The Company reserves the right to amend, change, or cancel this plan or any part thereof, or reduce, modify, or suspend its terms at its sole discretion at any time. This program is not a contract or assurance of compensation, continued employment, or benefit of any kind.

3.0 Definitions

For the purposes of this program, the following definitions apply:

Retired Employee (or "Retiree")	Former active employee who terminated with a Service or Disability Pension, or who has separated from the company under the Modified Rule of 75 or the Modified Rule of 65 as determined by AT&T's retirement administrator Hewitt Associates.
Rehired Retiree	Retirees that are rehired as employees are treated as active employees and will not be eligible to receive the discount identified for retirees under any of the employee discount programs as long as they remain actively employed by the company. When the rehired retiree again leaves active employment, and continues to be classified as being eligible to receive retiree health and welfare benefits and discounts, the retiree will pay the retiree cost applicable at

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	the time they leave the active payroll, rather than the cost in effect prior to re-engagement as an active employee.
In-Region	<p>Is defined where AT&T is the local wireline service provider for telephone services and U-verse services.</p> <p>13 State Area - AT&T local wireline service areas within the 13 “legacy SBC States - Arkansas, California, Connecticut, Illinois, Indiana, Kansas, Michigan, Missouri, Nevada, Ohio, Oklahoma, Texas, Wisconsin – where AT&T is the local service provider</p> <p>9 State Area – AT&T local wireline service areas within the 9 “legacy BellSouth” States – Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee – where AT&T is the local service provider..</p> <p>Eligible retirees need to contact Wells Fargo TPA to validate eligible wireline voice plan they align to.</p>
Out of Region (OOR)/ Out of Franchise (OOF)	<p>Remaining 28 continental United States and areas within the 22 states that do not have access to AT&T local services.</p> <p>Eligible retirees need to contact Wells Fargo TPA to validate eligible wireline voice plan they align to. U-verse is not available outside the 22 states.</p>
Primary Home Residence	<p>Retirees: Home address listed with the AT&T retirement administrator, Hewitt Associates</p> <p>Address changes need to be submitted to Hewitt Associates and Fidelity to allow changes to discount to new location at least 4 weeks before change to allow the validation tools to reflect and allow eligibility to be verified.</p> <p>Hewitt Associates – 877-722-0020</p> <p>Fidelity – 800-413-2363</p>

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4.0 ELIGIBILITY REQUIREMENTS

Retiree **must meet all** of the following eligibility requirements for participation in Employee At Home Voice Discount Plan or U-verse discount offers.

- The wireline voice and U-verse discounts are available only at one location and only on services that are provided in the retiree's **name and SSN and at the primary home residential address**. (Additional lines and services provided at a location other than the retiree's or new retiree's primary home residential address (as defined in Section 3.0) are not eligible for an employee discount.).

5.0 TERMS AND CONDITIONS

To remain eligible to participate and receive AT&T employee discounts, the following T&Cs must be met:

- Eligible retirees (see Sections 3.0) may enroll in one core package at their primary home residence only.
- Wireless, U-verse and local wireline service, primary line and all additional lines (ADLs), must be billed in the **name and SSN of the eligible retiree at their primary home residential address on record**.
- When more than one eligible retiree is residing in the same household or at the same address, all are eligible to receive the discount when:
 - multiple accounts are listed to the same address
 - account must be listed in the retiree's name
 - and, services are provided at the retiree's primary home residential address on record.
- The main phone line and each additional line must have AT&T selected as its local toll and long distance carrier.
- AT&T may review retiree accounts to verify eligibility and compliance with program or discount requirements.
- Accounts must be "paid in full" prior to enrollment in the AT&T wireline, wireless, or U-verse discount offers.
- Business accounts are not eligible to participate in the AT&T wireline, wireless, or U-verse employee discount offers.
- Retirees will not be reimbursed for any months in which the employee discount has been voluntarily or involuntarily removed from their account.
- All AT&T Credit and Collection policies in each respective Product and Service will apply.
- Retiree's whose employee discount has been involuntarily removed after the respective credit and collection policies have been administered, may re-enroll, once all credit and collection and eligibility conditions have been met.
- U-verse and wireless employee discounted accounts are billed monthly and are not allowed to be placed on temporary or vacation "suspend" status.

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- Retirees are responsible for checking the availability and ordering of new services by accessing the Employee At Home website at: <https://attathome.att.com>.
- Eligible retirees cannot participate concurrently in the AT&T Voice Discount Plans available In-Region (13 States, 9 States) or Out-of-Region.
 - Retirees are not eligible to participate in the AT&T Voice Discount Plan and any other type of discount program concurrently, i.e., LifeLine. The retiree must make the determination and notify the billing office which discount program they will participate in.
- Removal of a long distance component required for the Employee At HomeSM Domestic Long Distance Plan will result in the discount being removed and the account being automatically moved to an AT&T MTS long distance plan.
- Employee At HomeSM Domestic Long Distance is for residential use only, not for business use, including but not limited to telemarketing, autodialing, or long distance or local toll access to the Internet. If you use the program for any non-residential purpose, the discount will be removed and the long distance account will be moved to an AT&T MTS long distance plan.
- Billing adjustments on any retiree account under this guideline are limited to a maximum of **three** months.
- Special retail discounts and rates are not allowed with the employee discount.
- 411 or Directory Assistance calls are not eligible for discount under the employee discount program, and no request for credit adjustments will be allowed.
- U-verse professional installation charges are waived only upon the initial installation of the U-verse services. If additional services are added after the initial installation, the cost is the responsibility of the employee/retiree.

6.0 RETIREE STATUS

6.1 Long-Term Disability

A Long Term Disability participant's eligibility will end on the date of separation from the company and accounts will be billed at regular customer rates for retirees who:

- Separate from service and do not meet the Modified Rule of 75; or Modified Rule of 65
- Do not meet the requirement for a disability pension; and
- Elect to leave AT&T under the provisions of a Long Term Disability and do not meet the Modified Rules to be eligible for health and welfare benefits.

6.2 Death of an Eligible Retiree

Participation will continue for up to six billing periods following the date of death. After that time, the account will be billed at regular customer rates. The billing name may not be changed during this time period or the Employee At Home Voice Discount Plan eligibility will be discontinued.

7.0 ENROLLMENT INSTRUCTIONS

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7.1 Wireline Voice

Retirees located in the 13 and 9 States are requested to submit their request for discount through the Employee At Home website: https://attathome.att.com/athome_web/index.jsp

- A) Select the products and services tab to start the discount request
- B) Select voice discount
- C) Review the optional features available
- D) Click the order now button at the bottom of the page
- E) Review the terms and conditions with regard to changing/updating the PICs to be eligible for the unlimited Long distance offer
- F) Click continue button at the bottom of the page
- G) Complete the required fields on the following page and click the continue button
- H) Complete the contact information screen and click the Submit button at the bottom of the screen
- I) A confirmation email will be sent that the form has been sent and received at the AT&T Employee Discounts Center for Processing
- J) Please note that it will take between 1-2 bill cycles to see the new discount appear on the billing statement

7.2 Wireless

19% discount

The AT&T Wireless discount available for retired legacy SBC, AT&T and BellSouth employees is 19% off the monthly recurring charge on the primary line of the AT&T Wireless consumer plan of your choice. *Except for the following, plans are also not eligible for discounted rates at this time - rate plans for the 2G iPhone, Unlimited U.S. Voice Wireless Calling Plan, the AT&T Unity Plan and the Senior Nation 200 Plan.*

To apply the discount to the wireless account – Go to the following website to sign up for discount: <http://www.att.com/wireless/att>

If the retiree goes to an AT&T Wireless store, retiree validation is difficult due to inability at the store to recognize retiree status. Retiree will need to refer to **FAN code #18463** and bring ID and one of the following sources to prove AT&T retiree status (pension stub, W2, health care enrollment letter, etc.).

Employee Rate Plan (ERP)

Legacy Cingular or Mobility retirees are eligible to receive one 1,000 minute wireless plan. For information and help - Go to: retiredERP@amcustomercare.att-mail.com

7.3 U-verse

All AT&T retirees are eligible to participate. Eligible retirees are identified in Section 3.0:

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Check the availability of AT&T U-verse in your neighborhood at www.uverse.att.com/availability.

To order U-verse service and receive great discounted employee rates, click on this link to get started: <http://uverseemployee.att.com/>.

8.0 RESOURCES FOR ADDITIONAL INFORMATION

8.1 Discount and Service Issues – Wireline Voice and U-verse

For assistance with **discount** issues, logon to the [AT&T Employee At Home](#) website and click on '**Contact Us**' to send an email request for assistance with the wireline voice and U-verse account issues.

For **service** assistance – e.g. new connections, disconnects, and other customer service matters, call the AT&T Employee and Retiree Sales and Service Center at 1-877-377-9010 during the hours of 9 a.m. and 6 p.m., Central Time.

8.2 Discount and Service Issues - Wireless

If the 19% discount or 18463 FAN is currently attached to the account and there are other **account issues**, call 800-331-0500 or 611 from the wireless phone. The FAN code cannot be added to the account through this 800# because this call center has no way to validate the retiree status.

8.3 Eligibility Questions

Wells Fargo TPA provides call center support for all retiree inquires about AT&T employee discounts. This service will include providing eligibility counseling and enrollment direction for all AT&T products and services offering an employee discount. They are not the contact to resolve any discount/billing issues. Please use the information listed above.

Retirees can contact Wells Fargo TPA by email at ATTRetireeDiscounts@wellsfargois.com or by calling **888-251-0645** for questions regarding eligibility for employee discounts.

8.4 eBill Initiative

AT&T is asking all our retirees with AT&T services to help our “Go Green” initiative.

If you're still receiving a paper bill for your AT&T services, we are asking for your support in switching to electronic billing. You'll save resources and help the environment by ending all your

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paper billing on AT&T services, such as U-verse, landline voice, long distance, DSL, wireless or DirecTV.

HOW TO DO IT:

With the eBill and ePayment options now available for many of our products and services, you can help the environment and lower costs at the same time. You can sign up for AT&T eBill with paper suppression using these online tools:

- Traditional voice and DSL bill setup is available on the Account Management section of <http://att.com>
- U-verse subscribers already have eBill and can sign up for paperless billing at <http://uverse.att.com>. Look for the "Go Paperless Billing" link under the "Billing and Account" section of your Profile Management page.
- Set up eBill for your Wireless account by clicking [here](#).

We are trying to keep our expenses low by avoiding debit/credit card fees. You can help by using ePayment options like these:

- Enroll in the automatic bill payment (Auto Pay) option and choose to have your payment drafted from a checking or savings account at your financial institution; or
- Make one-time payments each month either on the website or by phone using your bank account; or
- Use online banking/bill-pay from your bank's website.

Your support of this initiative is greatly appreciated.

EXHIBIT 1

[In and Out of Region Mapping](#)

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