

## MARKET BRIEF

# AT&T Premier Employee Program

## Frequently Asked Questions

The AT&T Premier employee program provides valuable benefits for Premier member organizations and their employees. Listed below are answers to some of the most commonly asked questions about the program.

### 1. What benefits do I receive from AT&T under the Premier program?

You will receive a 20% monthly discount on qualified wireless services.

### 2. A Foundation Account Number (FAN) is needed to sign up for the program. How do I get one?

Each Premier member organization is assigned a unique FAN which will be provided to you by your program administrator.

The program administrator can contact Joe Hoffman, GPO Account Manager, phone: (214) 675-6804; email: [joe.hoffman@att.com](mailto:joe.hoffman@att.com) for assistance with FAN assignment.

### 3. How do I receive my discount?

AT&T provides two different methods to add your discount to your account:

- To sign up online, visit this website: [www.att.com/wireless/premiergpo](http://www.att.com/wireless/premiergpo). When you enter your 8-digit FAN, you will be able to access your personal account information.
- To sign up in person, go to the nearest AT&T corporate-owned store (not Authorized Retailer), provide proof of employment and your FAN and the AT&T customer representative will be able to assist you. To find the store nearest you, please visit: [www.wireless.att.com/find-a-store](http://www.wireless.att.com/find-a-store).

### 4. Am I eligible to receive the discount?

All W-2 filing employees of a Premier member hospital or facility are eligible for the discount.

### 5. The website requires an email address, what if I don't have email?

The website requires an email address to validate your employment. If you do not have an email address, please visit a local AT&T corporate-owned retail store (not Authorized Retailer) and a customer service representative will be able to assist you.

### 6. What if my family has multiple lines on the same account? Can I still receive the discount?

As long as you are the primary account holder, your family is eligible to receive the service discount. However, if the account is in your spouse's name and your spouse is not an employee of a Premier member hospital or facility, your account is not eligible for the discount.

### 7. What rate plans, features and devices are available?

All rate plans and features can be viewed at: [www.att.com/wireless](http://www.att.com/wireless).

### 8. Am I required to sign a contract for personal liability?

A new two year contract is required when you add the discount to your existing account, as well as any time you add new services to your account.

### 9. Is my discount available on all rate plans and features?

The discount is available on most wireless voice and data rate plans. The discount is not available on the \$9.99 add-a-line plan on Family Talk, \$99.99 Unlimited Voice plan, feature packages or 2G iPhones.

### 10. Can I activate service at a store?

Yes, you may activate your new service or set up the discount on your existing account at a local AT&T corporate-owned retail store. To find the store nearest you, please visit: [www.wireless.att.com/find-a-store](http://www.wireless.att.com/find-a-store).



**11. Can I port (transfer) my existing cell phone number to AT&T?**

Yes, wireless numbers from other service providers can be transferred to a new AT&T account. To do this, please follow one of these methods:

- Access our website: [www.att.com/wireless/premiergpo](http://www.att.com/wireless/premiergpo)
- Visit an AT&T store

Please have a copy of your current invoice as you will be asked for your existing service provider's account information. You will also need to provide your account name, billing address, phone number(s), account number(s), social security number and password or pass code (if applicable), in order to port your number to AT&T.

**12. If I am traveling internationally, what should I do to prepare my service for international travel?**

For more information about international travel, please visit: [www.wireless.att.com/learn/international](http://www.wireless.att.com/learn/international). Once you have selected an international rate plan that will best fit your needs, please contact

AT&T's International Wireless Customer Care Center at 800-335-4685. An international customer care representative will set up your international service package and answer any questions you may have.

**13. Does the Premier discount apply to an iPhone?**

The 3G iPhone is eligible to receive monthly service discounts; the 2G iPhone is not eligible to receive monthly service discounts.

**14. Can I ship my phone to a PO Box?**

Sorry, no. Devices and accessories are shipped via FedEx; a physical street address is required for all deliveries.

**15. How do I receive technical assistance with my phone?**

You may contact an AT&T customer service representative, 24/7, at 800-331-0500.

**For more information contact your AT&T Representative or visit us at [www.att.com/wireless](http://www.att.com/wireless).**

