



## Frequently Asked Questions

### program details

#### *What is the Access program from AT&T?*

The Access program from AT&T provides a low-cost option for wireline home Internet access to low-income households in the 21 states where we offer wireline home Internet services.

#### *Why should I apply to participate in the Access program from AT&T?*

Access to the Internet can change lives. You can use the Internet to apply for jobs online, connect with family and friends, research health information, complete an online education—and much more. Plus, as a participant in the Access program from AT&T, you could save money on your Internet bill! In addition, you won't have to pay for installation or activation—or pay modem or gateway charges.

#### *How long will the Access program from AT&T be available?*

This offer will be in effect for four years. It will begin in April 2016 and continue until April 2020. Once you are an Access from AT&T customer, your service will automatically renew each year the program continues. AT&T will notify you, in advance of your annual renewal date, that no action is required as long as you still participate in the Qualifying Program. If you do not participate in the Qualifying Program, contact us to discuss other internet service programs. Participants who qualify for the Access program from AT&T after April 2019 may continue in the program for 12 months from the date of activation. services & pricing

### service and pricing

#### *How much does it cost to apply? Is there an application or processing fee for the Access from AT&T Program?*

AT&T does not charge a fee to apply or process application for this program.

#### *Which Internet speeds are available with the Access program from AT&T?*

Five speed tiers are currently available under the program. AT&T will assign you a speed of 10, 5, 3 or 1.5Mbps or 768Kbps, whichever is the fastest available at your address.

#### *If I participate in the Access program from AT&T, what's my monthly rate?*

There are five possible program speed tiers. If you're assigned a speed tier of 10Mbps or 5Mbps, you'll pay only \$10 per month. And if your speed is 3Mbps or 1.5Mbps or 768Kbps, you'll pay just \$5 per month. You'll be assigned the highest speed available where you live.

#### *Will my speed tier come with a data allowance?*

Service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to [www.att.com/internet-usage](http://www.att.com/internet-usage).

*Suppose I'm assigned a speed of 5Mbps. Can I switch to 3Mbps so that my monthly bill is \$5 instead of \$10?*

No. This program applies only to the highest of the three program speed tiers available at your address. This speed will be automatically assigned to you by AT&T.

*What exactly do you mean by wireline home Internet service?*

"Wireline home Internet service" refers to AT&T's wireline Broadband Internet Access Service, which is delivered to a fixed location over a physical wire or cable.

*Does this offer apply to wireless (cellular) Internet service?*

No. This offer applies only to wireline home Internet service in AT&T's 21-state **service area**.

*The program materials say that an in-home Wi-Fi modem is included at no extra cost. What does that mean?* Access from AT&T service includes a Wi-Fi capable modem or gateway which broadcasts a wireless Wi-Fi signal inside your home, allowing you to extend the reach of your wireline Internet service. You can access this wireless Wi-Fi signal on a variety of Wi-Fi compatible devices, including: laptops, tablets, smartphones, and many more.

*The program materials say that Access from AT&T service includes access to AT&T's entire national Wi-Fi hotspot network at no extra cost. What does that mean?*

You can connect your Wi-Fi enabled devices away from home, at thousands of AT&T Wi-Fi hotspots nationwide. For complete details and to locate AT&T Wi-Fi hotspots, visit [www.attwifi.com](http://www.attwifi.com).

## **signing up for service**

*How do I know if I'm eligible for the Access program from AT&T?*

You are eligible for the Access program if:

- At least one person in your household participates in the Supplemental Nutrition Assistance Program (SNAP);
- You live in one of the 21 states where AT&T provides wireline home Internet service; and
- At least one of the Access from AT&T Internet speed tiers is available at the address where you live.

California residents also are eligible if:

- At least one member of your household receives Supplemental Security Income (SSI) benefits; and
- At least one of the Access from AT&T Internet speed tiers is available at the address where you live.

Other requirements also apply. To know for sure that you can participate in the program, visit [www.att.com/access](http://www.att.com/access) to check service availability at your address and submit an application to see whether your household qualifies.

*How do I find out if I'm located in AT&T's 21-state service area?*

The 21-state service area is the broad area (also known as footprint) where AT&T provides wireline services. You can view a map of this service area at [www.att.com/local](http://www.att.com/local). Actual service availability and speeds may vary by individual address.

*What information will I need to provide to participate in the Access program from AT&T?*

You can view a list of the required information you'll need to provide [here](#).

*Can I provide a taxpayer ID instead of a Social Security number?*

You may provide either a social security number, a taxpayer ID number, or a tribal ID number.

*Can I apply for the Access program from AT&T at a local AT&T store?*

No, AT&T retail stores are not able to process Access from AT&T applications or orders. You will be able to access the application at [www.att.com/access](http://www.att.com/access) and submit the form online or via email. You may also print the form and send via fax or mail. If you experience difficulties or otherwise need help with the application, you can contact an AT&T representative by phone at 855.220.5211. (For help in Spanish, call 855.220.5225.)

*Do I need to pay a deposit to get service?*

No deposit is required to establish Internet service under the Access program from AT&T.

*Will AT&T conduct a credit check when I apply for service?*

As part of standard AT&T policy, all orders for new service are subject to a credit check, including a bureau credit check. Results of the credit check will not impact your ability to obtain Internet service under the Access program from AT&T.