



## 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 began in April 2016 and continues until April 2020. AT&T will ask you to recertify your SNAP participation annually. 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

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

There are three speed tiers available under the program. AT&T will assign you a speed of 10, 5, or 3Mbps—whichever is the fastest available at your address.

#### *Are only three speeds available?*

The program speed tiers of 10, 5, and 3Mbps are the only speeds available under the Access program from AT&T. Other speeds may be available where you live, but for those you'll need to go outside the program and pay regular rates.

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

There are three 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 assigned speed tier is 3Mbps, you'll pay just \$5 per month. You'll be assigned the fastest of the three speeds available where you live. All pricing is plus tax.

#### *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 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 at [www.att.com/accesschecklist](http://www.att.com/accesschecklist).

### *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 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.



### *After I sign up for the offer and provide the required information, how will I know if I qualify?*

After we receive and process your application, a letter indicating your application status will be mailed to you. This letter will include instructions on the next steps in the ordering process.

### *I have more than one Internet account with AT&T. If I'm approved for participation in the Access program from AT&T, will all my Internet accounts be included?*

No. Only one AT&T Internet account per household can be included in the Access program from AT&T. You'll need to choose which account you want to include.

### *If I'm approved, when does my Access program from AT&T start?*

Your service under the program starts when your Access from AT&T order is completed. That may be the same day you call in to activate your discount (if you have existing AT&T service)—or at a later date (if you are newly establishing wireline Internet service). Your customer service representative will advise you of your service activation date when you call to place your order.

### *I currently have a bundle of AT&T services. If I get service through Access from AT&T, does the bundle pricing stay the same for the other products?*

You may be able to keep bundled pricing for other AT&T services even if you switch your Internet service to the Access program from AT&T. For complete details, please call an AT&T representative by phone at 855.220.5211. (For help in Spanish, call 855.220.5225.)

### *Is my continued participation guaranteed?*

You can continue to participate while the offer is in effect as long as your household continues to meet the qualification requirements for the offer. You will be required to re-certify annually that you meet the qualification requirements.

### *How will I know when to re-certify that I meet the qualification requirements?*

We will let you know several weeks before the re-certification deadline, and we'll also send you at least one reminder notice. Before the deadline, you'll need to show that you still meet the requirements for participation in the Access program from AT&T. If you do not complete the required steps by the specified date and do not notify us of your intent to cancel service, we will remove your program discount and bill you at current market rates.

### *What happens if I no longer meet the qualification requirements?*

If we find that you no longer meet the requirements for participation in the Access program from AT&T, we'll remove your program discount and bill you at regular rates for your Internet service unless you: tell us to cancel the service or provide documentation showing that you do in fact meet the requirements.

### *What if I fail to complete my annual recertification in the Access program from AT&T at some point? Can I reapply later?*

We will notify you in advance of your annual re-certification date. If you do not complete the required steps by the specified date and do not notify us of your intent to cancel service, we will remove your program discount and bill you at current market rates. If you would like to resume participation in the program at a later date, you are allowed to do so. However, you'll need to submit a new application and follow the same process as when you first signed up.

### *The only SNAP participant in my household will be moving out before it's time to re-certify. Will I be able to continue participating in the Access program from AT&T?*

Access from AT&T customers need to meet the qualification requirements at all times, and having at least one SNAP participant in a household is necessary for continued participation in the Access program from AT&T. If we learn that the person whose SNAP information was used to apply for the program no longer lives in your household, we will give you the opportunity to:

- Provide documentation showing that someone else in your household is a SNAP participant, or
- Notify us that you intend to cancel your Internet service, or
- Take no further action, in which case we'll remove your program discount and bill you at regular rates.



## installation

### *Am I required to sign-up for online billing to participate in the Access program from AT&T?*

No, online billing is not required.

### *Will someone need to come to my home to install service?*

AT&T will send you a self-installation kit with simple step-by-step instructions, making it easy to complete the installation process yourself. If you need additional help after attempting self-installation, you may request a technician (at no charge) to assist with installation.

### *If I need to call in a technician for installation assistance at my home, will there be a charge?*

No, there is no charge. AT&T will send you a self-installation kit with step-by-step instructions. In most cases, customers can complete the installation process themselves. If you need additional help after attempting self-installation, you may request a technician to assist with installation.

## other questions & resources

### *If a customer moves to a different address while they have service under the Access program from AT&T, will they be required to re-certify eligibility for the program?*

An existing Access from AT&T customer moving to a new address should have that transaction handled by the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to ensure the discount stays on their account. No re-certification is required for a service address change, unless the customer is within their annual re-certification window.

### *Can services under the Access program from AT&T be cancelled within the same year a household signs up? What is the process for cancelling?*

There is no term commitment for services provided under the Access program from AT&T. Customers may cancel at any time by calling the number on their bill, or by calling the Access from AT&T dedicated call center at 855.220.5211. (For help in Spanish, call 855.220.5225.)

### *If a customer disconnects service under the Access program from AT&T, will they be required to return the modem or gateway equipment? If they do not return the equipment, is there a fee?*

Customers should contact the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to confirm the equipment return requirements for their specific account. Failure to adhere to the applicable equipment return requirements could result in the application of fees.

### *How do I know whether I'm a SNAP participant?*

The U.S. Supplemental Nutrition Assistance Program used to be known as the Food Stamp Program. It's a nationwide program, but each state administers the program on behalf of the federal government. If you receive food benefits through your state government (EBT, food card), you're probably a SNAP participant.

### *How do I enroll in the Supplemental Nutrition Assistance Program?*

Go to the USDA SNAP website at [www.fns.usda.gov/snap/apply](http://www.fns.usda.gov/snap/apply), where you'll find instructions on how to apply.

### *What is Supplemental Security Income (SSI)?*

Information about the SSI program in California is available here <https://www.ssa.gov/pubs/EN-05-11125.pdf>

### *Why do California households qualify based on SSI participation, but not households in other states?*

California SSI recipients are not eligible for SNAP benefits because they receive a State supplement to their SSI benefits in lieu of SNAP benefits. For this reason, AT&T decided to expand program eligibility to California SSI recipients under the same requirements that apply to SNAP participants.

### *I am a California resident and I live with my uncle, who receives SSI benefits, and my sister, who is a SNAP participant. How do I qualify for Access from AT&T?*

You may submit an application for Access from AT&T based on either the SSI benefits received by your uncle, or the SNAP benefits received by your sister. You will only have to provide information for one of these individuals, and you may choose either. However, only one account will be available at your address.



*I'm currently a Lifeline customer and get wireline phone service at home from AT&T at a discount. Does the Access program from AT&T replace Lifeline?*

The Access program from AT&T provides discounted wireline Internet service; Lifeline provides discounted phone service. The Access program from AT&T and Lifeline are two completely separate programs, each with its own eligibility requirements. It may be possible to receive discounted services through both the Access program from AT&T and Lifeline. Similarly, it may be possible to be eligible for one program but not the other. For details on Lifeline, visit [www.att.com/lifeline](http://www.att.com/lifeline).

*I'm new to the Internet, and am not sure how to get started. Do you have any resources that can help me?*

AT&T has assembled a valuable collection of tools for online beginners, called Digital You. Whether you're searching for a low-cost computer to get online at home, your child is starting to explore the Internet to help complete schoolwork, or you want to boost your online skills for everything from paying bills to applying for jobs—Digital You can help! Visit [digitalyou.att.com](http://digitalyou.att.com) to learn how to increase your confidence, skills, privacy, and safety as you connect online.

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