

AT&T MOBILITY for Individual Responsibility Users (IRUs)

OVERVIEW

This Overview document is for the HealthTrust Purchasing Group Member Employee User or as referred to in this document as the Individual Responsibility User (IRU).

PLACING AN ORDER

AT&T provides a number of convenient choices for Individual (Employees) Users to order and activate wireless service, and purchase equipment and accessories.

Online Ordering Using the AT&T Premier Website:

www.att.com/wireless/healthtrust

Questions can be referred to ATT account team listed below.

Ed Ward, Global Account Manager – (615) 495-1288 or Edward.Ward@att.com

Or

Kim Miller, Universal Service Executive – (954) 494-1201 or km1556@att.com

Ordering Through AT&T Retail Store (IRUs Only)

IRUs may order new Service Plans and Equipment at an AT&T retail store. Please have the following information available when ordering through a AT&T Retail Store to ensure the proper discounts are made available:

1. Employee Badge or Pay Stub
2. FAN # **02000931**

*** Please note that there are non-AT&T owned retail stores. To ensure that you receive the proper attention and discounts, please visit the AT&T website at <http://www.wireless.att.com> to verify that the retail store is owned by AT&T.**

ACTIVATION OF A DEVICE UPON RECEIPT

To Activate a Device:

- IRUs ordering new service from the AT&T Premier Website, www.att.com/wireless/healthtrust or an AT&T Retail Store should follow the instructions received with the device.
- IRUs ordering a new wireless device from National Business Ordering (NBO), should call Contract Acceptance and Activation Line, if the device is inactive upon arrival: (866) 895-1099 (Available: 24/7)
- IRUs should have the following information available:
 1. Have your wireless phone available
 2. Be prepared to provide Social Security Number and Billing Zip Code
 3. If the equipment was ordered via NBO, the End User is required to validate their employment or they will be removed from the FAN and therefore, all eligible discounts.

4. Please refer to the instructions for IRU Line Validation at <http://www.wireless.att.com/discounts>

CUSTOMER CARE ISSUES

IRUs may call Business End User Care (BEUC) at 800-331-0500. Available: 24/7 to handle any of the customer care functions.

DELIVERY

Delivery of devices is typically five (5) calendar days from the date the order is received by AT&T.

WARRANTIES

All Equipment is under a 1 Year Manufacturer's Warranty. Your equipment will be exchanged for other similar equipment.

EMPLOYEE PURCHASES (IRUs)

Employee purchases are referred to as Individual Responsibility Users (IRUs) under this Agreement.

Individual Responsibility Users (IRUs) (Employees) Discounts and Special Features:

- 22% Discount on AT&T National Voice Plans and AT&T Data Connect Plans and any other generally available post-paid plan.
- Service Plan Discount will only apply to the primary line on the Family Talk Plans
- 20% Equipment Discount or Promotional Price, whichever results in the lower price to employee
- 2 Year Service Plan Agreement required
- 25% Accessory Discount or Promotional Price, whichever results in the lower price to employee
- Waived Start of service fee (activation fee) and Upgrade fee on orders placed through Premier Web Site, www.att.com/wireless/healthtrust
- Waived Shipping Fees (Standard Shipping on Premier)
- Included Features (at No Charge): Voice Mail, Caller Id, Call Waiting, Call Forwarding, Detailed Billing.
- Standard Rate Plans, devices, Coverage Maps and more may be viewed at www.wireless.att.com

The standard FAN for all HealthTrust Membership Employees is **02000931**.

RETURNED GOODS POLICY

Equipment Returns Within 30 Days:

Within 30 days of purchase, equipment can be returned and/or exchanged for new equipment. This exchange is usually done through the original ordering

channel - National Business Ordering, the AT&T Premier Website, www.att.com/wireless/healthtrust , or AT&T owned Retail Store. IRUs can return or exchange devices at an AT&T-owned retail store (please note that AT&T stores do not always carry all devices). If the equipment was ordered through the AT&T Premier Website, you may call the following number to process your return or exchange:
 866-499-8008
 Mon-Fri 8 AM – midnight Eastern Time
 Sat 11 AM – 9 PM Eastern Time

Equipment Warranty Exchange (30 days to one year):

All equipment that is over 30 days and prior to a year old is under a Manufacturer's Warranty. To ensure seamless and efficient processing, AT&T will simply exchange your equipment for other similar equipment. Most AT&T equipment that qualifies for a Warranty Exchange can be handled by calling the Warranty Service Center. Be sure to have your purchase receipt and a credit card, if you would like expedited shipping.
 800-801-1101. Available: 24/7
 Accessory Warranty Exchange is at (866) 837-7289. Be sure to have your purchase receipt and a credit card, if you would like expedited shipping.

AT&T PREMIER WEBSITE

The AT&T Premier Website, www.att.com/wireless/healthtrust is a customizable and flexible platform that allows you to display products and services based on your company's specific needs. This cost effective on-line tool allows you to purchase, activate, monitor and manage your wireless portfolio.

Please contact Kristy Gosnell regarding questions for this site. (864) 320-2459

AT&T CUSTOMER ACCOUNT TEAM

Ordering Process and Quick Support Reference Guide

Resource	Role
<p>ACCOUNT TEAM</p> <p>Strategic Account Manager: Edward Ward Edward.Ward@att.com (615) 495-1288</p> <p>Service Manager:</p>	<p>The Strategic Account Manager is responsible for managing the wireless business for company as a whole. He works with the Service Manager and your affiliates to ensure your wireless needs are met on a long term basis and integrated with the portfolio of products and services AT&T provides. He serves as the focal point for all AT&T Wireless personnel involved with the account. He is the Account Team Leader and is responsible for all contract related questions.</p> <p>The Service Manager serves as an escalation point for day to day business issues. The Service Manager</p>

Resource	Role
<p style="text-align: right;">Kim Miller km1556@att.com (954) 494-1201</p>	performs the following functions: Rate Plan Analysis, Provides Subscriber Lists, Training (Rate Plans, Phones, etc), Sets up your Premier site, Works as liaison between you and receivables Management, Mediates on your behalf with other departments within AT&T Mobility, Processes Change of Financial Responsibility, FAN Moves, Account Consolidations, etc.
<p>ORDER NEW SERVICE for IRU's</p> <p style="text-align: right;">End User Care 800-331-0500 Monday–Friday 7:00 am to 7:00 am central time</p>	Employees can call one number to order new service and accessories, check the status of an order, attach existing user to the National Program, as well as any returns or exchanges.
<p>MAKING CHANGES TO SERVICE</p> <p style="text-align: right;">End user care 800-331-0500 7:00 am to 7:00 pm central time Monday–Friday</p> <p style="text-align: right;">Change of Financial Responsibility 888-444-4410 8 am to 9 pm central time Monday–Friday</p>	Enter the end-user mobile # at IVR prompt for assistance with service This group can respond to customer inquiries related to the Employee Program. Inquiries include order status, billing questions, maintenance requests and general questions. The Change of Financial Responsibility team supports requests from Nationally Contracted Customers who need to change financial responsibility from corporate liability to employee liability. Company must submit permission in advance for release of wireless number. Caller will need to provide credit application information and change of liability will take effect immediately pending credit approval.
<p>BILLING</p> <p style="text-align: right;">End User Care 800-331-0500 Monday–Friday 7:00 am to 7:00 pm central time</p>	Can research and answer questions about specific charges on account
<p>INTERNATIONAL SERVICE</p> <p style="text-align: right;">End user Care 800-331-0500</p>	You can contact the AT&T Care Center to order or obtain information regarding AT&T World Connect service. Representatives are available to answer questions regarding available phones as well as countries

Resource	Role
<p>When traveling international ONLY: 916-843-4685</p> <p><i>24 Hours a Day, 7 Days a Week</i></p>	<p>participating in World Connect. For online information, visit:</p> <p>http://www.wireless.att.com/attworld</p>
<p>END-USER CARE</p> <p>Business End User Care (BEUC)</p> <p>800-331-0500</p> <p><i>24 Hours a Day, 7 Days a Week.</i></p>	<p>Business End User Care (BEUC) supports all end users. Our knowledgeable BEUC Representatives provide customized service and have access to your company's profile - including AT&T Wireless programs, pricing, and offers specific to your company. BEUC can assist with service and/or account level changes, billing inquiries, technical support, equipment orders, and overall wireless information.</p>
<p>EQUIPMENT</p> <p>Equipment Support – Online</p> <p><i>24 hr support</i></p>	<p>For technical support, voicemail tutorials, device FAQs & How-To's</p> <p>http://www.wireless.att.com/support/interactive-tutorials.do</p>
<p>WARRANTY EXCHANGE</p> <p>Warranty Exchange-AT&T Warranty Service Center</p> <p>800-801-1101</p> <p>Accessory Exchange</p> <p>866-837-7289</p>	<p>Within 30 days of purchase date, call National Business Ordering. For defective equipment over 30 days and still in warranty, contact AT&T Warranty Service Center.</p> <p>Accessory Exchange handles defective battery/accessories over 30 days and still in warranty.</p>
<p>AT&T PREMIER WEBSITE</p> <p>www.att.com/wireless/healthtrust</p>	<p>To cancel a Premier order or for problems with Premier Order.</p>

Resource	Role
<p style="text-align: center;">Premier – Order Management Center</p> <p style="text-align: center;">866-499-8008</p> <p style="text-align: center;"><i>Monday–Friday 7:00 am to 11:00 central time</i></p> <p style="text-align: center;"><i>Saturday 10:00 am to 8:00 pm central time</i></p>	

HELP DESK SUPPORT

Reporting and Resolving Voice Quality Issues:

IRUs may call Business End User Care (BEUC) to handle any customer care functions 800-331-0500. Available: 24/7

Also, please see chart above for additional support services

VALUE ADDED SERVICES

Coverage / Roaming Inquires

For coverage information, please use the following resources:

- Domestic coverage – go to www.wireless.att.com and click on “Coverage Maps”

AT&T’s National Center for Customers with Disability, NCCD:

At AT&T’s National Center for Customers with Disabilities (NCCD) specialized customer service representatives can arrange for an alternate billing format, such as Braille or large print, as well as answer questions regarding the VoiceDial Exemption Program, TALKS Rebate Program, Equipment, Accessories, Features, and Services

- Voice Calls 866-241-6568
- TTY Calls 866-241-6567
- Monday – Friday 7 AM – 9 PM Eastern Time
- Saturday 9 AM – 6 PM Eastern Time
- <http://www.wireless.att.com/disabilityresources>