

The News Register

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"Intra-organization Communication is the Life-Blood of our organization."

AT&T Wireless Concession – a short story on a moving experience.

An AASBCR_{SM} member moved and got involved with wireless plan changes that resulted in the loss of his 19% retiree concession. Here is his story:

"I had cell service from AT&T Mobility/Cingular. I was receiving a straight 20% retiree/concession discount off the monthly rate for whatever rate plan I had.

After we moved, I decided I should have a local cell number and a new phone so I went to an AT&T Mobility store. Naturally, the rate plan I had was no longer available so I picked a "Senior Nation 200" plan for \$29.95 and also a \$5.00 text message package. I was told that I needed a "FAN Number" before I could get a retiree's discount. (I never heard of a FAN number before). The people at the AT&T store could not locate a FAN number for Ameritech/SBC retirees so I had to find it on my own. Eventually I found someone at AT&T who gave me my FAN number (18463) and said it would provide a 19% discount. I went back to the store to give them my FAN number and they added it to my account. I didn't see any discounts on my first 2 bills and was told it could take 3 months to appear, and no, it would not be retroactive to when I gave them my FAN number.

Finally my latest bill showed an unexplained discount of \$ 0.95. I was expecting 19% to be in the \$5 to \$6 range. Calling the AT&T customer service number, I was told that the 19% discount only applied to the \$5.00 text message package, not to the \$29.95 monthly call plan price. I was told that only the more expensive rate plans were eligible for the 19% discount. I was never told that before."

The AT&T HR representative stated:

"The discount available for retirees is 19% on all plans except the wireless plans that were identified in the response to him on 10/22/08. The ineligible plans are: the Unlimited U.S. Voice Wireless Calling Plan, the AT&T Unity Plan and the Senior Nation 200 Plan.

*There is an Employee Discount website that provides the information on various employee discounts and the wireless discount information is listed there. The FAN code needed as well as information informing the retiree that proof of AT&T retiree status is required when seeking the wireless discount. That information is accessible through the access.att.com website located at the following URL:
<https://access1.sbc.com/> ..."*

This is a true story. Be careful. Do your homework. Make sure that you have a list of all eligible cellular plans and the FAN code before you shop for your AT&T cellular service. Get the names of the sales representatives you deal with. The sales reps in all businesses are there to sell the product. They aren't there to look out for the best interests of consumers. We retirees must do that for ourselves.