

Proudly working on behalf of retirees of Ameritech, SBC and predecessor/successor Bell Companies of the New AT&T, located throughout the United States

AT&T Offers and Discounts

AT&T Human Resources Policy personnel have informed AASBCR® that effective November 2, 2009, Wells Fargo Third Party Administrators (TPA) began providing support for all AT&T retiree inquires regarding AT&T retiree discounts. Wells Fargo TPA, Inc. is one of the largest third party administrators in the United States and is backed by Wells Fargo & Company, a large, diversified and well-respected financial institution. Wells Fargo TPA specializes in the administration of employee benefit plans. The service they provide includes eligibility counseling and enrollment direction for all AT&T product and service offerings that are available with a retiree discount.

Who to Contact ?

-For Eligibility Questions

Contact Wells Fargo TPA by email or phone

Email: ATTRetireeDiscounts@wellsfargois.com

Telephone: 1-888-251-0645

(Wells Fargo TPA does not **resolve** discount/billing issues. See *Discount & Service Issues* below.)

-For Discount & Service Issues - Wireline Voice and U-verse and for assistance with discount issues

Lagon to the AT&T Employee At Home website

https://attathome.att.com/athome_web/index.jsp and in the upper right hand corner click on 'Contact Us' to send an email request for assistance with the wireline voice and U-verse account issues. AT&T asks that employees and retirees use the online tools and email first, to submit issues with their billing or discounts. However if you do not have access to a computer, you can contact the AT&T Employee and Retiree Sales and Service Center at 1-877-377-9010, 9 am -6 pm, Central time, Mon-Fri.

-For service assistance - e.g., new connections, disconnects, and other customer service matters

Call the AT&T Employee and Retiree Sales and Service Center at 1-877-377-9010, 9 am - 6 pm, Central time, Mon -Fri.

-Discount and Service Issues - Wireless

If the 19% discount or 18463 FAN code is currently attached to the account but there are other account issues, call 1-800- 331-0500 or 611 from the wireless phone. The FAN code cannot be added to the account through this 800 number because this call center has no way to validate the retiree status.

AASBCR[®] understands and appreciates AT&T's need to do business in the most efficient and effective manner possible. However we, as retirees, expect the same good service from AT&T that we provided as employees. If you do not receive good service, as always, request a manager and keep the names of those to whom you speak. If you still are not satisfied, refer the issue to a manager in the AT&T Employee and Retiree Sales and Service Center. If you get no resolution, please refer the issue to AASBCR[®] for further assistance.