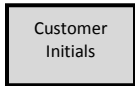


# AT&T Customer Information

Thank you for choosing the Military Exchange & Wireless Advocates as the place to purchase and/or activate your wireless device. This letter provides a summary of information with answers to some of the most commonly asked questions regarding wireless phone service and an outline of customer responsibilities. Please feel free to contact us during regular Military Exchange business hours with any additional questions.

## **AT&T Cancellation Policy**

AT&T gives all customers a 14 day (from date of purchase) trial period to try AT&T service without incurring an early termination fee. If the service is cancelled after the 14 day trial period, AT&T will charge the subscriber an early termination fee per line of service as follows:



**Advanced Handset/Tablet Device: \$325 Early Termination Fee** (Fee will be reduced by \$10 for each full month completed toward the minimum term of the contract)

**Standard Handset/Mobile Broadband: \$150 Early Termination Fee** (Fee will be reduced by \$4 for each full month completed toward the minimum term of the contract)

**Note:** Visit [www.att.com/equipmentetf](http://www.att.com/equipmentetf) for details on AT&T handset types.

If the subscriber chooses to cancel service, the device(s) must be returned in a complete, like-new condition with all accessories, original packaging and instructions. All applicable fees, activation fees, prorated access charges, taxes or other charges that accrued to the account through the termination date and equipment return date are the responsibility of the subscriber. Any rebates associated with a handset that has been returned will not be honored. If service is cancelled within the 14-day trial period and AT&T is unable to verify that your handset(s) have been returned, you will be charged an early termination fee based on contract terms. To avoid this fee ensure that the Wireless Kiosk assists with the cancellation of your service at the time of your return.

## **Military Exchange 14-Day Return Policy**

The Military Exchange return policy for wireless products is **14 days from date of purchase**. Within 14 days you may receive a refund on the product itself and cancel service without incurring an early termination fee. If service is canceled after the 14 day trial period, you will be responsible for any applicable early termination fees (see AT&T Cancellation Policy above for details). Returned products must be in complete, like-new condition with all original packaging, accessories, and instructions. SIM card sales are final due to possible confidential information saved after activating a device.

## **Military Suspension**

Military customers who deploy or are transferred to an area without AT&T service have the ability to suspend service to avoid the hassle of canceling service and having to pay activation fees upon return. Verification of deployment or transfer may be required. If AT&T authorizes an account suspension you must contact AT&T within 18 months following the suspension to either extend the suspension or resume service.

## **Military Personnel Discount**

AT&T offers a service discount for qualifying Military Personnel. Please visit <http://aafesmobile.com/index.cfm/go/content/do/militaryDiscountPage> for details.

## **AT&T Repair or Replacement**

For defective devices beyond the Military Exchange 14-day return policy but within the 1-year Manufacturer Warranty, AT&T offers a replacement program – Exchange by Mail. Please call 1-800-801-1101. AT&T will be able to troubleshoot the problem for you and advise you of your options. If AT&T diagnoses that your device is defective, they can send you a replacement device (refurbished or new). AT&T will send a prepaid shipping envelope to return the defective device.

## **AT&T Activation Fee and Line Deposits**

AT&T charges a \$36 activation fee on your first bill for each new line of service. This fee applies to all lines – primary and Family Talk secondary. Within the first 150 days of your new account, a \$445 deposit is required for lines 4 and above, regardless of account type (Individual or Family). Provided the account remains within good standing for 150 days, the deposit will no longer be required for lines 4 and above. The deposit is subject to be refunded after 1 year of good standing.

**Note:** Wireless Advocates offers the ServicePak handset protection to provide coverage above and beyond the standard Manufacturer's Warranty. This service is available at time of handset purchase only.

## **AT&T Upgrade Fee**

AT&T charges a \$36 upgrade fee when customers upgrade to a new handset. The fee applies to upgrades to new devices and is for all lines – primary and Family Talk secondary.

## **AT&T Billing Cycle**

*Pro-rated Minutes:* Your rate plan provides included minutes, based on a 30 day billing cycle. Therefore, if you activate service in the middle of a billing cycle, you will receive a prorated amount of minutes based on the number of days your service is active during your billing cycle.

*Pro-rated Monthly Bill:* If you activate service mid-cycle your monthly access charge will be prorated. Your first bill will contain a prorated amount based on the difference between your billing cycle and activation date. If you have questions about the billing cycle, your wireless service agreement will list your activation date. You can also call AT&T customer service for details 1-800-331-0500.