

Important Information: AT&T 2 Year

Thank you for choosing Costco.com as the place to purchase your wireless device. This letter will provide you a summary of information with answers to some of the most commonly asked questions regarding wireless service and an outline of member responsibilities. Please feel free to contact our customer service team should you have additional questions regarding your purchase. They can be reached at (888) 369-5931 from 6 AM to 6PM pacific standard time Monday – Friday or via email at OnlineSupport@WirelessAdvocates.com.

AT&T Cancellation Policy

AT&T gives all customers a 14-day (including date of purchase) trial period to try out the 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 Device:

\$325 Early Termination Fee (Fee will be reduced by \$10 for each full month completed toward the minimum term of the contract) **Note:** Visit www.att.com/equipmentetf for details on AT&T device types.

Standard Device:

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 for details on AT&T device types.

If the subscriber chooses to cancel service, the device(s) must be returned in a complete, like-new condition with all accessories, box, 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 device 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 device(s) have been returned, AT&T may charge you, per line, an amount equal to or up to the no commitment price of the equipment.

Service Canceled On:	Days 1-14	Days 15+
Charges you will be responsible for:	Prorated Usage Charges Activation Fee(s)	Prorated Usage Charges, Activation Fee(s), Early Termination Fee

Costco.com Cellular Device Return Policy

To return your purchase, please contact our customer service team. Please do not return your purchase to a Costco warehouse. Costco.com's return policy for cellular devices is 90 days from date of original purchase. Within 90 days you may receive a refund for the amount paid for the device itself, including taxes. However, if you cancel service outside of the 14-day AT&T trial period you are responsible for any fees (see *AT&T Cancellation Policy* above). All device(s) must be returned in a complete, like-new condition with all accessories, box, and instructions. Within the 90-day period a defective/non-working device may only be exchanged for the exact same model. Devices may not be returned or exchanged for a different model. Costco.com does not sell replacements or give refunds for broken or damaged devices. All cellular device purchases require either a new 2-year activation agreement or a qualified upgrade.

AT&T Device Repair or Replacement

For defective devices beyond Costco's 90-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 and provide 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.

Note: To protect yourself please consider purchasing the monthly Insurance policy (Mobile Protection Pack) with AT&T, SquareTrade Handset Protection Plan (available for phones only) or AppleCare+ for iPhone to cover any mishaps that may occur to your device.

AT&T Activation Fee & Line Deposits

An activation fee of \$45 for each new line of service (up to 10 lines on a Mobile Share account) will appear on your first bill. Within the first 150 days of your new account, a \$445 deposit may be required for additional lines, 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 these additional lines. The deposit is subject to be refunded after 1 year of good standing.

AT&T Upgrade Fee & Mobile Share Discount

AT&T charges a \$45 upgrade fee when customers upgrade to a new device. The fee applies to upgrades to all lines – Primary and Secondary. AT&T Wireless 2-year contract customers qualify for upgrade at 24 months into their contract.

Note: Effective February 2, 2014, customers who upgrade to a 2-year contract will lose the Mobile Share Value monthly rate plan discount (\$15 on plans lower than 10GB, or \$25 on 10GB or higher plans). In order to be eligible for the Mobile Share Value discount, customers can purchase a smartphone on an AT&T Next Installment Plan.

AT&T Billing Cycle – What to Expect on Your First Bill

The first bill from AT&T will include Partial Billing/Usage Charges for service used from the activation date to the last day of the first billing cycle, monthly service and feature charges for one month in advance, one-time activation fee, applicable taxes and fees. If you have questions about the billing cycle please reference your wireless service agreement or contact AT&T Customer Service at 1-800-331-0500.

Handset Protection Plan

Costco offers a separate SquareTrade Handset Protection Plan for purchase that covers damages as a result of accidental drops or spills, which the manufacturer's warranty does not cover. It does not cover abuse. This plan is available for handsets only and does not cover tablets or data devices.

I understand that I am only eligible to purchase a SquareTrade Handset Protection Plan at the time I purchase a handset through Costco.com.

Submitting Your Rebates

Wireless Advocates offers mail in rebates, which are administered by Stuart Lee Rebates. Here are some general reminders regarding your rebates:

- 1) Thoroughly read the instructions on each rebate form within 24 hours of receiving them via email. Submit your rebate within the deadline stated on the rebate form. If a rebate is received without proper paperwork or past the deadline, it may be denied.
- 2) Be sure that your rebate is completely filled out and all wireless phone numbers are listed on your rebate form(s). Please print your name and address clearly (do not abbreviate) to ensure proper issuance of your check.
 - a. If you are porting your number from another carrier, list the permanent phone number (number being ported) on the rebate.
- 3) We suggest you make a copy of all the paperwork you submit and send the original rebate form along with your Costco receipt, service agreement, and any other documents as required.
- 4) When mailing your rebates, please verify that each rebate is mailed to the proper address. You may use one envelope per mailing address. Be sure to include proper postage – a typical package will require two postage stamps.

Submit your rebate within the deadline stated on the rebate form. Our rebate vendor (Stuart Lee) will not accept certified mail. Please send your rebate via regular mail or ask your post office for alternative options that allow tracking without signature.

Tracking Your Rebates

Wireless Advocates rebates can be tracked online at www.stuartleerebates.com. Enter Wireless Advocates or Costco when prompted to enter the name of the company from which you bought your device. Rebates can be tracked using the ID Number found at the bottom of your rebate form(s) or by the activated phone number and zip code. Members can expect to receive their payment(s) within **14 weeks** after receipt at Stuart Lee. Your rebate will be mailed on a postcard style check. If you have not received payment by that time and a status cannot be found online, contact our customer service team at (888) 369-5931 from 6 AM to 6PM pacific standard time Monday – Friday or via email at OnlineSupport@WirelessAdvocates.com.