

# AT&T Customer Information

Thank you for choosing Costco.com as the place to purchase your wireless phone. This letter will provide you a summary of information with answers to some of the most commonly asked questions regarding wireless phone 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](mailto: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 equipment and AT&T service without incurring an early termination fee. If your Service Commitment includes the purchase of certain specified equipment on or after June 1, 2010, the Early Termination Fee will be \$325 minus \$10 for each full month of your Service Commitment that you complete. (For a complete list of the specified Equipment, check [www.att.com/equipmentETF](http://www.att.com/equipmentETF)). Otherwise, your Early Termination Fee will be \$150 minus \$4 for each full month of your Service Commitment that you complete. The Early Termination Fee is not a penalty, but rather a charge to compensate AT&T for your failure to satisfy the Service Commitment on which your rate plan is based. To avoid this fee ensure that Wireless Advocates Customer Service assists with the cancellation of your service when they issue you a return authorization. Any rebates associated with equipment that has been returned will not be honored.

*The handset(s) you purchased reflects a discount that is based on activation. If for any reason you cancel your service or your service is terminated within 90 days of activation, the handset(s) you purchased should be returned in accordance with Wireless Advocates' return policies so that we can continue to offer a value to Costco.com customers.*

## Costco.com Cellular Phone 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 phones is 90 days from date of purchase. Within 90 days you may receive a refund on the handset itself. 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 phone(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 phone may only be exchanged for the exact same model. Costco.com does not sell replacements for broken or damaged phones. Phones may not be returned or exchanged for a different model. All cellular phone purchases require either a new 2-year activation agreement or a qualified upgrade.

## AT&T Phone Repair or Replacement

For defective phones beyond AT&T 30-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 phone is defective, they can send you a replacement phone (refurbished or new). AT&T will send a prepaid shipping envelope to return the defective phone. AT&T offers separate Wireless Phone Protection to cover lost, stolen or damaged equipment. If interested in this service, we suggest contacting your carrier directly upon activation of your phone.

## AT&T Activation Fee

A \$40 activation fee will appear on your first bill for each new line of service activated. 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 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.

## AT&T Upgrades & Mobile Share Discount

AT&T charges a \$40 upgrade fee when customers upgrade to a new handset. The fee applies to upgrades to new devices and is per line – 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.

## SUBMITTING YOUR REBATES

Wireless Advocates offers two types of rebates – Carrier Rebates and Wireless Advocates Rebates (administered by Stuart Lee). 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.
- 3 Carrier rebates often require that you send in your UPC code located on the box of your phone. Please do not throw away the box until you verify that your particular rebate does not require this. We suggest you make a copy of 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.
- 5 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 (mailed to Stuart Lee)**

Wireless Advocates rebates can be tracked online at [www.stuartleerebates.com](http://www.stuartleerebates.com). Enter Wireless Advocates or Costco when prompted to enter the name of the company from which you bought your phone. Rebates can be tracked using the ID Number found at the bottom of your rebate form(s) or by the phone number and zip code. Members can expect to receive their payment(s) within **16 weeks** after you have submitted your rebate. Your rebate will be mailed on a postcard style check (see below). If you have not received payment by that time and a status cannot be found online, contact your wireless kiosk. It will take approximately 5 business days to do additional research regarding your rebate.

<b>WIRELESS ADVOCATES INC.</b>		Wells Fargo Bank 19.854 / 1250	Account #
Stuart Lee Rebate Center P.O. Box 2670 Lynnwood, WA 98036		Date	
Thank you for participating in the Cellular Rebate Program at our kiosk (in Costco) If you submitted more than one rebate they may arrive at different times.		Check #	
Pay: _____		VOID AFTER 90 DAYS	
NOT TO EXCEED		Pay To The Order Of:	
		<b>CUSTOMER NAME</b> <b>10 MAIN STREET</b> <b>ANYWHERE, USA 00001</b>	
1 250085471			

This is your rebate check  
Fold at perforation and detach before depositing

# SquareTrade Cell Phone Protection Plan through Costco.com

Please review the following points of the SquareTrade Handset Protection Plan. For complete details of the plan, please see the Order Summary sheet included with your Protection Plan – this Protection Plan only covers cell phones. **Keep this letter for your records.**

## If DECLINING coverage for any handset(s):

I decline the SquareTrade Handset Protection.

As a benefit to its members, Costco provides a substantial discount when purchasing a device with a new 2 year agreement or when upgrading an eligible line. I understand that by declining this protection, if my phone is to incur damage via drops, spills it is not covered under the manufacturer's warranty.

I understand that I am only eligible to purchase a SquareTrade Handset Protection Plan on the day I purchase a handset through Costco.

## If PURCHASING Protection Plans for any handset(s):

### 1. One Plan- One Phone

The Handset Protection Plan only covers one phone. The plan does not cover all the phones on your carrier's service plan. **The handset Protection Plan must be purchased on the day that I purchase the handset through Costco.**

### 2. No Loss or Theft

The SquareTrade Protection Plan is *not* insurance and therefore does not include loss or theft protection. The registered handset must be available to send to SquareTrade, Inc. in the event of a claim. (Insurance plans to cover lost, stolen, or damaged equipment can be purchased by contacting the carrier directly.)

### 3. Drops and Spills

The Protection Plan covers damages as a result of accidental drops or spills, which the manufacturer's warranty does not cover. It does not cover abuse.

### 4. Deductibles / Claims

There is a \$50.00 deductible charged for each claim – a maximum of 4 claims during the life of the Protection Plan. There also is a one-time battery replacement (in the event that the original battery won't hold at least 50% charge) that does not count as one of the 4 claims, and does not require a deductible charge.

### 5. Replacement of Device

In the event that the registered handset is not covered by the manufacturer's warranty, it may be replaced by SquareTrade with the same or different, Grade-A remanufactured device, with same or similar features. In the event that a "cash" payment is offered as a resolve to a claim, the Protection Plan will be considered complete. For claims made Friday-Sunday, replacement phones will arrive Tuesday.

### 6. Plan Cancellation

I understand that in the event that I choose to cancel my Protection Plan, I should process my return by calling Costco.com Customer Service at 1-888-369-5931 to ensure a refund.

**Not available in Puerto Rico**

## Contact Information:

Contact	Hours of operation	Phone number	Online
SquareTrade	24/7	1-877-927-7268	www.squaretrade.com

# AppleCare+ for iPhone/iPad through Costco Wholesale

Please review the following points of AppleCare+. For complete details of the plan, please see the Plan Confirmation. **Keep this letter for your records.**

Review your full AppleCare+ terms and conditions at <http://www.apple.com/legal/sales-support/applecare/applecareplusnaen.html>

## 1. One Plan- One Device

AppleCare+ covers one device. The plan does not cover all the devices on your carrier's service plan. **The AppleCare+ plan must be purchased on the day that I purchase the device through Costco.**

## 2. No Loss or Theft

**AppleCare+ is not insurance and therefore does not include loss or theft protection.** The covered device must be available to send to Apple in the event of a claim. (Insurance plans to cover lost, stolen, or damaged equipment can be purchased by contacting the carrier directly.)

## 3. Drops and Spills

AppleCare+ covers damages as a result of accidental drops or spills, which the manufacturer's warranty does not cover. **It does not cover abuse.** See AppleCare+ Terms & Conditions for definition and details of what is considered abuse.

## 4. Service Fees / Claims

There is a \$79.00 service fee, plus tax, charged for each iPhone claim. There is a \$49.00 service fee, plus tax, charged for each iPad claim. **A maximum of 2 claims** due to accidental damage from handling may be processed during the life of the AppleCare+ plan.

## 5. Service Options

Apple will provide hardware service through one or more of the following: carry-in service, mail-in service, express replacement service, or do-it-yourself service. You may be provided with an Apple Certified replacement product that utilizes refurbished parts or components equivalent to new in performance and reliability.

## 6. Plan Cancellation

I understand that in the event that I choose to cancel my AppleCare+ plan within 30 days of purchase, I can receive a full refund from Costco if I have not had any service events. In the first 30 days, the AppleCare+ plan can be cancelled at the Kiosk, by the member and this must be done before refunding at the Costco Returns department. **If I choose to cancel my AppleCare+ plan after 30 days, I must contact Apple directly at the phone number below in order to receive a prorated refund.**

## 7. Upgrading your Device

If you upgrade to another device before your 2 year coverage expires, your new device will not be covered unless you purchase a new AppleCare+ plan at the time of device purchase. You can receive a prorated refund for any remaining months of your previous AppleCare+ coverage by contacting the phone number below.

**Not available in Puerto Rico**

### Contact Information for AppleCare+:

Hours of operation	Phone number	Online
7:00am-10:15pm CST 7 days a week	1-800-APL-Care (1-800-275-2273)	<a href="http://www.apple.com/support/country">www.apple.com/support/country</a>