

AT&T Wireless FAQs

Who can sign up for AT&T Wireless?

AT&T Wireless is available in the U.S. for new customers only. Existing AT&T Wireless customers are not eligible, including existing customers looking to upgrade their current device. Customers with existing DIRECTV, AT&T TV or AT&T Internet are eligible to sign up for AT&T Wireless through ACN.

Where is AT&T Wireless available?

AT&T Wireless has 99% coverage in the US. Check wireless coverage by address by visiting AT&T's interactive coverage map: <https://www.att.com/maps/wireless-coverage.html?source=IC2Y0H0000000000L&wtExtndSource=wireless-map>.

For a list of 5G cities, see the Map of 5G cities flyer at on <http://acncompass.com/wireless/>.

Will I get credit for AT&T customers who renew or upgrade through ACN at any time?

No, the Next Up program allows a customer to upgrade their device. ACN and the IBOs are compensated based on acquiring new customers on AT&T service and not on device purchases.

Does an AT&T Wireless customer count toward the Refer-A-Friend program?

No, the Refer-A-Friend program is a program that applies to Flash Wireless customers only.

What are the point values and residual for AT&T Wireless customers?

Refer to the ACN Compensation Plan on ACN Compass at <http://acncompass.com/essential-documents/compensation-plan/> for point and residual information. BYOD with a Non Ported Number, Tablets and Wearables do not count towards IBO Compensation.

What is the AT&T Installment Plan with Next Up?

AT&T installment plan with Next Up provides customers with low monthly payments and the option to upgrade early for \$5 more a month when you pay off 50% of the device cost. See the Next Up flyer on <http://acncompass.com/wireless/> for more details.

Does AT&T require a contract?

No, AT&T does not require a contract. Customers who finance a new device must agree to financing terms. Customers who bring their own devices or pay for a device in full do not have financing terms.

Does AT&T Wireless require a credit check?

Yes, AT&T Wireless requires the customer to provide both their Social Security Number and their Driver's License Number to complete a credit check

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🗣️ Why did my customer receive a message that their order requires Analyst Review and how do they resolve this message?

Analyst Review is sometimes required during the order process for AT&T to resolve any questions from the results of the customer's credit check. The customer should follow the message on the screen and call 866-320-3880. The customer must provide the agent with the Dealer Code: Y00QF and the reference number that is provided to them on the screen. The reference number is unique per customer order and expires in 90 days. The analyst will work with the customer to resolve the issue and you will maintain credit for the sale.

🗣️ Can my customer pick up their AT&T Device or SIM Card from Best Buy or an AT&T store?

AT&T devices and SIM cards cannot be picked up in store or at Best Buy. AT&T devices and SIM cards ordered through ACN will usually be received by the customer within 1-3 business days. Orders to rural addresses may take up to 5 business days for delivery. Shipping address must be a valid USPS address and cannot be a P.O. Box. Signature is required for device delivery. AT&T will email the customer a tracking number after the order is placed. Customers can check on the status of their order by visiting <https://www.att.com/checkmyorder/>.

🗣️ If a customer makes a change to their plan after the order is placed, will I lose credit for the sale?

No, customers can change their plan at any time. ACN may not receive credit for customers who cancel their orders and place new orders with AT&T directly.

🗣️ How do I sign up a customer who needs more than 4 lines?

The online order site only allows for a max of 4 lines per order. Should the customer need additional lines they will need to place a separate order for lines 5 and up.

🗣️ Can my customer bring their own device (BYOD) to AT&T Wireless?

Yes. Most unlocked phones are eligible to BYOD to AT&T. Device eligibility is determined during the online order or the following tools may be useful in determining if a device is eligible:

- Eligible Phone List for AT&T Network:

<https://www.att.com/ecms/dam/att/consumer/help/pdf/Devices-Working-on-ATT-Network.pdf>

- Check your phone's unlock status:

<https://www.att.com/deviceunlock/#/status>

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- How to unlock your device:

<https://www.att.com/support/article/wireless/KM1262649/>

🗨️ Can my customer bring their current phone number to AT&T Wireless?

Yes. Customers will be able to submit a request to bring over their current number during the order process. AT&T will send a number transfer request to your customer's wireless service provider and wait for confirmation to transfer the number. Once confirmed, your customer's AT&T phone will ship. The customer's old phone will continue to work until they receive and activate their AT&T phone. Once the AT&T account is activated, the customer's former service provider will be notified of their new service with AT&T and they'll cancel the account.

🗨️ After the customer's order is placed, who do they contact for shipping, billing or technical support questions?

Customers can view their online account information at <https://signin.att.com/>. For assistance setting up their device they can visit <https://www.att.com/help/wireless/setup.html>. All other questions can be answered using AT&T's wireless support found at <https://www.att.com/support/topic/wireless/>.

🗨️ Once my customer receives their device or SIM card, how do they activate it?

Activation instructions are sent with the new device or SIM card. Customers will simply visit <https://www.att.com/att/getstarted/en/index.html> and select the device or SIM card they want to activate.

🗨️ How does my customer transfer their contacts to their new device?

Please visit <https://www.att.com/support/article/wireless/KM1000927/> for instructions on how to transfer contacts.

🗨️ Does the \$10 paperless and auto bill pay discount apply per line?

Yes, if a customer signs up for both paperless bill and auto bill pay, the \$10 credit is applied every month. The discount starts within 2 bill cycles.

🗨️ Can I sign up a customer who has Cricket Wireless?

No, Cricket Wireless is owned by AT&T, so they are not eligible to be signed up through ACN.

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🗨️ If a customer is with a mobile company that uses the AT&T network, can I sign them up for AT&T service through ACN?

No, they are not eligible to be signed up through ACN.

🗨️ Does the existing AT&T Wireless account need to be signed up through ACN?

No, customers can add lines to existing AT&T Wireless accounts no matter how they were originally signed up.

🗨️ Does the customer need to have an active account for a certain period of time before they are able to add additional lines?

Customers just need to have an active account. If a customer places an order and the customer has not received it and activated the account, they can't add a line.

🗨️ Is there a limit to how many lines are on an account? If a customer wants 20 lines and they have an existing account with for 4 lines, then they would place 4 add a line orders with 4 lines each (5 orders total 20 lines total)?

The customer's credit will determine how many lines they can add. They could be allowed to order all 20, they could need a down payment or they will be limited. It all depends on their credit.

🗨️ Any restrictions on device type? Can you do an Add-A-Line for a tablet or wearable?

Yes, as long as the device is available through the IBO's Personal Website. Customers can also add BYOD lines. Only limitation is based on customers credit as noted above.

🗨️ What does a customer need to access their existing AT&T account and Add-A-Line?

- Existing AT&T Phone Number, Account Number, Account PIN, Billing Zip Code, Last four of the customer's SSN.
- The customer must have access to either the email address on their current AT&T account or their current AT&T device to receive a PIN verify access to the account.

🗨️ What if my current AT&T plan will not support additional lines?

If the customers current plan does not support additional lines they will be prompted to choose a new plan.