

AT&T fiber

AT&T Connected Communities® Fiber Focus

Keeping you and your residents connected

Fall 2023

Celebrate togetherness with AT&T Fiber®

Together, we've had quite a few wins this year. We rolled out the ACC portal to better support our AT&T Connected Communities® and added new offers that helped residents save. You helped bring reliable internet with AT&T All-Fi™ included to your residents' homes. Thank you for helping to make this a remarkable year.

As the coming year approaches, we can't wait to work together on improving AT&T technology and bringing even more value to subscribers.

We look forward to staying connected in the new year.

Happy Holidays,

Your AT&T Connected Communities Support Team



AT&T in the community



Our AT&T support team at an ACP workshop in Orange County, California.

The Affordable Connectivity Program is a government program that provides a benefit for eligible households toward their internet or wireless service. To close the digital divide, AT&T visits properties to educate residents on the program as well as eligibility requirements. Residents can visit att.com/acp for more information on the Affordable Connectivity Program.

Fiber Frontline Challenge

Congrats to our winners

During move season, over 1,500 communities participated in the AT&T Fiber Frontline Challenge. One hundred properties won a \$500 AT&T Visa® Reward Card for connecting residents to hyper-fast, reliable internet with AT&T Fiber.® Congratulations to all the winners and thanks to all who signed up for the challenge.



Folksong Flowery Branch



Ascent Athens

We're better when we're connected

Be on the lookout for your community's next chance to win a \$500 AT&T Visa® Reward Card in upcoming contests. Sign your team up for monthly Fiber 411 emails and catch contest announcements and more at att.com/subscribe.

Scan the QR code to subscribe



Fiber fun fact
60%+

of U.S. consumers prefer to buy their holiday gifts online.¹

Source: ¹Fortunly

Connected community spotlight

Forest Isle Apartments—New Orleans, LA

“The service is great. Our tenants are happy with their service. We also have the service so it’s easy to speak from personal experience, and it’s easy to install. Having a dedicated AT&T person for support helps us when we talk about it.”—Kia



Community Team includes Deloria, Kia, and Dasia



Community Team at Park Pacific

Park Pacific—St. Louis, MO

“What the Park Pacific really loves about AT&T services is the top notch internet connectivity! We have A LOT of remote professionals who live in our building. The speeds and reliable connection provided by AT&T enable our residents to work from home seamlessly, ensuring they never miss a beat in their professional lives!”—Victoria

Our current offers for residents

Residents can get hyper-fast internet with 300Mbps[†] for

\$55 mo.
Plus taxes.

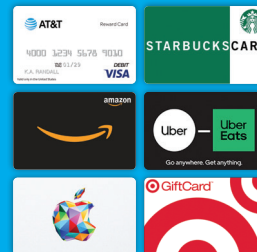
Price after \$5/mo. AutoPay & Paperless bill discount (w/in 2 bills). Monthly State Cost Recovery Charge in TX, OH, NV applies. One-time install chrg may apply. Limited availability in select areas.

Residents can choose a

\$100

reward[‡] when they sign up for AT&T Fiber

Online only. \$100 w/300 or 500M; \$150 w/ 1Gig+. Redemption req'd. See details.



By adding or having an eligible AT&T wireless plan, residents can

save **\$20** mo.*
on AT&T Fiber[®]

\$20/mo savings off internet plan applied w/in 2 bills. See below for details.

For being part of AT&T Connected Communities[®], residents get an additional

\$50

AT&T Visa[®] Reward Card[‡] with the promo code: **EXTRA50**

Online only. Redemption req'd.

[†]Speeds based on wired connection. Actual speeds may vary. For more info, go to att.com/speed101.

INTERNET OFFER: Autopay & Paperless Bill Discount: Pay full plan cost until discount starts w/in 2 bill cycles. Must maintain valid email address to continue discount. **Taxes & Fees:** Up to \$99 installation fee may apply, plus tax where applicable. Monthly cost recovery charge which is not government-required applies in TX, OH and NV. Taxes also apply. For one time AT&T transactional fees, see att.com/fees for details. **Pricing subject to change.** Subj. to Internet Terms of Service at att.com/internet-terms. **#REWARD CARD OFFER: Ends 1/8/24. Reward Value:** \$100 w/ Internet 300 or 500M; \$150 w/ 1 Gig or higher. Residential customers residing in select ZIP codes only who purchase an AT&T Fiber plan will be able to choose from a prepaid AT&T Visa[®] Reward Card or a gift card from these merchants: Amazon, Apple, Google Play, Starbucks, Target, or Uber at the time of redemption on the AT&T Reward Center. Retail merchant gift card terms and conditions will be available at att.com/rewardcenter. **Additional \$50 Reward Card with promo code EXTRA50 at checkout. Reward Card:** Will be sent email or letter with redemption info. Redemption req'd. w/in 75 days from reward notification email or mail date. Card delivered w/in 3-4 weeks after redemption to customers who maintain and pay for qualifying service through reward fulfillment. Card expires at month-end 6 mos after issuance. For Cardholder Agreement, go to rewardcenter.att.com. Card issued by The Bancorp Bank N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. and can be used everywhere Visa debit cards are accepted in the United States, District of Columbia, U.S. Virgin Islands, & Puerto Rico. No cash access. The Bancorp Bank N.A. does not endorse or sponsor & is not affiliated in any way with any product or service offered by AT&T. ***Internet Savings Offer: Subj to change and may be discontinued at any time.** Existing eligible AT&T Internet or AT&T Fiber customers who add an AT&T postpaid wireless voice and data plan will receive a \$20/mo bill credit applied towards the internet bill w/in 2 bills. Wireless billing and internet service addresses must match. Must maintain eligible services for continued receipt of promotional discount. Wireless and internet services billed separately. One discount per customer account. Employees, upgrades, and migrations to fiber not eligible. Subj. to Internet Terms of Service at att.com/internet-terms. **Req'd Wireless:** Postpaid voice & data plan for smartphones (for new customers min. \$60/mo. before discounts; \$75/mo. before discounts for unlimited). An unlimited plan is not required. Add'l fees, taxes and other charges & restr's apply. **Offer may not be combined with certain other promotional offers on the same services and may be modified or discontinued at any time without notice. Other conditions may apply to all offers.**

Refer-A-Friend

Our AT&T Refer-A-Friend program helps AT&T Fiber® subscribers (including you and your residents) earn \$25 for each referral to AT&T Fiber and AT&T Postpaid Wireless. Visit att.com/fiber4friend to learn more.

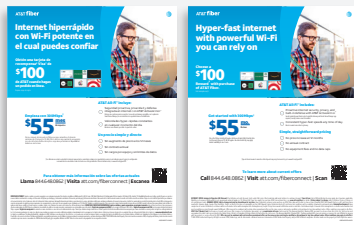
Maximum of two \$25 bill credits per mo. \$75 bill credit for new customers only. AT&T Fiber: Ltd. avail./areas.

ACC support portal

Don't forget

You can order more marketing materials from the ACC portal:

accsupport.att.com



8.5x11 Flyer



4x6 Flyer

Door hanger



Window cling



5x7 Desktop standee



Refrigerator magnets

Check out even more items on the portal!

For illustrative purposes only. Actual pieces may vary depending on marketing agreement type.

Contact us

Need AT&T support for a resident?

Have a look below and we'll get you the help you need.

Call us:

General Questions & Sales: **877.910.0501**

Customer Billing: **800.288.2020**

Customer Self-Install: **800.288.2020**

Technical Support for Internet: **877.722.3755**

Instant On Activation and Support: **877.677.1904**

Affordable Connectivity Program: **866.986.0963**

AT&T Community Wi-Fi: **877.755.0625**

Business/Commercial Accounts: **855.459.0677**

For online support:

Resident Online Orders: att.com/residents

ACC Portal: accsupport.att.com



AT&T Refer a Friend: To get credits, current AT&T Fiber and AT&T Wireless customers ("Referrer") must create a referral link or QR code from the Refer a Friend referral portal and provide to friend or family ("Friend"). Friend must order new AT&T Fiber (300M+) or new postpaid AT&T Wireless service and activate Referral Credit Offer to ensure both accounts are credited when new fiber service installation or wireless activation is completed. **Bill Credits:** Referrer receives \$25 bill credit on internet or wireless bill following new customer installation or activation. If Referrer has both internet and wireless service, credit will be applied to service account indicated by Referrer in the Refer a Friend portal. Limit one Referrer bill credit per Friend. Friend receives \$75 bill credit on new AT&T Fiber or postpaid AT&T Wireless account on first bill cycle; remaining credit may be rolled over to next bill if prorated bill amount is less than \$75. If Friend orders both services, customer will receive bill credit on whichever account is activated first. Friend must have completed installation or activation and both Referrer and Friend must have active accounts in good standing at time bill credits are applied. AT&T employees not eligible. Credits have no cash value, are not redeemable for cash or any cash equivalent and are not transferable or refundable.