

Access from AT&T

In April 2016, AT&T launched Access from AT&T, a discounted internet service available to qualifying low-income households within our 21-state wireline service areas.

- Access from AT&T offers affordable home internet¹ with speeds up to 10 Mbps for \$10/month or less based on the maximum speed available at the home.
- Access is available to qualifying households who participate in the Supplemental Nutrition Assistance Program (SNAP) or receive Supplemental Security Income (SSI) benefits.²
- To make home internet more widely available to those in need during the COVID-19 health crisis, Access from AT&T has temporarily expanded eligibility based on income³ and to households participating in the National School Lunch and Head Start programs. For a limited time, Access from AT&T customers at locations with available AT&T internet speeds above 10 Mbps may be eligible for a speed upgrade up to 25 Mbps.
- There is no annual contract, deposit, or installation fee and in-home Wi-Fi is included.

Outreach Efforts for Access from AT&T

AT&T has used a variety of means to ensure that qualified individuals and households are informed about the program. Examples of those efforts include:

- Dedicated Access from AT&T Partner Portal, which hosts:
 - Access flyers in seven languages
 - Access application checklist
 - PowerPoint toolkit with pre-approved messaging and program info
 - Customer FAQ
- As of Spring 2020, marketing to Dollar General Store patrons and U.S. Department of Housing and Urban Development (HUD) public housing residents where AT&T provides service.
- Targeted outreach with support from national partners, including EveryoneOn, Connected Nation, OCA (Asian Pacific American Advocates), LULAC (League of United Latin American Citizens), and the Elizabeth Dole Foundation, directed at programs and other organizations serving low-income individuals and families.
 - More than 1,000 organizations that have agreed to help promote Access from AT&T among the populations they serve.
- Email awareness campaign and direct mail correspondence to school superintendents and other school support service personnel to all 5,442 school districts within our 21-state footprint. Engagement with education partners, such as National PTA and FCCLA (Family, Career and Community Leaders of America), to conduct outreach to schools during the school year.
- As a national stakeholder in HUD's ConnectHome Initiative, AT&T has conducted program awareness and enrollment events across ConnectHome pilot communities within the AT&T 21-state wireline footprint.
- Social media and online marketing campaigns.

For more information, please visit: att.com/access/

1. Qualifying customers receive the maximum speed available at their address up to 10M. Pricing is \$10/mo for 5Mbps - 10 Mbps and \$5/mo for speeds up to 3Mbps. Additional Fees & Taxes: AT&T one-time transactional fees, and monthly cost recovery surcharges which are not government-required may apply, as well as taxes. See www.att.com/fees for details. Service will incl 150GB or 1TB of data/mo allowance depending on type & speed of service. You will be charged \$10 for each add'l 50GB of data usage if you exceed your monthly data allowance, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage.

2. In California only.

3. Household income based on 135% or less than the federal poverty guidelines.