



AT&T Mobility Rebate Program

Rebate Update for Customers and AT&T Reps

NEW! – One AT&T Phone Number and Website

NEW !– AT&T Promotion Card Balance via SMS

**Reminders – What to watch for to insure a
successful rebate submission**

-- Wired Rewards or Wireless Rebates -- Now There's ONE Place To Go For Inquiries

- Effective February 1, 2011
- New Phone Number for all Inquiries
800-288-9983
- New Website for all Inquiries
www.att.com/rewardsandrebates
- Easy to remember and only one place to point customers
- Customer self selects once they begin



AT&T Promotion Card Holders

Text "Bal" to 9998

- Effective Immediately, AT&T Promotion Card Holders can check their active AT&T Promotion Card balances by sending the text message "Bal" to 9998
 - "Bal" is not case sensitive
 - Active cards only; not expired cards
- Standard text messaging rates apply
- Information is real time
- This balance check option is in addition to:
 - Using the website www.att.com/rewardsandrebates
 - Or calling the toll free number found on the back of their card



IMPORTANT Rebate Reminders

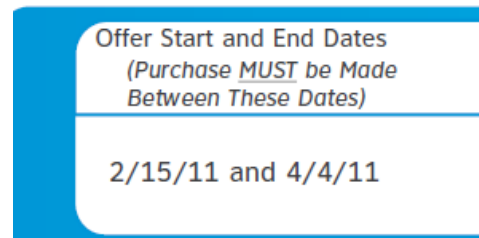
Customers should always:

- Read and follow the instructions found on the rebate form
- Include a copy of the sales receipt or order confirmation
- Include the IMEI bar code label cut from the box



Sales People should remember to:

- Show the customer how to complete the form but don't do it for them
- Be certain the customer's purchase date is within the offer date range (Start and End Dates) found on the rebate form



Wireless Rebates

Additional Tips to Remember

Have the customer complete the rebate form. Do not complete the rebate form for the customer.

- It's always best to have the customer's information in their own handwriting on the form.
- This also allows the customer to review the Terms printed on the form.

Only **one** rebate submission should be included in each envelope.

- It's worth the 45 cents to make sure the \$50 rebate is processed successfully.

Rebate Promotions are only valid for the items shown on the rebate form.

- Some customers and sales people believe that any accessory can be submitted for an accessory rebate. This is not true.
- Only eligible AT&T accessory skus listed on the rebate form are eligible. There are no substitutions.

