

# 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 \$36 activation fee will appear on your first bill for each new line of service activated. As an exclusive to Costco members, you will receive a service activation credit to reimburse you for the activation fee on your new 2-year service agreements. The service activation credit appears on your bill 2-3 months after initial service is established. Upgrades do not qualify for this credit. Within the first 150 days of your new account, a \$445 deposit is required for lines 4 and 5, 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 lines 4 and 5. 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

AT&T charges a \$36 upgrade fee when customers upgrade to a new handset. The fee applies to upgrades to new devices and is per line – primary and secondary.

1-year agreement customers qualify for an upgrade at 11 months into your agreement.

2-year agreement customers qualify at 21 months into their agreement.

**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

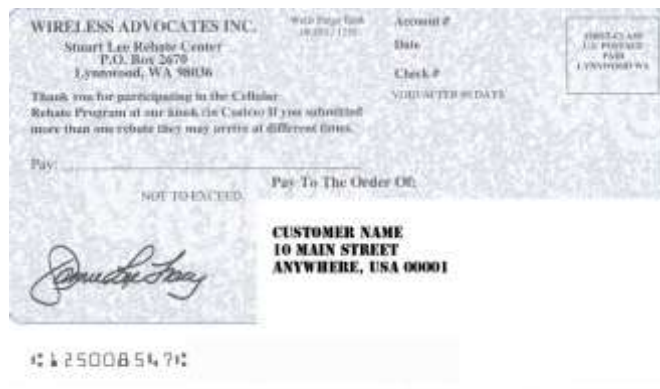
- 1 Thoroughly read the instructions on each rebate form within 24 hours of receiving them via email. Submit your rebate within the deadline stated on the rebate form. If a rebate is received without proper paperwork or past the deadline, it may be denied.
- 2 Be sure that your rebate is completely filled 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.

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