

ACCESS from AT&T (COVID-19) Tool Kit

November 2020

Access from AT&T

Affordable Home Internet.
Incredible Opportunities.



Program Description

- Access from AT&T provides wireline Home Internet (speeds up to 10Mbps) to eligible households who participate in the Supplemental Nutrition Assistance Program (SNAP) or receive Supplemental Security Income (SSI) benefits (California ONLY).
- Plus there is no annual contract, no deposit, no installation or equipment fees and in-home Wi-Fi is included.
- In response to the recent public health crisis, Access from AT&T has implemented temporary eligibility expansions to make home internet more widely available to those in need.

Temporary changes in response to COVID-19

Expanded Eligibility

- Program eligibility has been temporarily expanded to include households:
 - participating in the National School Lunch program
 - participating in the Head Start program
 - or with an income of 135% or less than the federal poverty guidelines

Data Overage Fee Waiver

- Waiving all home internet data overage fees until 6/30/21.

Flyer

Program Flyer

- Public facing flyer with a description of Access from AT&T and temporary changes to the program in response to COVID-19.
- Flyer can be attached to an organization's communication piece for their external and internal audiences.
- Available in English, Spanish, Arabic, Haitian Creole, Korean, Traditional Chinese, and Vietnamese.
- Download at att.com/accessportal

STAY CONNECTED WITH AFFORDABLE INTERNET

access
from AT&T

Internet for \$10 a month

Now more than ever, access to home Internet is important to stay connected to friends and family, work from home or attend school online.

If at least one person in your household is a SNAP participant or receives SSI benefits (California only), you may qualify for Internet service up to 10Mbps¹ for \$10/mo. or less.

- Free installation and in-home Wi-Fi
- No annual contract
- No deposit

In response to the public health crisis, Access from AT&T is temporarily:

- Expanding eligibility to households participating in the National School Lunch and Head Start programs or that meet income* requirements.
- Waiving home Internet data overage fees until June 30, 2021. (Does not apply to DSL.)

Other eligibility requirements apply.

Visit att.com/access or call 1-855-220-5211 for complete information and to apply.

¹Available only in the 48 contiguous US. Offer valid until June 30, 2021. If at least one person in your household is a Supplemental Nutrition Assistance Program (SNAP), National School Lunch or Head Start program participant or meets household income based on 135% or less than federal poverty guidelines you may qualify for up to 10Mbps home Internet service at our discounted \$10/mo. rate. In California only, households receiving Supplemental Security Income (SSI) benefits may also qualify. Accessible speeds: 10Mbps/5Mbps/5Mbps available for 10Mbps service depending on your service address. Data allowance: Service includes either 1GB or 1TB of monthly Internet data allowance per month depending on your speed tier. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 1GB of data usage in excess of your data plan, even if less than 10 gigabytes is used. For more information, go to att.com/InternetUsage. Access from AT&T uses fiber-to-the-home service, and monthly cost recovery surcharges which are not guaranteed credit may apply as well as taxes. See www.att.com/terms for details. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, Internet network management factors, and device capabilities, and are not guaranteed. For more information, go to att.com/speedtest.

12/2020

AT&T

Application Checklist

Supporting Documents for Application

- Checklist of supporting documentation applicants will need to submit with their application depending on the program they are applying under, including the temporary programs that were added due to COVID.
- Available in English, Spanish, Arabic, Haitian Creole, Korean, Traditional Chinese, and Vietnamese.
- Download at att.com/accessportal



Checklist of Information for Your Application

It is important that you fill out the application completely and accurately to help make sure there are no delays in being approved for the program. **National School Lunch Program, Head Start Program and Household Income criteria will temporarily be used to qualify for Access during the COVID-19 public health crisis.** Please review the instructions carefully and provide a copy of one of the documents below showing your proof of eligibility.

Supplemental Nutrition Assistance Program (SNAP)

- ☐ SNAP card, showing the name of the SNAP participant
(Note: If the SNAP card does not have a name on it, you will need to provide a copy of a SNAP participation or benefits letter from the participant's local SNAP office or a copy of the front of a government ID).
- ☐ SNAP participation or benefits letter from a local SNAP office, showing the name of the SNAP participant
If the SNAP participant in your household does not have a SNAP card or benefits letter, please have the participant visit <http://www.fns.usda.gov/snap> to find your local SNAP office and obtain one.

Supplemental Security Income (SSI) Benefits (in California only)

- ☐ Award letter from the Social Security Administration confirming that you or a resident of your California household has qualified for and will receive SSI benefits
- ☐ Current benefits verification letter confirming that a California household resident is receiving SSI benefits
If you live in California and the SSI benefits recipient in your household does not have a copy of the original SSI award letter, please have the recipient contact the Social Security Administration Office at 800.772.1213 to obtain a copy or visit <https://www.ssa.gov/myaccount/proof-of-benefits.html> to obtain a benefit verification letter.

National School Lunch Program / Head Start Program TEMPORARY

- ☐ Program award letter and proof of enrollment (including date, school name, school district, child's name and address)

Household Income TEMPORARY

(check whether your income falls below the maximum for the number of people in your household)

- ☐ Current W-2 from employer or SSA-1099
- ☐ Paycheck stubs for most recent month
- ☐ Social Security statement of benefits

Number of People in Household	Maximum Household Income to Qualify for Access
1	\$17,226
2	\$23,274
3	\$29,322
4	\$35,370
5	\$41,418
6	\$47,466
7	\$53,514
8	\$59,562
For each additional person, add	\$6,048

For faster review and approval, apply and upload your documents at att.com/access.

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Newsletter

Suggested Text for Newsletter/ Email

If your organization would like to include information about Access from AT&T and the temporary changes the program has implemented due to COVID-19 into a communication piece that you send out to your network please use the suggested text below:

"Now more than ever, access to home Internet is important to stay connected to friends and family, work from home or attend school online. Access from AT&T is offering you an affordable way to stay connected with Internet service for \$10/ month + taxes for up to 10Mbps for qualified households. More details at att.com/access or call (855) 220-5211.

Geographic and service restrictions apply to AT&T Internet services. Not all speeds available in all areas. Pricing subject to change. Service subject to Internet Terms of Service at att.com/internet-terms."

Print/ Newsletter Ad

Print Ad

- Ad available for use in digital and print newspapers/ newsletters.
- Creative can be modified to fit audiences and dimensions requested.

STAY CONNECTED WITH AFFORDABLE INTERNET

\$10 mo
to you
or less

Now more than ever, access to home Internet is important to stay connected to friends and family, work from home, or attend school online.

If at least one person in your household is a SNAP participant or receives SSI benefits (California only), you may qualify for Internet service up to 10 Mbps for \$10/mo. or less.

- Includes installation and in-home Wi-Fi
- No annual contract
- No deposit



In response to the public health crisis, Access from AT&T is temporarily:

- Expanding eligibility to households participating in the National School Lunch and Head Start programs or that meet income* requirements.
- Waiving home Internet data overage fees until June 30, 2021. (Excludes DSL)

access
from AT&T

Other eligibility requirements apply.

Visit att.com/access or call 1-855-220-5211 for complete information and to apply.

*AVAILABLE ONLY IN THE AT&T WIRELINE FOOTPRINT. OFFER VALID UNTIL DECEMBER 31, 2021. IF AT LEAST ONE PERSON IN YOUR HOUSEHOLD IS A SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP), NATIONAL SCHOOL LUNCH OR HEAD START PROGRAM PARTICIPANT OR MEETS HOUSEHOLD INCOME BASED ON 10% OR LESS THAN FEDERAL POVERTY GUIDELINES YOU MAY QUALIFY FOR UP TO 10Mbps HOME INTERNET SERVICE AT OUR DISCOUNTED \$10/MO RATE. IN CALIFORNIA ONLY, HOUSEHOLDS RECEIVING SUPPLEMENTAL SECURITY INCOME (SSI) BENEFITS MAY ALSO QUALIFY. ADD'L ELIGIBLE SPEEDS: 10Mbps, 5Mbps, 3Mbps, 1Mbps, 0.5Mbps. AVAILABLE FOR SOME, DEPENDING ON YOUR SERVICE ADDRESS. DATA ALLOWANCE: SERVICE INCLUDES EITHER 1GB OR 1TB OF MONTHLY INTERNET DATA ALLOWANCE PER MONTH DEPENDING ON YOUR SPEED TIER. IF YOU EXCEED YOUR MONTHLY DATA PLAN ALLOWANCE, YOU WILL BE AUTOMATICALLY CHARGED \$50 FOR EACH 1GB OF DATA USAGE IN EXCESS OF YOUR DATA PLAN, EVEN IF LESS THAN 50 GB/MBTES IS USED. FOR MORE INFORMATION, GO TO [ATT.COM/INTERNETUsage](https://att.com/InternetUsage). ADD'L FEES & TAXES: VISIT ONE-TIME TRANSACTIONAL FEES, AND MONTHLY COST RECOVERY SURCHARGES WHICH ARE NOT GOVERNMENT RATES MAY APPLY, AS WELL AS TAXES. SEE [ATT.COM/InternetUsage](https://att.com/InternetUsage) FOR DETAILS. INTERNET SPEED CLAIMS REPRESENT MAXIMUM NETWORK SERVICE CAPABILITY SPEEDS. ACTUAL CUSTOMER SPEEDS MAY VARY BASED ON FACTORS INCLUDING SITE TRAFFIC, CONTENT PROVIDER SERVER CAPACITY, INTERNAL NETWORK MANAGEMENT FACTORS AND SERVICE CAPABILITIES, AND ARE NOT GUARANTEED. FOR MORE INFORMATION, GO TO [ATT.COM/SPEEDTEST](https://att.com/speedtest).

Letter/Email Template

Communication to External Organizations

- Template is to be used by internal teams to communicate with external organizations who promote Access from AT&T on our behalf to their networks/ communities.
- The communication has a description of Access from AT&T, the temporary changes to the program in response to COVID-19 and the tools available to the organization to help them promote the program within their network.
- Download at att.com/accessportal



Date

Our Commitment to Helping Customers Stay Connected

Dear Partner,

Now more than ever, it's important to have access to the Internet to stay in-touch with family, friends, work, healthcare providers, retailers, and school. That's why AT&T will continue to offer affordable ways to connect. Households with at least one resident who participates in the Supplemental Nutritional Assistance Program (SNAP), and in California only, Supplemental Security Income (SSI) recipients, may qualify.

There is **NO** annual contract, **NO** deposit, **NO** installation fee plus a Wi-Fi gateway is **included**.

Additionally, in response to the public health crisis¹, Access from AT&T is temporarily:

- **Expanding eligibility** based on income² and to households participating in National School Lunch Program/Head Start
- **Waiving** all home internet **data overage fees** until June 30, 2021. (Does not apply to DSL)

Feel free to share our updated program information with your community. Please consider:

- Including a [flyer](#) or [application checklist](#), both available in seven languages from our Access collateral portal, in your communication.
- Adding a mention of Access from AT&T and the link (att.com/access) on your website and in your newsletter.

Check out the flyer or go to att.com/access to learn more about Access from AT&T. Please also visit the collateral portal, att.com/accessportal, to browse our promotional and communications materials. For assistance beyond our online resources, please call 1-855-220-5211.

In a united effort, thank you for choosing us,

AT&T

Geographic and service restrictions apply to AT&T Internet services. Not all speeds available in all areas. Pricing subject to change. Service subj. to Internet Terms of Service at att.com/internet-terms.

¹Learn more about AT&T's COVID-19 response at att.com/covid.

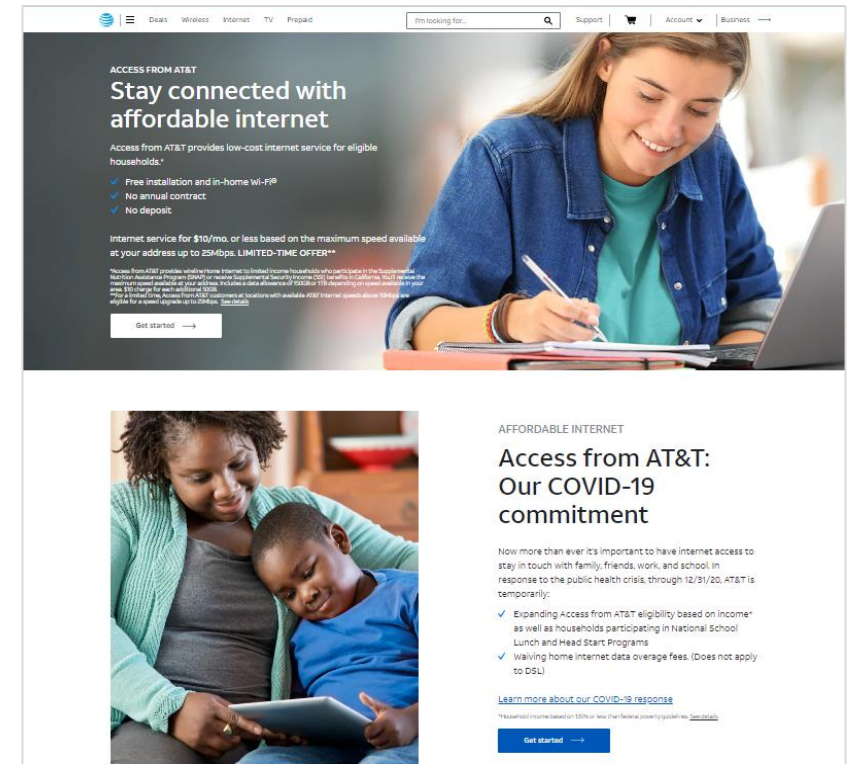
²Household income based on 135% or less than the federal poverty guidelines.

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Website

Program Website

- [Att.com/access](https://att.com/access) (English)
- [Att.com/acceso](https://att.com/acceso) (Spanish)
- Website provides information on program details, pricing, eligibility and temporary eligibility expansions due to COVID.
- FAQ section
- Consumers can check to see if Access is available at their address.
- Applicants can submit an application or check the status of a submitted application.



Website as of 11/19/20

The screenshot displays the application process for AT&T Access from AT&T, organized into three numbered steps. Step 1, 'Check Availability', instructs users to 'Check below to see if Access is available at your address.' It features a 'Check service availability' form with fields for 'Street Address', 'Apartment or unit number', and 'ZIP code', each marked as '* Required'. A 'Check availability' button is at the bottom of the form. Step 2, 'Apply', has an 'Apply now' button and text stating: 'If you qualify via income or participation in the National School Lunch or Head Start programs, you can apply online above. Select SNAP as the qualifying program and provide proof of eligibility for your income or program.' A 'Check Status' button is provided. Step 3, 'Get Online', explains: 'We'll review your completed application and documents within 3-5 business days and contact you with next steps. Due to increased interest, we are experiencing delays in reviewing applications.' It also includes the instruction: 'Check your application's status above with your confirmation number.'

Logo

Official Logo

- Available in two color options below



Imagery

Suggested Lifestyle Imagery

- Images can be included in your communications and social posts





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