

Key Messages / Q&A for Access 2.0 Press Release

Announcement: February 7

Key Messages

- AT&T is helping to bridge the Digital Divide by offering **free internet** to low-income customers.
- Eligible customers can take advantage of this free offer by combining a new plan from our AT&T from Access program with the federal benefits from the Affordable Connectivity Program (ACP).
- Access from AT&T has been enhanced so customers no longer have data caps and can also experience Internet speed plans of up to 100 Mbps. Previously, Access from AT&T provided speeds up to 10 Mbps.

Q & A

What is Access from AT&T?

Access from AT&T is a program that provides low-cost home internet services for our low-income customers.

What changes are you making to the Access from AT&T program?

Previous Plan:

- Customers received up to 10 Mbps (upgraded to ≤ 25 Mbps during the pandemic) of Internet speed and 1TB of data for \$5 - \$10 depending on speed availability at their address.

New Plan:

- Customers that can get speeds of up to 100 Mbps at their address will receive the new \$30 plan with unlimited data.
- For \$5-10, customers can continue to receive up to 10 Mbps of speed and 1TB of data depending on the speed availability at their address.

All Access from AT&T plans are free to qualifying customers when combined with the federal Affordable Connectivity Program (ACP) benefit.

What is the Affordable Connectivity Program (ACP)?

The ACP is a new, \$14 billion program the federal government created as part of the Infrastructure Investment and Jobs Act. It was launched on December 31, 2021, as a long-term replacement to the Emergency Broadband Benefit Program and will help qualified households pay for connectivity services such as wireless and internet plans.

The ACP provides an up to \$30/month benefit to eligible households (or up to \$75/month for those on qualified Tribal lands).

Who is eligible for Access from AT&T?

Customers who qualify for and enroll in the ACP benefit with AT&T Internet are automatically eligible for Access from AT&T. This includes customers who:

- Earn a household income less than or equal to 200 percent of the Federal poverty guidelines, which is approximately \$27,180 per year for an individual or \$55,500 per year for a family of four in most areas.
- Participate in:
 - Lifeline
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (FPHA)
 - Veterans Pension and Survivors' Benefit
 - Free and Reduced-Price School Lunch Program or School Breakfast Program
 - Federal Pell Grant
 - Tribal Assistance Programs

How much does Access from AT&T cost?

Access from AT&T costs \$5, \$10, or \$30 per month depending on speed availability at the customer's address. Eligible customers can get this Internet service for **free** if they also take advantage of the federal Affordable Connectivity Plan, which provides a benefit of up to \$30 per month (or up to \$75 per month on qualifying Tribal lands). In

addition to free monthly service, customers will also receive free installation and flexibility with no annual contract and no deposit.

When Access from AT&T is not combined with the ACP, it is still provided at the low price of up to \$30. Cost recovery surcharges apply.

How long will the plan be free?

The ACP is a federal program that provides a monthly benefit for broadband to qualifying low-income households. As a result, the Access from AT&T plan will continue to be provided at no cost when customers remain eligible for the ACP benefit and apply the ACP benefit to an Access from AT&T plan.

Why is AT&T providing low-cost internet to low-income customers?

Providing low-cost Internet to low-income customers is part of our \$2 billion, 3-year effort to help bridge the Digital Divide.

Are there any data caps with Access from AT&T?

The \$30 Access from AT&T plan (free when combined with the ACP benefit) will include unlimited usage. All other plans (except ADSL) will include up to 1TB of usage.

Note: Beginning April 11, customers on \$5-\$10 plans can switch to the \$30 plan, apply the ACP credit, and still receive unlimited usage for free. In the meantime, a COVID overage waiver will be applied until April 30 to waive any overage fees.

How fast is Access from AT&T?

Access from AT&T provides speeds of up to 100 Mbps depending on speed availability at the customer's address – up from 10 Mbps provided in the original Access from AT&T plan.

Where is Access from AT&T available?

Access from AT&T is available everywhere we offer wireline home internet services in our 21-state footprint.

When will customers be able to take advantage of the new Access from AT&T plans?

Increased speeds of up to 100 Mbps are available beginning February 7, 2022.

Access from AT&T has been available at no cost since the launch of AT&T's participation in the Emergency Broadband Benefit (EBB) program on May 13, 2021. EBB households that remain eligible will transition to ACP on March 1, 2022. Access from AT&T plans continued to be available for free with the launch of the Affordable Connectivity Program (ACP) on December 31, 2021, as long as customer remains eligible for ACP.

Is Access from AT&T available for new and existing customers?

Yes, Access from AT&T is available for eligible new and existing customers.

If a customer already has Access from AT&T, can they still apply for the ACP?

Yes! We encourage eligible customers to sign up for the ACP in order to receive **free** Internet service.

Is Access from AT&T the only plan the ACP benefit can be applied to?

No, customers can apply the ACP benefit to most of our existing AT&T Internet plans. That means qualified customers can save up to \$30 a month (or up to \$75 a month on qualifying Tribal lands) on some of our fastest plans, including our multi-gig Fiber plans.

Is Access from AT&T available to prepaid wireless customers?

. Customers can choose which wireless or wired service to apply their ACP benefit to. Only one ACP benefit is available per household, regardless of provider.

How can interested customers enroll?

Step 1 – Customers must first apply to the federal government's National Verifier at [ACPBenefit.org](https://www.acpbenefit.org) to determine if they are eligible for ACP. They may get approved online in just a few minutes, although it could take up to a few days if an application requires a manual review. Note: Eligibility is determined by the federal government, not by AT&T.

Step 2 – Once approved, customers can call us on (855) 220-5211. We'll verify their ACP approval and add the benefit to their plan.

Why are you raising the base price of Access from AT&T from \$5 - \$10 to \$30?

The original \$5 - \$10 plan is still available for customers, but our new and improved \$30 Access from AT&T plan comes with increased speeds and no data caps. All customers that qualify and remain eligible for ACP and apply the benefit to their Access from AT&T plan, the customer will receive their Internet service for free, despite the plan price.

Is there anyone who is not eligible for the full \$30 credit on their Access from AT&T plan?

All customers who qualify and remain eligible for the ACP may apply the full benefit - up to \$30 per month (or up to \$75 per month) - to their Access from AT&T plan.

Do customers need to use their service in order to receive the ACP benefit?

When the ACP order is published in the Federal Register, customers receiving free internet service with the applied monthly ACP benefit will be required by the federal government to use their service at least once every 30 days. If they don't use their service for more than 45 days, the federal government requires their ACP benefit to be removed from their bill, resulting in a standard monthly charge for the plan in effect at that time.

How will the benefit show up on customers' bills?

AT&T Internet: The ACP discount of up to \$30 (or up to \$75 if the customer resides on qualifying Tribal lands) will be applied in the Internet section of customers' bills.

AT&T Prepaid and Cricket Wireless: For Cricket and AT&T Prepaid customers, the federal ACP monthly benefit will be applied to the customer's monthly service charge.

How quickly will the benefit be applied to bills by AT&T? Is it immediate?

The benefit should be applied within one billing cycle.

Will postpaid wireless plans be free when combined with the ACP benefit as well?

We do not have any announcements to share about our postpaid wireless plans at this time.