



AT&T Mobility's Group Purchasing Organization Frequently Asked Questions: MedAssets (GPO)

*This document is intended as a resource for employees
personal individual responsible (IRU) accounts*

The AT&T and MedAssets Employee program provides valuable benefits for member organizations and their employees. New and existing AT&T customers may take advantage of our nationally negotiated pricing with MedAssets and recognize significant savings on their monthly service charges.

Listed below are answers to some of the most commonly asked questions about the AT&T GPO Program:

1. What benefits do I receive from AT&T under the MedAssets program?

As a member of MedAssets Purchasing Partners Healthcare, your employees will receive a 25% monthly discount on qualified wireless voice and data services. (Discount excludes messaging and applications).

2. Program Administrators: A Foundation Account Number (FAN) is needed to sign up for the program. How does your member facility register for a MedAssets FAN code?

Program administrators can register their facility at: <http://www.corp.att.com/marcomms/gpo/index.html?gpo=medassets>

3. How do I receive my employee discount?

To register for your MedAssets discount please utilize these 4 easy steps:

1. Visit AT&T's employee website: www.att.com/wireless/MedAssets
2. Enter your 8-digit FAN code. (Ensure the addition of leading zero's (0) to equal 8-digits) Ex. 00432XXX
3. Enter information to enter the main site.
4. Register your existing AT&T wireless services under "Employee Discount Program."

4. Am I eligible to receive the discount?

All W-2 filing employees of a MedAssets member hospital or medical facility are eligible for the discount. This includes all new and existing AT&T Mobility customers

5. The website requires an email address, what if I don't have email?

AT&T's registration website requires an email address to validate employment. If you do not have an email address, please visit a local AT&T corporate-owned retail store (not Authorized Retailer) and a customer service representative will be able to assist you.

6. What if my family has multiple lines on the same account? Can I still receive the discount?

As long as the W-2 employee of the member facility is the primary account holder, your family is eligible to receive the service discount. However, if the account is in your spouse's name and your spouse is not an employee of a MedAssets member hospital or facility, your account is not eligible for the discount. If the wireless account is in another name other than the W-2 Employee, a Change of Financial Responsibility can be performed at (800) 331-0500. (Please note a fee may apply for this request)

7. What rate plans, features and devices are available?

For information on service plans, features, and devices please visit: www.att.com/wireless

8. Am I required to sign a contract for personal liability?

A new two year contract is required when you add the discount to your existing account, as well as any time you add new services to your account.

9. Is my discount available on all rate plans and features?

No. The discount is available on qualified wireless voice and data rate plans. More information can be found at: http://www.corp.att.com/healthcare/iru_disclaimer.html

10. Can I activate service at a store?

Yes, you may activate your new service or set up the discount on your existing account at a local AT&T corporate-owned retail store. To find the store nearest you, please visit: www.wireless.att.com/find-a-store

11. Can I port (transfer) my existing cell phone number to AT&T?

Yes, wireless numbers from other service providers can be transferred to a new AT&T account. To do this, please follow one of these methods:

- Access our website: www.att.com/wireless/MedAssets
- Visit an AT&T store*

*Please have a copy of your current invoice as you will be asked for your existing service provider's account information. You will also need to provide your account name, billing address, phone number(s), account number(s), social security number and password or pass code (if applicable), in order to port your number to AT&T.

12. If I am traveling internationally, what should I do to prepare my service for international travel?

For more information about international travel, please visit: www.wireless.att.com/learn/international. Once you have selected an international rate plan that will best fit your needs, please contact the AT&T International Wireless Customer Care Center at 800-335-4685. An international customer care representative will set up your international service package and answer any questions you may have

13. Does the MedAssets discount apply to iPhone service?

The 3G iPhones and beyond are eligible to receive monthly service discounts; the 2G iPhone is not eligible to receive monthly service discounts.

14. Do I receive an Equipment discount?

All equipment sales are given the best possible Enterprise pricing. Visit our online stores for the possible equipment discounts: www.att.com/wireless/MedAssets

15. How do I receive assistance with technical assistance or billing on my phone?

You may contact AT&T National Business Services 24/7 at (800) 331-0500.

For more information contact your AT&T Representative or visit us at www.att.com/wireless.

IMPORTANT INFORMATION: Limited-time offer. Requires a 2 year agreement on a qualified plan. Credit approval required. Geographic, usage and other conditions and restrictions (that may result in service termination) apply. Taxes and other charges apply. Prices and equipment vary by market and many not be available from independent retailers. See store or visit att.com for details and coverage map. Visit AT&T store for details on trade-ins. Visit AT&T store for details on trade-ins. **AT&T Unlimited Messaging and Mobile to Any Mobile Calling:** Unlimited Messaging Plan required. Available on select Nation and FamilyTalk plans. Direct calls to and from US mobile numbers only. International calls and roaming excluded. Other conditions and restrictions apply. **Smartphone Data Plan Requirement:** Smartphones require a DataPlus (200MB) or DataPro (2GB) plan. If you exceed your initial data allowance, you will automatically be charged an additional \$10 for each additional 1GB provided on DataPro or an additional \$15 for each additional 200MB provided on DataPlus. All data allowances, including overages, must be used in the billing period in which the allowance is provided or they will be forfeited. **For more details on Data Plans, go to att.com/dataplans.** **Early Termination Fee (ETF):** None if cancelled during the first 30 days, but up to \$35 restocking fee may apply to equipment returns; thereafter ETF up to \$150 or \$325 applies depending on device (details at att.com/equipmentETF). Agents may impose additional fees. Subject to change. **Regulatory Cost Recovery Charge** up to \$1.25/mo is charged to help defray costs of complying with government obligations and charges on AT&T and is not a tax or government required charge. **Rollover Minutes:** Unused Rollover Minutes expire after the 12th billing period of the month minutes have been accumulated. **Monthly discount offer:** Available to qualified employees of companies and/or government agencies with a qualified business agreement ("Business Agreement"). Must provide requisite proof of employment. Eligibility for offer ceases when you are no longer a qualified employee. Service discount may be interrupted and/or discontinued without notice to you. Service discount applies only to the monthly service charge of qualified plans and not to any other charges. A minimum number of employees, minimum monthly service charge for qualified plans, additional AT&T services or other requirements may apply for discount eligibility. Discounts may not be combined. Offer subject to change at any time.