

## **THE FOLLOWING ARE INSTRUCTIONS TO ORDER NEW SERVICE, ADD TO EXISTING SERVICE, ORDER EQUIPMENT, APPLY FOR 15% DISCOUNT AND EQUIPMENT DISCOUNTS**

### **User Account Type**

An Individual Responsibility User (IRU) account is an end user's wireless account that is associated with a business customer's contract for certain program benefits, but the IRU maintains financial liability for the account. AT&T invoices IRUs directly. IRUs may qualify to receive service discounts and other benefits as a result of employment with an AT&T business customer. You may hear us refer to the IRU program as the "Sponsorship Program". The FAN number associated with these accounts is 2392199.

### **Verbal Identification**

When someone calls Business Customer Services, we will need to ask a series of questions in order to identify the caller as one who is approved to make the request. The verification questions differ based on the account type and caller. IRUs will typically be asked for either the last four of their social security number or their account password, if they have one.

### **IRUs Ordering through Premier**

Premier provides the easiest and most convenient option for IRUs to order equipment and service online. There is a Premier website setup for University of South Alabama employees. IRUs can access it through the link listed: <http://www.wireless.att.com/premier>

### **IRUs Ordering through AT&T Retail Store**

IRUs can order new service at an AT&T owned retail store. They are required to provide employee identification, such as employee badge or pay stub, in order to take advantage of corporate discounts for which they qualify. Restrictions apply, such as restrictions on which plans may be discounted.

### **IRUs Ordering by Phone**

IRUs may order new service by calling National Business Ordering:  
888-444-4410 Mon-Fri 8 AM – 8 PM Eastern

The following information is required:

- **FAN # 2392199 for the Sponsorship Program**
- **Subscriber, billing and shipping addresses**
- **Passcode (if one was placed on an existing account)**
- **Social Security Number**
- **Choice of equipment and rate plan**

### **IRUs Activating a Device after Receiving It**

IRUs ordering new service from Premier or an AT&T retail store should follow the instructions received with the device. If an IRU ordering a new wireless device from National Business Ordering receives an inactive device, he should follow the instructions in the box, informing them to call the Contract Acceptance and Activation Line: 866-895-1099 24/7

IRUs will need to have their wireless phone available and be prepared to provide Social Security Number and Billing ZIP code. If the equipment was ordered via NBO, the IRU is required to validate employment status via the Online Validation Process within 30 days of activation or s/he will be removed from the FAN and will no longer receive any program benefits. IRU validation is done by going to [www.att.com/wirelessdiscounts](http://www.att.com/wirelessdiscounts) and following the instructions.

### **IRUs Who Need To Enroll For Program Benefits**

Employees must go through a validation process to become attached to FAN # 2392199 as a valid IRU. Please go to [www.att.com/wirelessdiscounts](http://www.att.com/wirelessdiscounts) and follow online IRU validation process. If online validation is not possible, IRUs can print, fill out and fax an IRU Certification Form, included on the website. This will activate any available service discount for which IRUs qualify

### **IRUs Adding or Changing a Feature or a Rate Plan**

IRUs may call the Business Customer Services line to add or change features: 800-331-0500 24/7

### **IRUs Changing a Phone Number or Area Code**

IRUs may call the Business Customer Services line if the number is remaining in the same service area: 800-331-0500 24/7