

# AT&T Connected Communities<sup>®</sup> Fiber Focus

Keeping you and your residents connected

## Spring into speed with AT&T Fiber<sup>®</sup>

This spring, step up your residents' everyday experience with superfast streaming, surfing, and gaming. AT&T Fiber with All-Fi™ has everything your residents need for a truly reliable connection—top of the line Wi-Fi, equipment, unlimited data, and an easy app.

Here are a few ways that AT&T Fiber can benefit your residents this season:



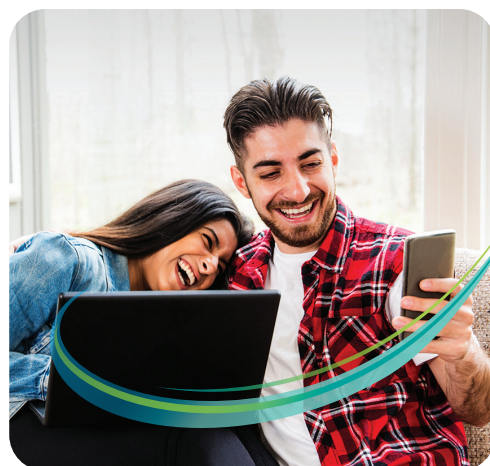
Residents can stream every slam dunk of the basketball season or catch the ceremonial first pitch in 4K with the power and reliability of AT&T Fiber. Available only with compatible 4K device.



Spring is a perfect time for residents to stream all of the new must-watch TV with AT&T Fiber. Consistently fast speed, even at peak times. Based on wired connection to gateway.



As moving season kicks in, residents can step into their new homes with straightforward pricing and no annual contract. Check out the ACC support portal for our latest offers.



## Fun facts

What percentage of Americans  
are sports fans?

**75%**  
Sports fans

**33%**  
Avid fans

**42%**  
Casual fans

Source: Statista

How often does the  
average American move?

**11.7 times**  
in their lifetime

Source: U.S. Census Bureau



## Our best deals for residents

**Online only—order  
AT&T Fiber® and get up to a**

**\$150**

**AT&T Visa® Reward Card\*\***

Redemption req'd. \$50 with 300M; \$100 with 500M; \$150 with 1GIG+.  
See next page for details.

**For being a part of AT&T  
Connected Communities®,  
residents get an**

**extra \$50**

**AT&T Visa® Reward Card  
with the promo code: EXTRA50**

Online only. Redemption req'd.

**By adding or having an  
eligible AT&T wireless plan,  
residents can**

**save \$20<sup>mo.\*</sup>**

**on AT&T Fiber®**

\$20/mo. savings off internet plan applied w/in 2 bills.  
See next page for details.



## Internet troubleshooting tips

### If a resident's internet is not working

Many common internet issues can be resolved by restarting their modem, Wi-Fi Gateway, or AT&T All-Fi™ Hub.

#### Here's how:

1. Unplug the power cord from the back of the device or if they have an internal battery backup, remove it.
2. Wait 20 seconds.
3. Put the internal battery back in, if applicable.
4. Plug the power cord back in.
5. Wait up to 10 minutes for the gateway or hub to restart.



### Tips to boost internet speed

Residents can restart their Wi-Fi Gateway every couple of weeks.

#### They can also:

- ✓ Add a Wi-Fi extender to strengthen and expand their coverage.
- ✓ Try using a wired connection when streaming or gaming.
- ✓ Place their Wi-Fi Gateway in a central location away from obstructions.

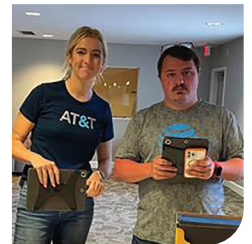
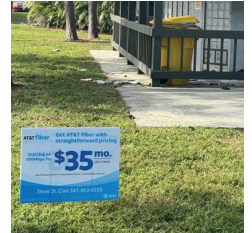
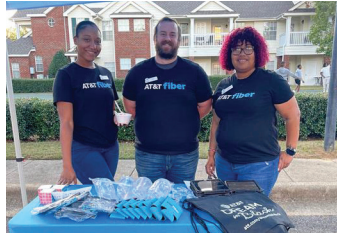
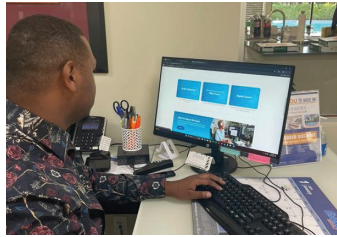


Residents can check for potential outages or troubleshoot further if this does not resolve the issue by calling **877.910.0501**.



## AT&T in the community

Check out the photos from recent events around our AT&T Connected Communities.®



## AT&T Fiber On Challenge

### A chance for communities to shine

We'll be announcing the winners of the AT&T Fiber On Challenge mid-April. Stay tuned for our next challenge—it could be your community's chance to win a \$500 gift card. Sign up for 411 emails to get AT&T Connected Communities® updates and news at [att.com/subscribe](https://att.com/subscribe).

Scan the QR code  
to subscribe



**INTERNET OFFER: Ends 6/8/24. Autopay & Paperless Bill Discount:** Pay full plan cost until discount starts w/in 2 bill cycles. Must maintain valid email address to continue discount. **Taxes & Fees:** Up to \$99 installation fee may apply, plus tax where applicable. Monthly cost recovery charge which is not government-required applies in TX, OH and NV. Taxes also apply. For one-time AT&T transactional fees, see [att.com/fees](https://att.com/fees) for details. **Pricing subject to change.** Subj. to Internet Terms of Service at [att.com/internet-terms](https://att.com/internet-terms). **REWARD CARD OFFER: Ends 5/18/24. Online only at att.com.** \$50 w/300; \$100 w/500M; \$150 w/1 Gig or higher. For new residential AT&T Fiber customers only. Residents of select multi-dwelling units are not eligible for this offer. **\*\*Reward Card:** Will be sent email or letter with redemption info. Redemption req'd. w/in 75 days from reward notification email or mail date. Card delivered w/in 3-4 weeks after redemption to customers who maintain and pay for qualifying service through reward fulfillment. Card expires at month-end 6 mos. after issuance. For **Cardholder Agreement**, go to [rewardcenter.att.com](https://rewardcenter.att.com). Card is issued by The Bancorp Bank N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. and can be used everywhere Visa debit cards are accepted in the United States, District of Columbia, U.S. Virgin Islands, and Puerto Rico. No cash access. The Bancorp Bank N.A. does not endorse or sponsor and is not affiliated in any way with any product or service offered by AT&T. **\*Internet Savings Offer: Subj to change and may be discontinued at any time.** Existing eligible AT&T Internet or AT&T Fiber customers who add an AT&T postpaid wireless voice and data plan will receive a \$20/mo. bill credit applied towards the internet bill w/in 2 bills. Wireless billing and internet service addresses must match. Must maintain eligible services for continued receipt of promotional discount. Wireless and internet services billed separately. One discount per customer account. May not be combined with any other AT&T Fiber promotional price offers. Employees, upgrades, and migrations to fiber not eligible. Subj. to Internet Terms of Service at [att.com/internet-terms](https://att.com/internet-terms). **Req'd Wireless:** Postpaid voice & data plan for smartphones (for new customers min. \$60.99/mo. before discounts; \$75.99/mo. before discounts for unlimited). An unlimited plan is not required. Former AT&T internet customers already receiving 25% off eligible unlimited plans are not eligible for \$20/mo. bill credit on new AT&T Fiber service. Add'l fees, taxes and other charges & restr's apply.

# Refer-A-Friend

Our AT&T Refer-A-Friend program helps AT&T Fiber® subscribers (including you and your residents) earn \$25 for each referral to AT&T Fiber and AT&T Wireless.™ Visit [att.com/fiber4friend](http://att.com/fiber4friend) to learn more.

Maximum of two \$25 bill credits per mo. \$75 bill credit for new customers only. AT&T Fiber: Ltd. avail./areas.



## ACC support portal

### Everything you need is here

Visit our ACC support portal at [accsupport.att.com](http://accsupport.att.com) for more marketing materials like flyers and brochures.

### Check out even more items on the portal!



8.5×11 Flyer



4×6 Flyer



Door hanger



Window cling



5×7  
Desktop  
standee



Refrigerator  
magnets

For illustrative purposes only. Actual pieces may vary depending on marketing agreement type.



## Contact us

### Need AT&T support?

We're here for you. Select the best contact below and get some help.

#### Call us:

General Questions & Sales: **877.910.0501**

Customer Billing: **800.288.2020**

Customer Self-Install: **800.288.2020**

Technical Support for Internet: **877.722.3755**

Instant On Activation and Support: **877.677.1904**

AT&T Community Wi-Fi: **877.755.0625**

Business/Commercial Accounts: **855.459.0677**

#### For online support:

Resident Online Orders: [att.com/residents](http://att.com/residents)

ACC support portal: [accsupport.att.com](http://accsupport.att.com)

**AT&T Refer-A-Friend: Subj to change and may be discontinued at any time.** To get credits, current AT&T Fiber and AT&T Wireless customers ("Referrer") must request a referral link or QR code from the Refer-A-Friend referral portal and provide to friend or family ("Friend"). Friend must order new AT&T Fiber (300M+) or new postpaid AT&T Wireless service and activate Referral Credit Offer to ensure both accounts are credited when new fiber service installation or wireless activation is completed. **Bill Credits:** Referrer receives \$25 bill credit on internet or wireless bill following new customer installation or activation. If Referrer has both internet and wireless service, credit will be applied to service account indicated by Referrer in the Refer-A-Friend portal. Limit one Referrer bill credit per Friend. Friend receives \$75 bill credit on new AT&T Fiber or postpaid AT&T Wireless account on first bill cycle; remaining credit may be rolled over to next bill if prorated bill amount is less than \$75. If Friend orders both services, customer will receive bill credit on whichever account is activated first. Friend must have completed installation or activation and both Referrer and Friend must have active accounts in good standing at time bill credits are applied. AT&T employees not eligible. Credits have no cash value, are not redeemable for cash or any cash equivalent and are not transferable or refundable.