

## AT&T High Speed Internet Overview

Packages	MRC	Downstream Speed	Upstream Speed	Key Information	Modem* or Wireless Gateway**	Equipment Fulfillment Options
AT&T High Speed Internet Basic	\$19.95/mo.	Up to 768 kbps	128Kbps	Basic Email/Browsing; Free WiFi	Modem	C&C or DF
AT&T High Speed Internet Express	\$25.00/mo.	Up to 1.5 Mbps	256 Kbps	Email/Browsing/Occasional Downloads; Free Wi-Fi	Both	C&C or DF
AT&T High Speed Internet Pro	\$30.00/mo.	Up to 3.0 Mbps	384 Kbps	Email/Browsing/Downloads/Video; Free Wi-Fi	Both	C&C or DF
AT&T High Speed Internet Elite	\$35.00/mo.	Up to 6.0 Mbps	512 Kbps	Email/Video/Gaming/Heavy Downloads/Free Wi-Fi	Both	C&C or DF
AT&T High Speed Internet Direct Basic	\$19.95/mo.	Up to 768 kbps	128Kbps	Basic Email/Browsing; Free WiFi	Modem	C&C or DF
AT&T High Speed Internet Direct Express	\$35.00/mo. (\$25.00 With Wireless)	Up to 1.5 Mbps	256 Kbps	Email/Browsing/Occasional Downloads; Free Wi-Fi	Both	C&C or DF
AT&T High Speed Internet Direct Pro	\$40.00/mo. (\$30.00 With Wireless)	Up to 3.0 Mbps	384 Kbps	Email/Browsing/Downloads/Video; Free Wi-Fi	Both	C&C or DF
AT&T High Speed Internet Direct Elite	\$45.00/mo. (\$35.00 With Wireless)	Up to 6.0 Mbps	512 Kbps	Email/Video/Gaming/Heavy Downloads; Free Wi-Fi	Both	C&C or DF

**\*Modem Cost=\$75.00 \*\*Wireless Gateway Cost=\$100.00**

### Modem or Wireless Gateway Fulfillment:

- Cash & Carry (C&C):
  - Customer has the option to pay and receive equipment in store location.
- Direct Fulfillment (DF):
  - Customer's equipment is shipped directly to customer and billed directly to their wired telephone bill.
- Bring Your Own:
  - Customer has their own modem. AT&T cannot guarantee that it will work with AT&T High Speed Internet and cannot offer technical support on non-AT&T provided modems or gateways.

### Modem or Wireless Gateway Return Policies:

- Buyer's Remorse:
  - Customer wishes to return their equipment (must be in like new condition) within 30 days of the date of purchase.
    - Cash and Carry: Customer returns the equipment to the place of purchase for refund.
    - Direct Fulfillment: Customer contacts the fulfillment vendor at 1-877-722-3755 to receive a return shipping label and returns the equipment. Refund is applied to their wireline bill.
- Defective Equipment:
  - Cash and Carry or Direct Fulfillment: If within the first 365 days of purchase, customer can return the equipment to the place of purchase or a COR location for a like replacement. Customer is required to return the entire kit and a proof of purchase is recommended. ***It is also requested that the customer call into the DSL Help Desk to troubleshoot issues before returning the defective equipment to the store for a warranty exchange.***

### Provisioning Options:

- Self Install
  - Customer purchases equipment and performs equipment installation on their own schedule
- Professional Installation
  - Customer arranges installation date through Seller
  - Customer is contacted by Installation Team to arrange date and time.
  - Customer has one time installation charge of \$199.00 which is billed to their wireline account.