AT&T Mobility	
General	
Website:	Click here
FEIN #	22-3043811
Account Representatives	
Contact the primary contact for: • Wireless data applications • Account review and status meetings • Overall management of State of WI accounts Contact the secondary contact if unable to reach primary contact and/or for: • Rate plan and feature changes • All equipment/accessory billing questions • All new line, upgrade and accessory ordering • Equipment analysis and selection	**Sales**: David Holznecht (primary contact) Government Account Manager 608-358-2000 dh7970@att.com Jamie Bogle Government Sales Representative 715-551-0030 jb630s@att.com
Contact for: • Cancellations/suspends/reactivations • Address updates • User name changes • UDL updates • Block requests • Account maintenance requests • Transfer of Billing Responsibility requests • IMEI/SIM card updates	**National Business Services:** 800-999-5445 nbs.change.requests@amcustomercare.att-mail.com
Contact when 1) there is an escalated care issue (i.e. customer contacted NBS and was unable to resolve issue) or 2) for: • Rate plan and feature changes • Tax exempt status on the account • Network escalations • Adding contacts for the account • Premier site builds • Premier training • First bill review • Rate plan analysis • FAN Attachments • Credit requests for billing issues	**Service Management:** Christine Noga Service Manager 609-529-4813 **Cn2386@att.com**
Contact Information for Authorized Users:	David Holznecht Government Account Manager (primary contact) 608-358-2000 dh7970@att.com Jamie Bogle Government Sales Representative 715-551-0030 jb630s@att.com
Contact Information for the following: • Balance Moves • Credit Moves • Misapplied payment • Payment questions	Business Receivables Management 877-970-8678
HelpDesk	
24 Hour Support and Assistance (Help Desk)	800-331-0500
National Business Services (Monday – Friday, 7 a.m. - 7:30 p.m.)	800-999-5445
Data Technical Support Group 24/7	800-331-0500 option 0
Coverage Maps:	
Online	Click here
International	Click here

Service Ordering:	
New Service	Click here
Change/Disconnect Service	Click here
Equipment Ordering/Repair	
Repair Equipment:	Click here
Upgrade/Replace Equipment	Click here
Accessories	Click here
Equipment Pricing	
Consumer Rates	Click here
Contracted Rates	Click here for an equipment options with net pricing. Promotional pricing on select equipment may be included in the equipment matrix and clearly labeled as such. The State agrees that promotional pricing on select equipment is subject to availability limitations, will be ineligible for additional contractual equipment discounts and may not be combined with any other available equipment promotions or offers.
Voice Only Equipment	
	Basic Equipment Package provided/maintained at no charge by the vendor upon account activation. LG 340 Pantech Breeze 3 **Optional Accessories:** Car Charger (includes discount): $21.89 Universal Case (includes discount): $21.89 See Equipment Pricing section above for other equipment options.
Push to Talk Equipment	
	See Equipment Pricing section above for other equipment options.
Combined Voice & Data Equipment (Blackberry or SmartPhones) & Discounts:	
	See Equipment Pricing section above for other equipment options.
Data Only Equipment (Aircards, etc) & Discounts:	
	See Equipment Pricing section above for other equipment options.
Accessories:	
	Lesser of vendor's Consumer or Contracted rate less 27%. The following shall be excluded from Accessory Discount: Accessories purchased for use with data-centric equipment such as modems and Apple-branded products. Accessory Discount may not be combined with any other promotional pricing or offer.

State Voice Plan:	
State Voice (Local/National)	$0.00 - monthly access $0.06 - per incoming minute $0.06 - per outgoing minute $0.06 - per mobile to mobile minute $0.06 - per toll-free minute $0.06 - per directory assistance minute $1.99 - per directory assistance call No charge for: Long distance Intrastate roaming Interstate roaming
State SmartPhone Data Plan	
	Unlimited: $27.00 - monthly access **5 GB with Tethering capability:** $37.00 - monthly access $10.00 - per GB over 5 GB allowance
State Aircard Data Plan	
	5 GB $37.99 - monthly access $10.00 - per GB over 5 GB allowance
Alternate Rate Plans	
Contracted Rates	Click here Consumer rate less 23% discount **NEW** - Enhanced Push to Talk $23.10 Unlimited Push to talk only (no voice)
Contracted Alternate Rate Plans	National pooled minutes, Unlimited Data, Unlimited text messaging plans (voice overage charge is $0.25 per minute): $50.00 - Gov 300 Pool/Data/Text $63.00 - Gov 600 Pool/Data/Text $74.00 - Gov 1000 Pool/Data/Text Tablet/iPad Data Plans: $37.99 - 5GB $26.95 - 3GB $10.00 - per GB over 5 GB allowance 200 Text Message Plan $0.00 - On voice plans with a pre-discounted price of $30 or more.
Fees & Surcharges	

Name	Voice Only	Combined Voice & Data	Data Only	Rate	Comments
Federal USF	Yes	No	Yes	5.327%	Effective Jan 21st, 2012 the FUSF is 5.327% on telecommunication charges with the exception of separately billed interstate/international toll charges which are charged a FUSF rate of 17.9%. Percentage subject to change quarterly. Fee does not apply to data services.
State USF	Yes	No	Yes	1.327% 1.8912%	1.327% applies to intrastate charges such as the monthly voice plan (does not apply to data charges). 1.8912% applies to interstate toll charges (does not apply to data charges).
WI Fire & Police	Yes	No	Yes	$0.75 $0.075	First 10 connections $0.75 - $0.075 for additional

Cooperative Purchasing (Authorized User Program) Special Conditions	
Exceptions	None - All terms, conditions and pricing apply for Authorized Users
Employee Discounts Program	
Overview	State's Employees may participate in the Sponsorship Program. All such Employees participating in the Sponsorship Program will be Individual Responsibility Users (IRUs) under this Contract. State acknowledges and agrees that Employees must be validated in order to participate in the Sponsorship Program, and that any Employees not so validated will not be IRUs under the Contract and will not receive corresponding program benefits.
Program Activation Processes and Procedures	Each IRU participating in the Sponsorship Program: (a) must enter into, and be individually responsible for complying with a two-year IRU Service Agreement including, without limitation, the corresponding obligations to comply with all of the terms and conditions of the chosen Plan and to pay all charges incurred under the IRU Service Agreement; and (b) must follow the activation, validation, migration, upgrade and related policies, procedures and processes established by AT&T from time to time, including without limitation paying any applicable enrollment fees. To register for the discount, go to this web site (http://www.att.com/governmentemployees) and enter your State email address.

Program Features.	Under the Sponsorship Program: (a) IRUs may choose from select Service Plans available within each AT&T Market (provided they qualify for the chosen Plan); (b) IRUs will receive a fifteen percent (15) Monthly Service Charge Service Discount. Under this Contract, the term “IRU” and “Individual Responsibility User” mean an Employee receiving Service under an individual account in accordance with the Sponsorship Program. “Employees” means State’s current, validated personnel receiving Federal W-2 or K-1 tax treatment. “IRU Service Agreement” means a separate two (2) year agreement between an IRU and AT&T for Service, Equipment and related matters. State of Wisconsin employees are eligible only for the Sponsorship Program for personal use under this Contract. IRU’s are eligible only for the Sponsorship program and are not eligible for any other rate plans, discounts credits or promotions otherwise available under this contract.