



# AT&T Preferred Customer Benefit Program Enrollment Instructions

## To Start New Service with AT&T - choose one of the following:

- Go to your AT&T Preferred Customer Benefit Program website at **att.com/wireless/OLDCASTLE** to validate eligibility, start new service, place an order and/or add a line of service
- Call 888-444-4410 option 2 to order service by phone. Reference FAN # **41696**
- Visit an **AT&T Retail Store**; provide them the Discount code (FAN) # **41696**, and bring an acceptable form of ID such as a Payroll Stub or an Employee Badge. To find a store in your area go to: <http://www.wireless.att.com/find-a-store> or schedule an appointment at <http://www.att.com/storeappointment>

## Existing AT&T Customers – Instructions on enrolling in the discount program:

- Go to **att.com/wireless/OLDCASTLE**
- Click on the "Register for Discounts"
- Follow the prompts, and that's it!
- You will receive a confirmation email stating that you're enrolled

## Important numbers for Customer Care and Premier Site Support

- Premier On-Line Support call 1-866-499-8008 (Mon -Fri, 7:00 a.m. -7:00 p.m. CST)
- Wireless Customer Care call 1-800-331-0500 (24/7) or 611 from your AT&T device
- Questions about discounts, enrollment process or eligibility contact Business Customer Care 888-444-4410 opt 2 opt 0
- Wireline Customer Care (home phone, internet or U-Verse service) call 1-800-288-2020