

AT&T Refer a Business

Frequently Asked Question

Eligibility

Who is ineligible to enroll as a Participant?

Per the [terms and conditions](#), solution providers, AT&T partners, employees, affiliates, and their immediate family members are ineligible to participate in the program.

Who is ineligible to be referred to by a Participant?

AT&T partners, employees, affiliates and their family members, solution providers, government entities (local, state, and federal), and any entities eligible to receive services for E-Rate or Rural Health Care Programs cannot be referred.

What product types are ineligible for payout to the Participant?

Any product not included in the **eligible products list**, including AT&T Virtual Private Network and AT&T IP Flexible Reach.

What referral types are eligible for reward?

1. New Business Customers

Earn rewards for leads that result in a new customer for the following:

Fiber Products: AT&T Business Fiber®, AT&T Dedicated Internet, AT&T Switched EthernetSM, AT&T Switched Ethernet with Network on Demand, AT&T Dedicated Internet & Voice Bundle, AT&T Phone for Business, AT&T Phone for Business Advanced, AT&T Office @ Hand, AT&T Dynamic Defense, or AT&T DNS Security.

For new qualifying wireline services, participants will receive 1 month of **MRC**, up to \$1,000 per referral. For each new AT&T Business Wireless (Mobility) customer, you will receive \$25 per line installed up to \$1,000 per referral.

Mobility Products: AT&T Wireless Phone or Tablet Lines, AT&T Wireless Broadband, AT&T Internet Air for Business, Fleet Complete, or AT&T Fleet Management.

For each new AT&T Business Wireless (Mobility) customer, you will receive \$25 per line installed up to \$1,000 per referral.

2. New Participants

Make the most of your connections by inviting new participants to enroll in the AT&T Refer a business program and submit business customer referrals.

For each new referred Participant, participants will receive \$100 once the new participant successfully completes their first verified referral.

Do I have to be an AT&T customer to participate?

No, you do not have to be an AT&T customer to enroll.

Do I need an Employee Identification Number (EIN) to enroll?

No, you do not have to be a business to participate in the program. Participants can enroll as a business using their Employee Identification Number (EIN) as their Tax ID, or as an individual with their Social Security Number (SSN).

Are upgrades eligible?

Upgrades are NOT eligible.

Process

I'm interested in becoming a Participant. How do I enroll?

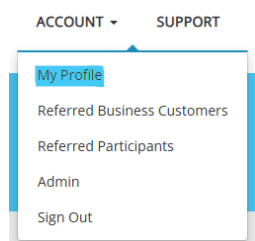
Individuals interested in enrolling as a participant can do so by visiting the [participant enroll](#) webpage and clicking "Enroll and refer" to complete the quick and easy enrollment form.

How long does it take before I receive my login credentials?

It can take up to 24 hours to receive the email with instructions on setting up your password. Haven't received the email? Please send an email to info@referabizsupport.com for assistance.

Where do I complete my W9 information?

After completing enrollment and signing in, visit the "My Profile" tab at any time to finish filling out the remaining tax information. This is required to receive referral compensation.



How are Business Customer referrals submitted?

You can submit a business customer referral by clicking the "Submit" tab and filling out the required information. If you have a preferred salesperson, select their name in the drop down for

the referral to be routed directly to them. If not, leave it blank and it will be automatically routed to a local salesperson based on the referral's zip code.

How are Referred Participant referrals submitted?

Participants can find their unique referral link under the "My Profile" tab. Share this with any individuals you would like to invite to enroll in the program. By using this link your information will conveniently auto-populate during registration. Referred Participants also have the option to manually enter in your information.

Note: In order to receive credit for referring a new participant to enroll in the program, you must inform the referred party to either use your unique referral link that will auto-populate your information or manually enter in your name in the required "Were you referred by someone?" field at the time of their enrollment. If they fail to do so, the referral will not be linked to you.

How do I (Participant A) get paid for referring a new Participant (Participant B) to enroll?

Participant A (referrer) receives referral compensation once Participant B (Referred Participant) submits their **first** verified and approved referral. Therefore, Participant A receives their \$100 referral compensation and at the same time Participant B receives compensation for their Business Customer referral which is 60+ days post service activation.

How do I track the referrals I submit?

The "My Referrals" tab has information on the status of your Business Customer referrals for your review. At this time, Referred Participant referrals can only be tracked by Program Admin. For questions, email info@referabizsupport.com.

What does each status mean?

- **Pending** means the referral is being qualified by the seller or was sold but awaiting verification.
- **Approved** means the referral was sold and the service has been installed for 60 days; the referral is awaiting verification to become either *Declined* or *Issued*.
- **Declined** means the referral was unable to be sold or the installed service was unable to be verified.
- **Issued** means the referral was verified and referral compensation has been issued.
- **Missing Info** means your account profile is missing the required information that needs to be updated for you to receive compensation.

Note: A referral that was unable to be sold may still reflect "pending" if the seller did not close out the lead accordingly. If you have any concerns about the status of your referral, reach out to the seller or Admin for information.

How do Participants get paid, and long does it take to receive reward?

It is a **minimum of 60 days** after the referred service is successfully activated to validate the service, then up to 3 weeks to process the reward card for the first time. Beyond the first referral, it should take less than a week after the 60 days.

Participants must **KEEP** their card as they are **reloadable** and will be automatically funded with future rewards as applicable.

General Questions

What is a “Business Customer” referral?

A referral submitted by a participant that results in the purchase of any of the services within the Fiber or Mobility categories by a new business customer and is verified to still be active and in good standing 60 days post install.

Can I include multiple referrals in one submission?

No, each service/order requires its own referral due to varying activation dates. Avoid combining referrals to ensure proper verification. You can submit a Fiber and Mobility referral for the same business if applicable.

What is a “Referred Participant” referral?

A referral submitted by a Participant that results in an individual enrolling in the AT&T Refer a Business program and submitting a new business customer referral for any of the services within the Fiber or Mobility categories that is able to be verified and approved after 60 days of activation.

What if the Referred Participant’s first referral is not approved? Does that mean the referring Participant does not get the \$100 in referral compensation?

No, it just means that the referring participant is not yet eligible for compensation. Upon the Referred Participant submitting one or more additional referrals, the first approval they receive will make the referring Participant eligible for their \$100.

How is the \$25k in total referral compensation broken down?

There are two ways for Participants to earn up to \$25,000 in compensation annually via referrals:

1. Refer Business Customers

Participants can earn rewards for leads that result in a new business customer purchasing any of the services within the Fiber or Mobility categories. For each new qualifying wireline (Fiber) service, they will receive **1 month of the Monthly Recurring Charge (MRC)**, up to **\$1,000 per referral**. For each installed new Business Wireless (Mobility) service, they will receive **\$25 per installed line**, up to **\$1,000 per referral**. For each new referred Participant, they will receive **\$100**, once the new participant successfully completes their first verified referral.

2. Refer New Participants to Join the Program

Refer new Participants to enroll in the AT&T Refer a Business program. They will receive \$100 for the **first** verified and approved referral that each new participant submits.

What happens if I exceed the \$25,000 in Referral Compensation before the end of the year?

We greatly appreciate your efforts and contributions. Currently compensation for participants is limited to \$25,000 per year. Once a participant reaches this amount in total annual compensation, they will no longer be eligible for additional referral payments that would push the total above \$25,000. Thank you for your understanding and continued support!

Why was my referral declined?

The most common reasons for decline are:

- The referral was submitted AFTER the sale
- The service was never installed or was cancelled
- The sale info provided by the seller when closing out the referral was invalid

Due to the referred customers' information being proprietary, AT&T cannot provide the reason why a referral was declined. If you believe this was done in error, please resubmit within the Participant Portal or contact the AT&T Refer a Business support team at info@referabizsupport.com to request additional review.

Who should I speak to with questions regarding a referral I submitted?

For questions on the status of a *pending* referral that you are unsure if sold or installed, contact your AT&T Salesperson for details on referral eligibility and order + installation status.

Not sure who your seller is or have questions on a sold referral awaiting verification? Reach out to AT&T Refer a Business Admin for insight on verification process + payout at info@referabizsupport.com.

What if the Participant is experiencing technical difficulties?

With the programs recent operational changes, returning participants may need to clear their cache and cookies to refresh their web settings. If they are still experiencing issues after doing so, please reach out to info@referabizsupport.com.

What is a "Missing info" alert on a referral?

Referrals require all profile information to be filled out for participants for tax reporting purposes. If any required field has information missing the referral will not be approved for payout. If no information is missing, please reach out to info@referabizsupport.com.