



ORDERING AT&T BYOD

ALWAYS review and follow best practices, SARA Plus™ order steps, and frequently asked questions to complete a successful order for a bring your own device (BYOD) on AT&T's network.

i Compatible phones* will be able to use talk, text, and 4G data services.

*5G, Wi-Fi calling, Visual Voicemail, MMS (picture) messaging, and other services may be unavailable on certain compatible models.

BEST PRACTICES

VERIFY PHONE COMPATIBILITY:

Phone MUST be AT&T compatible

Tap **HERE TO VIEW** eligible phones or scan here



If a phone is not listed, it WILL NOT WORK

with AT&T

3G phones WILL NOT WORK with AT&T 4G & 5G AT&T Prepaid phones WILL WORK for BYOD

 The customer MUST FULLY OWN their device

Leased devices are ineligible to be unlocked

Blacklisted (lost/stolen) devices **DO NOT QUALIFY for BYOD**

Verify the device is unlocked

Locked devices **DO NOT SUPPORT** an AT&T SIM Card.

If the customer is unsure if their device is unlocked, contact their current service provider to request.

TOP CARRIERS UNLOCKING PROCEDURES:

T-Mobile/MetroPCS:

Use phone app to "request permanent unlock"

Verizon:

Automatically unlocks after 60 days of active service

Sprint:

Contact Sprint customer service to request unlock

SET CLEAR EXPECTATIONS:

- Compatible phones will work for talk, text, and 4G data
- Compatible phones are **NOT GUARANTEED** to work for all services including 5G, Wi-Fi calling, Visual Voicemail, etc.
- Data settings should automatically adjust after activation
- If data connection does not work, customers should turn phone off and back on
- Some devices require data instructions to be manually entered after activation
- Contact AT&T or use online settings to manually enter data settings

ANDROID DATA SETTINGS: TAP HERE FOR ONLINE INSTRUCTIONS OR SCAN HERE



APPLE DATA SETTINGS: TAP HERE FOR ONLINE INSTRUCTIONS OR SCAN HERE

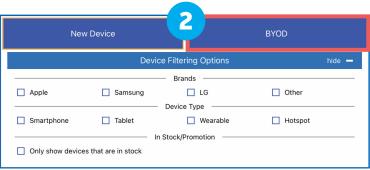




1 TAP UPDATE/CHANGE NEXT TO DEVICE SELECTED

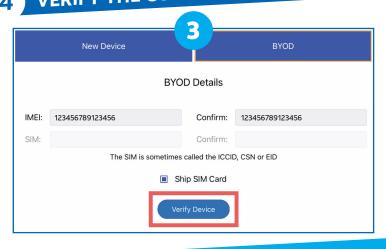
2 TAP BYOD

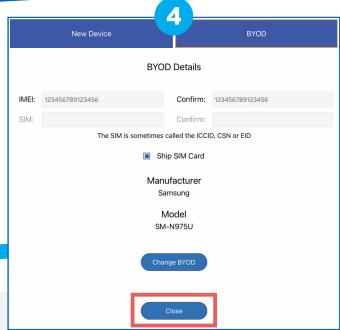




3 ENTER AND CONFIRM THE IMEI, SELECT SHIP SIM CARD, TAP VERIFY DEVICE

4 VERIFY THE CORRECT MAKE AND MODEL, TAP CLOSE TO CONTINUE WITH ORDER





FAQ's:

- Q: What if my customer's phone doesn't work with AT&T?
 - **A:** Only approved phones work with AT&T service.

Offer to order a new device for customers with phones that are not approved.

- Q: Can my customer upgrade if their phone doesn't work with AT&T?
 - A: Customers must wait 60-90 days to upgrade in SARA Plus™.
- Q: What if my customer's phone is not in store?
 - **A:** ALWAYS review device requirements. If unable to confirm compatibility, recommend a new phone to the customer.
- Q: What if their data doesn't work?
 - **A:** Data settings usually update automatically. Customers can contact AT&T for troubleshooting or use online instructions to update settings manually.
- Q: Does a BYOD customer qualify for the retailer promotional credits? (Ex: Switcher Offer, New Line Offer)
 - **A:** NO. Customers MUST purchase a new smartphone on an installment agreement to qualify for retailer promotional offers.
- Q: What is the BRE (Buyer's Remorse Exchange) period for BYOD?
 - **A:** Customers can cancel service anytime.