

Centralized Support Group Experts at Virtual Support Desk  
 BB VIRTUAL-01, 02, 03, MSS VIRTUAL 01, VIRTUAL-02  
 VP - Celeste Boyd-Spear

INCENTIVE PERIOD JUNE 1-30, 2024  
 INCENTIVE SPONSOR: AT&T Services, Inc.

Scorecard Attainment	Payout
116%+	4,000 FAME Points or \$200
112%-115.99%	2,500 FAME Points or \$125
106%-111.99%	1,500 FAME Points or \$75
103%-105.99%	1,000 FAME Points or \$50
<b>Qualifier:</b> Experts must achieve 250+ Chats to earn incentive pay Must achieve 103% IPRR to qualify	

Max Payout – 4,000 FAME Points or \$200

20 FAME Points = \$1

Results for Overall Attainment provided by channel

Incentive Team will track/fulfill monthly incentive and will submit awards for input into FAME on or about 28 days after the end of the contest period.

Incentive Team will track monthly incentive and submit awards into the FAME site. Incentive Team will track monthly incentive and submit awards into the FAME site. In order to earn an incentive and receive the award pay out, participants must be employed in an eligible position on the last day of the incentive period. AT&T Company reserves the right to determine if a participant is eligible to receive awards based on performance or disciplinary actions. No particular payout amount is promised or guaranteed. The Company reserves the right to change or eliminate this program or reduce incentive at any time, including changes to comply with applicable law. Participation in the program is strictly voluntary. This program is a discretionary bonus and not a contract of employment, including for employees whose normal job duties encompass sales. The language used in this program is not intended to create, nor is it to be construed to constitute, a contract with any AT&T employee. All regional incentive requirements, applicable tax procedures and incentive guidelines apply to this program. The FAME Program Terms & Conditions also apply. See full FAME Program Terms & Conditions applicable to all incentives by clicking on the "FAME Terms & Conditions" link on the FAME site: ( ). Questions? Please to submit an inquiry through MyTickets.

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