



MTS Experts in Baton Rouge, Lubbock and MOB VIRTUAL-03
VP: Celeste Boyd-Spear

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

*7-Day Resolve Rate Attainment Improvement	Payout
Top 20 most improved from May	3,000 FAME Points or \$150
Top 21-40 most improved from May	1,500 FAME Points or \$75
<p>Qualifier: Must be at 100% attainment for 7-day Resolve Rate & 150 calls for each month Tie Breaker: Highest Resolve Rate Actuals</p>	

*Qualifier applicable to all months on the flyer

Max Payout – 5,000 FAME Points or \$250

20 FAME Points = \$1

Results for Resolve Rate (KPI8188) from My Results

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 monthly incentive and submit awards into the FAME site.

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: (<https://fame.att.com/login>).

Questions? Please ask your Manager to submit an inquiry through MyTickets.

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