



FAME

MSS Language-
MIAMI-FL, MSS VIRTUAL CENTER SOUTHEAST-05,
AVP: Brown

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

Intra Product Resolve Rate Attainment	Payout
Top 20% Intra Product Resolve Rate Attainment	6000 FAME Points or \$300

Qualifiers:

Must be at 200+ calls for the month
Must be at 103% or greater Intra Product Resolve attainment to qualify

20 FAME Points = \$1
Max Payout is 6,000 FAME points or \$300

International will be paid on or about 19 days after contest period.

7 Day Intra Product Resolve Rate attainment results from MyResults **KPI ID: 7270**. Incentive Team will track monthly incentive and submit awards into the FAME site. The employee must be active in an eligible position with the **[Customer Service Centers]** organization during the relevant performance period to be eligible for incentive. No particular payout amount is promised or guaranteed. Incentive Team will fulfill incentive and will submit awards for input into FAME on or about 28 days after the end of the contest period for domestic employees; 19 for international employees! The Company reserves the right to change or eliminate this program or reduce incentive at any time, including changes to comply with applicable law. This incentive is not earned until paid, unless prohibited by state law. This incentive is contingent on continued employment until the payout date of the award. 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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