

FAME

Consumer Retail Support Representatives in Cerritos-19, CA, Fayetteville-04, NC, Pueblo, CO, Virtual-01, and Virtual-02
SSG Representatives in SSG Virtual-01
AVP – Mustafa, DIR – Smith

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

Individual Overall Weighted Attainment*	Payout
Achieve 115%+	3,000 FAME Points or \$150
Achieve 106-114.99%	2,500 FAME Points or \$125
Achieve 100-105.99%	1,500 FAME Points or \$75
7 Day Resolve Attainment	Payout
Achieve 105%+	One entry into a drawing for 3,500 FAME Points or \$175!**
Qualifier: 200+ Calls Answered for the month Tie Breaker: N/A	

***Payout ranges are calculated individually and do not stack with each other.**

15 total winners. Participants may only win once during the contest period. Winners determined by random drawing. The odds of winning are based on the number of entries received during the contest period. **Call Center Incentive Drawing rules also apply and can be accessed here: [Rules](#).

Max Payout – 6,500 FAME points or \$325
20 FAME Points = \$1

7 Day Resolve (KPI# 8188), Calls Answered (KPI #15144), and Overall Weighted Attainment (KPI # 17001) results will be pulled from MyResults. Incentive Team will track/fulfill monthly incentive and will submit awards in the amounts listed above for input into FAME on or about 28 days after the end of the contest period.

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. This program is a discretionary bonus and is not a contract. No particular payout amount is promised or guaranteed. The Company reserves the right to change, amend, modify or delete/eliminate this program or reduce payouts at any time, including changes required to comply with applicable law. Participation in the program is strictly voluntary. All regional incentive requirements, applicable tax procedures and incentive guidelines apply to this program. The FAME Program Terms & Conditions also apply.

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

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/terms>)