

Access from AT&T is a low-cost program for home internet access in South Carolina and the 20 other states where we offer wireline home internet services. Availability is limited to households who participate in the Supplemental Nutrition Assistance Program (SNAP) or receive Supplemental Security Income (SSI) benefits in California.

In response to the public health crisis, program eligibility has been temporarily expanded to include households participating in the National School Lunch program, Head Start and households with an income of 135% or less than the federal poverty guidelines.

Participants receive internet service for \$10/month or less based on the maximum speed available at their address, up to 25Mbps. Actual service availability and speeds may vary by individual address.

There is no annual commitment and no deposit. Installation and in-home WiFi is free.

For more information, or to access the application to qualify online via a computer or mobile device, customers may use the following link: <https://www.att.com/internet/access/>

Customers who do not have a computer or mobile device can call 855.220.5211 to speak to a representative. (For help in Spanish, call 855.220.5225.)

Access from AT&T -- FAQ

Can I apply for the Access from AT&T program at a local AT&T store?

No. AT&T retail stores are not able to process Access from AT&T applications or orders. The quickest way is to [apply](#) online and upload your supporting documents. Or, you can enter your name and address, print the form, and mail it to us.

What information do I need to provide with my application to qualify for Access from AT&T?

You will need to provide a copy of any required documentation listed below.

Supplemental Nutritional Access Program (SNAP)

Copy of one of the following:

- Your SNAP card showing the participant's name
- SNAP card and government issued ID with name and photo (front and back of the card)
- SNAP participation or benefits letter from a local SNAP office

Supplemental Security Income (SSI) for California residents only

Copy of award letter from the Social Security Administration or benefit verification letter confirming that a resident of the household has qualified for the SSI benefits.

Income (Temporary qualifying program during COVID-19)

Check the table below for the maximum income allowed for the number of people in your household. Send a copy of your current employer W-2 or SSA-1099 form, paycheck stubs for most recent month, or statement of benefits from Social Security, Unemployment, or Workers'

Compensation.

National School Lunch Program and Head Start Program(Temporary qualifying program during COVID-19)

Copy of award letter and proof of enrollment (including date, school name, school district, child's name, and address).

Do I need to pay a deposit to get service?

No deposit is required to establish Internet service under the Access program from AT&T.

Will AT&T conduct a credit check when I apply for service?

As part of standard AT&T policy, all orders for new service are subject to a credit check, including a bureau credit check. Results of the credit check will not impact your ability to obtain Internet service under the Access program from AT&T.

I have Access from AT&T on DSL. What do I need to know?

DSL internet service will include 150GB of data allowance per month. You will be charged \$10 for each additional 50GB of data usage if you exceed your monthly data allowance, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage.

Effective October 1, 2020, AT&T will no longer accept new DSL Internet orders and you will not be able to move your DSL service to a new address or make any speed changes to your DSL service. For questions about this change, please call the number on your bill.

If I move to a different address and I already have service under the Access from AT&T program, what do I need to do?

An existing Access from AT&T customer moving to a new address within the state and within AT&T's wireline serving area should have that transaction handled by the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to ensure the discount stays on their account.

What if I have approved SNAP benefits from one state but have moved to a different state. Can I still qualify for Access from AT&T?

SNAP benefits are administered by the local offices of each state. You will need to contact the new state local office and receive verification of SNAP benefits at your current address. If AT&T offers internet at your new address, you can then apply for Access from AT&T.

I received my Access from AT&T approval notification, but have misplaced it. What do I do next?

The phone numbers to call to order service are:

English 855.220.5211

Spanish 855.220.5225

The hours of operation are:

Weekdays, 8 a.m. - 10 p.m. ET

Saturday, 8 a.m. - 5 p.m. ET

How can I get information about Access from AT&T to share with family and friends or an organization?

You can find helpful resources about Access from AT&T, including flyers and email templates, at <https://digitalyou.att.com/access-partners/>