

BEAT YOUR BEST or BE YOUR BEST



AVP Guinn – Austin, Cerritos, Lafayette, Lebanon, Ocala, Ocean Springs, Pueblo,
Rantoul, Oklahoma City, Orlando and Virtual Call Centers
AVP Banks – Davenport, Miami, Virtual Call Centers
VP: McDorman
Mi60s

CONTEST PERIOD: October 1-31, 2022

CONTEST SPONSOR: AT&T Services, Inc.

7 Day Resolve Incentive

Mi60s have the opportunity to earn Awards with 7
Day Resolve Improvement over their September
Resolve Score or their October Attainment!

*based on Center results

- 7 Day Resolve-KPI-8188

Maximum payout for this incentive is 3,000 FAME Points or \$150.

20 FAME Points = \$1

7 Day Resolve*

When you achieve either or both of the
following goals:

You Earn:

1 point+ improvement over your September
7 Day Resolve score*

October EOM 7 Day Resolve attainment of
101% or greater

3,000 FAME Points or \$150

*September 7 Day Resolve Rate must be greater than 0% to qualify for incentive pay based on improvement

*Example: Mi60 with an 82% Resolve Rate in September will need to achieve 83% or greater Resolve Rate in October to earn incentive pay

* Example: Mi60 with a 0% Resolve Rate in September cannot earn based on improvement and must achieve 102%+ Resolve Rate Attainment in October to earn incentive pay

7 Day Resolve Attainment results can be found in MyResults. Incentive Team will track/fulfill monthly incentive and will submit awards for input into FAME. The employee must be active in an eligible position with the Sales & Service Centers organization during the performance month. This program is a discretionary bonus and is not a contract. No specific 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. The award is not earned until paid, unless prohibited by state law. This Contest is designed, in part, to provide incentive for continued employment until the payout date of the award. 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>)

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