

# SSG Voice MI60 Representatives in Cerritos, CA, and Virtual AVP - Woolverton



**CONTEST PERIOD:** October 1-31, 2022

**CONTEST SPONSOR:** AT&T Services, Inc.

## MI60 Representatives can earn Awards based on Overall Service Attainment!

**Qualifier:**

- Team must be at 100%+ Transfers Attainment to qualify for Overall Service Attainment award

| Center-level Overall Service Attainment (RES/ORS)* | AWARD                      |
|--|----------------------------|
| Achieve 105%+                                      | 3,000 FAME Points or \$150 |
| Achieve 100-104.99%                                | 1,500 FAME Points or \$75  |

| Center-level 7 Day Resolve Attainment | Award                      |
|---------------------------------------|----------------------------|
| Achieve 103%+                         | 3,000 FAME Points or \$150 |
| Achieve 100-102.99%                   | 1,500 FAME Points or \$75  |

Max Payout: 6,000 FAME points or \$300

VOC RES (KPI# 5823), VOC ORS (KPI# 5819), and 7 Day Resolve (KPI #8188) 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. The employee must be active in an eligible position with the Mobility Customer Service Centers organization during the performance month. This program is a discretionary bonus and is not a contract. No 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.

20 FAME Points = \$1

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>)

© 2022 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other AT&T marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks contained herein are the property of their respective owners.

PRIVILEGED AND CONFIDENTIAL AT&T Proprietary (Internal Use Only). Not for use or disclosure outside the AT&T companies except under written agreement.