

**AT&T:** Welcome to AT&T Chat. While we connect you to an agent, please share how we can help you today?

**AT&T:** Our agents are currently assisting other customers. Please wait and the next available agent will assist you.

**John:** Hi.

**John:** How may I help you today?

**Alberto:** I would like more information pertaining to the new Unlimited plans, preferably the PLUS option.

**John:** Sure.

**John:** I understand how important it is to confirm the details of the new plan before making changes.

**John:** You can have unlimited data on your two lines while being able to use hotspot on your phones.

**Alberto:** OK...great. Now, I have a FAN account. Will I be able to apply my corporate discount to this plan?

**John:** May I know what kind of FAN do you have?

**Alberto:** You mean the amount discounted?

**John:** Is your employee discount will be coming from XXXXXX or with a Military/Veterans discount?

**Alberto:** Yes, it will be XXXXXXXX

**John:** Thanks.

**John:** I respect that you're wanting to have the employee discount on the upcoming Unlimited plan. The employee discounts will only be applicable to the regular mobile share plans.

**Alberto:** Hmm,,... OK.

**John:** I have a suggestion, sir.

**Alberto:** OK..

**John:** I recommend keeping your existing Unlimited plan. Your current plan costs \$125 per month (including the 25% employee discount). Changing to the new Unlimited plan would make the monthly charge to \$145.

**Alberto:** Exactly..

**John:** Right.

**Alberto:** Well, thank you for helping me.

**Alberto:** Have a good day.

**John:** I am glad that we were able to confirm the Unlimited Plus. You're welcome. You as well.

**John:** Is there anything else I can help you with?

**Alberto:** No thank you

**John:** Have a nice day!

**Alberto:** You too!