

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 XXXXX 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!