

AT&T: Hello! Thanks for choosing AT&T Chat.

Paul: Hello, my name is Paul. I hope you are having a great day! How may I help you today?

Martin: I am just curious. I ordered the iPhone 7 plus with the plans of trading my phone in when I receive the phone. My estimated shipping date was for late November to early December, since I have ordered the phone, am I guaranteed that trade in discount or will I lose the discount if ATT ends the program before I get my phone

Paul: Hello Martin.

Paul: Glad to see you using our online resources. Please allow me to review the items you raised to save time.

Paul: oh no worries Martin, the promotion end 25th however if you process the trade in earlier than that, you will lose the promotion since it is already on the account :)

Martin: What do you mean by process the trade in? Do you mean the process begins when I send my phone in and you receive it or when I ordered the new phone?

Paul: the time that you order or upgrade the phone Martin

Martin: I noticed that ATT has not charged me for the phone yet, that will have no effect though?

Paul: oh that is because you have not received the phone yet, the charge will start once you received the phone Martin

Martin: So I ordered on the 18th I believe and just ordering the phone guarantees me the ability to trade in my iPhone 6 and get iPhone 7 credit even if I get my phone 2 months from now and the promotion has ended?

Paul: Yes, that is correct.

Paul: I can assure you that Martin, and right now checking here on my system. the account is under the eligibility of the upgrade

Martin: Thank you. Just trying to make sure that it was true and I wasn't going to be stuck paying for the full price.

Paul: and you should receive a return label once the new phone comes in for you to be able to return the old phone

Paul: I know that you are worried but don't worry you will not be stuck with a contract for the phone

Martin: Okay thank you

Paul: You are so welcome.