

**AT&T:** Hello! How may I help you today?

[Redacted]: Hello, this is [Redacted] with AT&T! I'll be happy to help you today. May I ask who I have the pleasure of chatting with?

**Me:** Hello my name is [Redacted] I had a question regarding an upgrade

[Redacted]: I can certainly help with any questions you may have today about your upgrade Jeff! I want to assure you we will take care of this quickly today. We appreciate you choosing AT&T for your wireless solutions!

**Me:** Since I am not allowed to buy an iPhone 6s under two year agreement from the apple store. I am still allowed to buy it from the ATT online store tonight... correct?

[Redacted]: That is a great question! Are you referring to purchasing with a 2 year with AT&T?

**Me:** Yes.

**Me:** I would like to confirm that I would be able to preorder an iPhone 6s subsidized on the online store

[Redacted]: Absolutley! The new iPhone 6s will be available online tonight for pre order with AT&T Next installment. With the new phone we are not offering the 2 year contract.

**Me:** So would there be a way to get the phone without going to NEXT

[Redacted]: We will be offering the phone with no annual contract where you can purchase the phone at full price.

[Redacted]: May I ask what your concerns are with AT&T Next?

**Me:** I did the math on NEXT and sure I would be getting 3 more gigs of data and unlimited talk and text on my plan but I would still be paying 30 dollars more than my current bill. With iMessage we don't really go though a lot of text messaging and with roll over we don't go over our minutes. Occasionally we'll go over our data plan but it still cheaper

[Redacted]: I understand your concern.

[Redacted]: Were you able to see how the 2 year contract would affect your billing?

**Me:** What do you mean?

[Redacted]: 2 year contract for most cases will also affect the bill in some way, I just to make sure if you're aware of that so we can choose the better option.

[Redacted]: Are you still with me?

**Me:** I dont understand how my 2 year contract will increase since I'm not on a "mobile shared plan". I'm still on one of those older plans where talk = 60 dollars, each additional line = 10 dollars and 20 dollars per line for 2 gb of data

: Gotcha! As long as it's a grandfathered account the 2 year contract will not affect the bill.

: You're more than welcome to check back to see if the no annual contract price is doable for your so we can get you the phone of your choice!

: And right now (until we run out) you can get a free LG Tablet that will be available with a 2 year contract to go with that new iPhone 6s!

**Me:** So I'm confused again.... with my grandfather plan i won't be able to purchase an iPhone 6s subsidized?

: I do apologize, I am happy to clarify anything you need! The 2 year contract is available for certain areas and certain promotions.

**Me:** Sooo thats a Yes on the iPhone 6s right?

: As I've mentioned before, the iPhone 6s will only be available for AT&T Next or with the no annual contract.

: If you would like to gain more accurate pricing of the monthly cost of the iPhone 6s with AT&T Next, you're more than welcome to chat back in at 12:01 PST tonight when Apple has released that information to us.

: Was there anything else I can help you with today?

**Me:** Nope thanks!!!