



Content Requirements Document

Signature Standalone Enrollment

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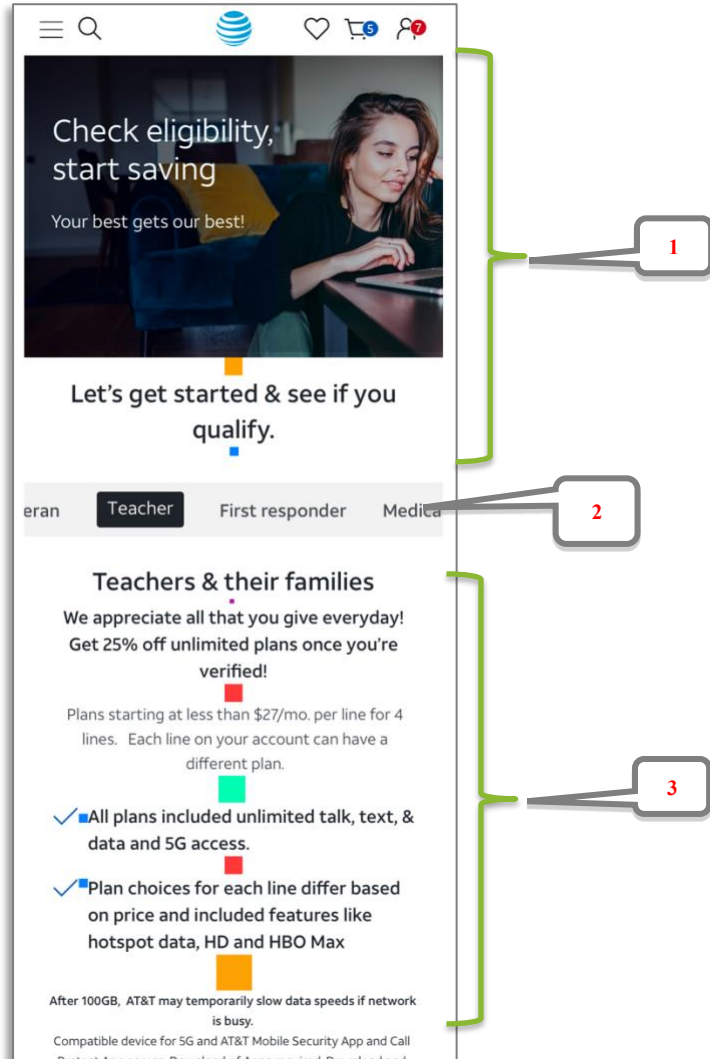
Revision History

Version	Date	Name	Revisions/Notes
.01	9/29/2020	Leslie Stewart	Initial version
.02	10/20/2020	Leslie Stewart	Incorporate stakeholder feedback; modify for MVP
.03	10/21/2020	Leslie Stewart	Incorporate team feedback
.04	10/25/2020	Leslie Stewart	Updates per 2 nd stakeholder review and legal review of emails
.05	10/27/2020	Leslie Stewart	Incorporate peer feedback
.06	11/11/2020	Leslie Stewart	Incorporate legal and business feedback; add Upload later scenario. Any content highlighted in green has been modified.
.07	11/17/2020	Leslie Stewart	Point out location of document upload error messaging here Incorporate business and legal feedback; CRD legally approved by Claude Sisson.
.08	11/19/2020	Leslie Stewart	Modify conflict error to reflect not MVP
.09	11/24/2020	Leslie Stewart	Add error messages here and here ; update generic error messaging here ; add combined military doc upload here for MVP
.1	11/25/2020	Leslie Stewart	Update employee segment per OPUS parameters here and here . Modify pending messaging for MVP here .
.11	12/03/2020	Leslie Stewart	Modified discharge date form field header and added generic error messaging for status & branch of service conflicts here ; added state dropdown list & abbreviations here
.12	12/09/2020	Leslie Stewart	Add tooltip, possibly subhead, content for military appreciation accounts here
.13			-Skipped a version number-
.14	12/15/20	Leslie Stewart	Generic changes and modifications throughout CRD: Removed older green highlights so all new content changes and modifications are in blue Specific modifications/additions, also in blue <ul style="list-style-type: none"> • User message that account holder and enrolled name will be same here • Modified CTA on verification form to say check eligibility here • Form field errors added here • Page level errors added here • Lander head and subhead content here

.15	12/21/20	Leslie Stewart	Modified inline error messaging here ; removed bold on “Note:..” here ; changed form label to where do you work? here OCE: Add messaging for SheerID Rejection Reasons here
.16	12/23/20	Leslie Stewart	Add preliminary Phase II messaging here and here .
.17	01/05/21	Leslie Stewart	Clarified hardstop for verification/doc upload attempts failure here
.18	01/11/21	Leslie Stewart	Add peer reviewed Phase II content – see Table of Contents for Phase II items Removed older highlighting of updates
.19	01/12/21	Leslie Stewart	Add FirstNet hardstop messaging here
.20	01/15/21	Leslie Stewart	Added notes about status and cross-references between sections; added FAN conflict/halo edge case here ; added enrollment system error messaging here ; added FirstNet and Liberty exit URLs; added apply discounts here
.21	01/20/21	Leslie Stewart	Highlighted open questions/pending items. Modified discount names per stakeholder request – this request is an open item.
.22	01/25/21	Leslie Stewart	ERINN: Incorporate initial legal feedback. New content for legal review is highlighted in blue and can be found here , here , here , and here . New segment discount names are here . Removed AMVETs card as a valid form of ID here .
.23	01/26/21	Leslie Stewart	Clarified edge case messaging here based on conversation with Shun.
.24	01/27/21	Leslie Stewart	ERINN: Items for legal review are highlighted in blue and can be found here , here , here , and here . Added section for dynamic [[program names]] segment discount names here Recent content changes can be found here , here , here , and here
.25	02/05/21	Leslie Stewart	Add naming mismatch error messaging here for future TBD. Update program names here (stakeholder approved)
.26	02/17/21	Leslie Stewart	Update lander head/subhead on AARP & Union here per stakeholder feedback
.27	02/23/21	Leslie Stewart	Modify case of offer names here
.28	03/30/21	Leslie Stewart	Update welcome back comp with enhancement here (no change in messaging) Update passthrough link info for Fan conflict/Change plan CTA here Add prospective FAN conflict messaging for edge case here
.29	04/01/21	Leslie Stewart	Added discharge date page level error messaging here
.30	04/07/21	Leslie Stewart	Add success & pending messaging for company & students with CTA to take to token lander here and here and here Add same FAN error messaging here and name mismatch error messaging here
.31	04/12/21	Leslie Stewart	Name mismatch updates here

Hub Phase TBD

Checkbox for existing customers Phase II



Usage	#	Content	Notes	RL / WC
	1		Content from Merch studio, see here until we have this content	
	2	Tab labels (order TBD) Teachers First responders Nurses and physicians Veterans Active military Companies Students AARP Union	01/20 Open question: <ul style="list-style-type: none"> Short names or truncated names for tab labels Tab order See also here	
	3		Content from Merch studio, see here until we have this content	
Webform	4	See here for forms		
Checkbox	5	I have an AT&T wireless account.		
Button	6	See here for label		
	7	See here for content	Use content 2a-2h for this content under the button.	

Where do you work?

Work email address ?

First name

Last name

Zip code where you are licensed

Checkbox label

Check eligibility now

Certified/licensed K-12 teachers and college/university professors and instructors may be eligible.

The diagram shows a form with several input fields and a button. A green line connects callout 4 to the search icon in the 'Where do you work?' field, the 'Work email address' field, the 'First name' field, and the 'Last name' field. Callout 5 points to the 'Checkbox label' text. Callout 6 points to the 'Check eligibility now' button. Callout 7 points to the text 'Certified/licensed K-12 teachers and college/university professors and instructors may be eligible.'

Lander head and subhead MVP & Phase II

Do you qualify for the teacher discount? 1

Active certified/licensed K-12 classroom teachers and college/university professors and instructors in the U.S. can receive discounts. 2a-2d

Where do you work? ?

Work email address ?

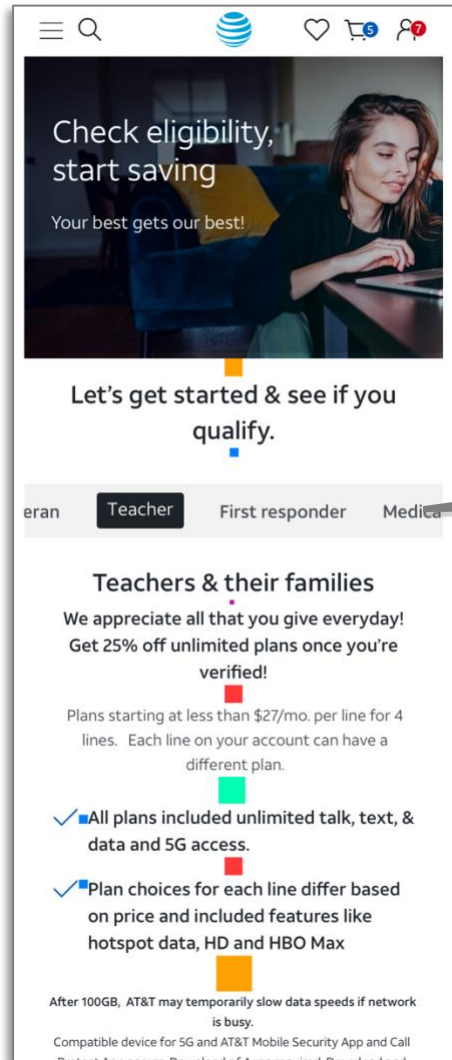
Search

First name

Last name

Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Header	1	It's easy to start saving—see if you qualify!	SAME		
Subheader	2a	Active-duty military and their spouses, reservists, and veterans may be eligible for exclusive online discounts.	SAME	Change subhead depending on appreciation segment	
	2b	Active certified or licensed K-12 teachers and college or university professors and instructors based in the U.S. may be eligible for exclusive online discounts.			
	2c	Active employees or volunteers of first responder agencies based in the U.S. may be eligible for exclusive online discounts.			
	2d	Active certified or licensed doctors, nurses, or physician's assistants based in the U.S. may be eligible for exclusive online discounts.			
Subheader (Phase II)	2e	You may be eligible for discounts through your employer, school, or organization.	SAME	Change subhead depending on Signature or Appreciation segment	
	2f	You may be eligible for discounts through your employer, school, or organization.			
	2g	Active AARP members may be eligible for exclusive discounts.			
	2h	Union members may be eligible for exclusive discounts.			

Program names by discount segment



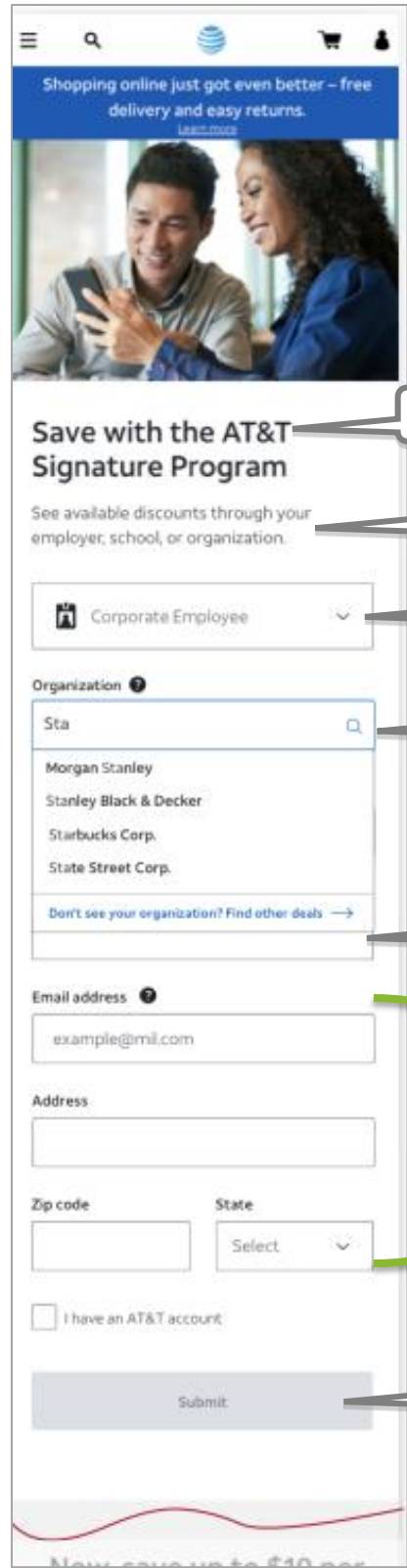
Usage	#	Content	Notes	RL / WC
	1a	<p>[[Full program names Phase II]] [[Program Name]] values below based on FAN#:</p> <ul style="list-style-type: none"> • AT&T Signature Program • AT&T First Responders discount • AT&T Military discount • AT&T Teachers discount • AT&T Nurses & Physicians discount • AT&T AARP members discount • AT&T Union members discount 	Phase II	
	1b	<p>[[Full program names "& Families]] [[Program Name]] values below based on FAN#:</p> <ul style="list-style-type: none"> • AT&T Signature Program based on your affiliation with [[FAN Friendly Name]] • AT&T First responders and families appreciation offer • AT&T Military, veterans, and families appreciation offer • AT&T Teachers and families appreciation offer • AT&T Nurses, physicians, and families appreciation offer 	02/05/21: sign off from Beth & Swati on these names	
	1c	<p>[[Full program names with veterans and active duty separated]] [[Program Name]] values below based on FAN#:</p> <ul style="list-style-type: none"> • AT&T Signature Program based on your affiliation with [[FAN Friendly Name]] • AT&T First responders and families appreciation offer 	Future TBD if we decouple Veterans from Military	

		<ul style="list-style-type: none">• AT&T Military and families appreciation offer• AT&T Veterans and families appreciation offer• AT&T Teachers and families appreciation offer• AT&T Nurses, physicians, and families appreciation offer		
	2	[[Truncated program names]] Teachers First responders Nurses & physicians Veterans Active military Companies Students AARP members Union members	Future TBD for hub page etc. 01/20 Open question: <ul style="list-style-type: none">• Short names or truncated names for tab labels• Tab order	

Standalone_eligibility_form MVP & Phase II

See also verification & doc upload attempt limit messaging [here](#)

Form for military and veterans MVP

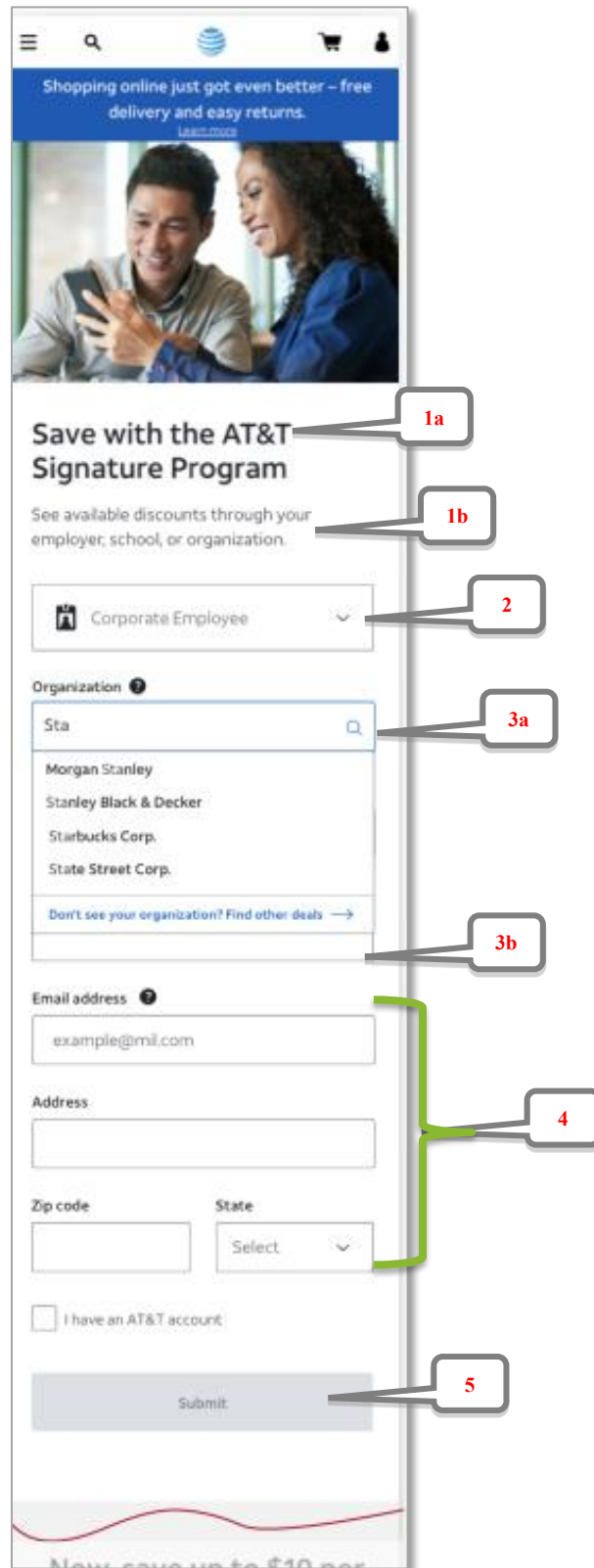


Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Panel header	1a	[[See here]]	SAME		
Field	1b		SAME		
	2	Choose a discount program {Dropdown options} First responders Military and veterans Nurses and physicians Teachers Company programs Students AARP members Union members	SAME		
Dropdown	3a	Status {Dropdown options} Active duty/Spouse Reservist Veteran/Retiree {Tooltip text} Active-duty military, spouses, retired military, and veterans may be eligible for a discount.	SAME		
Tooltip					
Dropdown	3b	Branch of service {Dropdown options} Air Force Air National Guard Army Army National Guard Coast Guard Marine Corps Navy {Error text for reservists who select national guard options} Check your branch of service selection and try again. {Generic status/branch of service error messaging if status & branch of service conflict} Check your selections and try again.	SAME	Show only for reservist: Air Force Army Coast Guard Marine Corps Navy	
Field	4	Email address	SAME		
		First name			

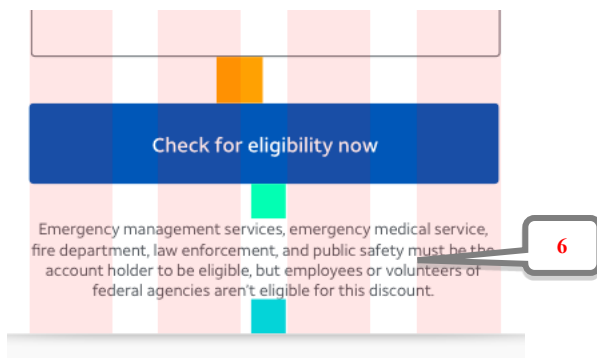


		Last name <hr/> Date of birth <hr/> Discharge date {Error text for users who select veteran/retiree} Add your discharge date. – Leslie note: use <u>form field error message</u> for this		(only display this field if user selects Veteran/Retiree status) Now that we have a fix to hide this form field for Active duty and Reservists, remove "Veteran/Retiree" from the form field label and just have "Discharge date" 04/01/21 need to use add discharge date date at page level. Content ok.
Button	5	Check eligibility	SAME	
Field	6	Note: The name you use to qualify for the program should be the name on your account or, if you're a new customer, the same name you'll use to create your new account.		

Form for first responders MVP

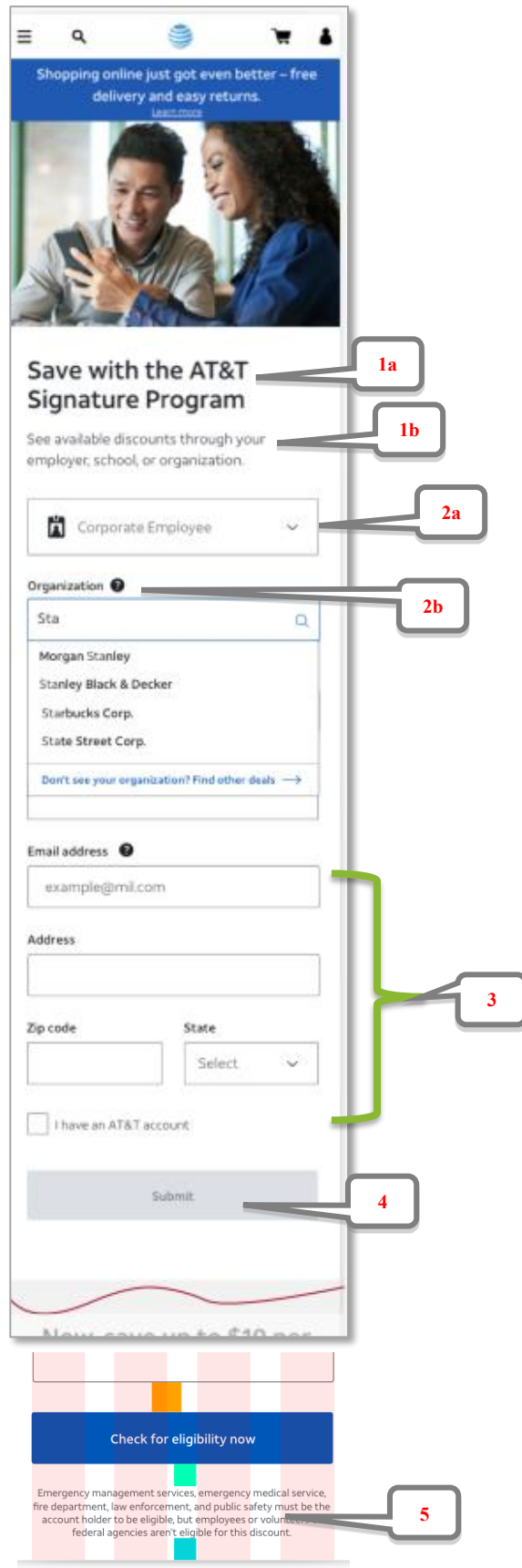


Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Panel header	1a	[[See here]]	SAME		
Field	1b		SAME		
	2	Choose a discount program {Dropdown options} First responders Military and veterans Nurses and physicians Teachers Company programs Students AARP members Union members	SAME		
Dropdown	3a	What kind of work do you do? {Dropdown options} 911 Police /PSAP Operator Dispatch Active Registered EMT/Paramedic Fire Marshall Paid or Volunteer Firefighter /Highway Patrol Sheriff/Deputy/Constable Sworn Peace Officer/Code Enforcement Officer Transit/Harbor/Port Authority	SAME	Job function	
Search	3b	Where do you work? {Hint text} Firestone Police Department	SAME	Organization search	
Tool tip		Emergency management services, emergency medical service, fire department, law enforcement, and public safety may be eligible, but employees or volunteers of federal agencies aren't eligible for this discount.			
Field	4	Email address {Tool tip text} Use your work or volunteer email address if you have one. {Hint text} Employee@firstresponder.com	SAME		
Field		First name			
Field		Last name			
Field		Date of birth			
Dropdown		State where you work {see list here}			
Field		ZIP Code where you work			



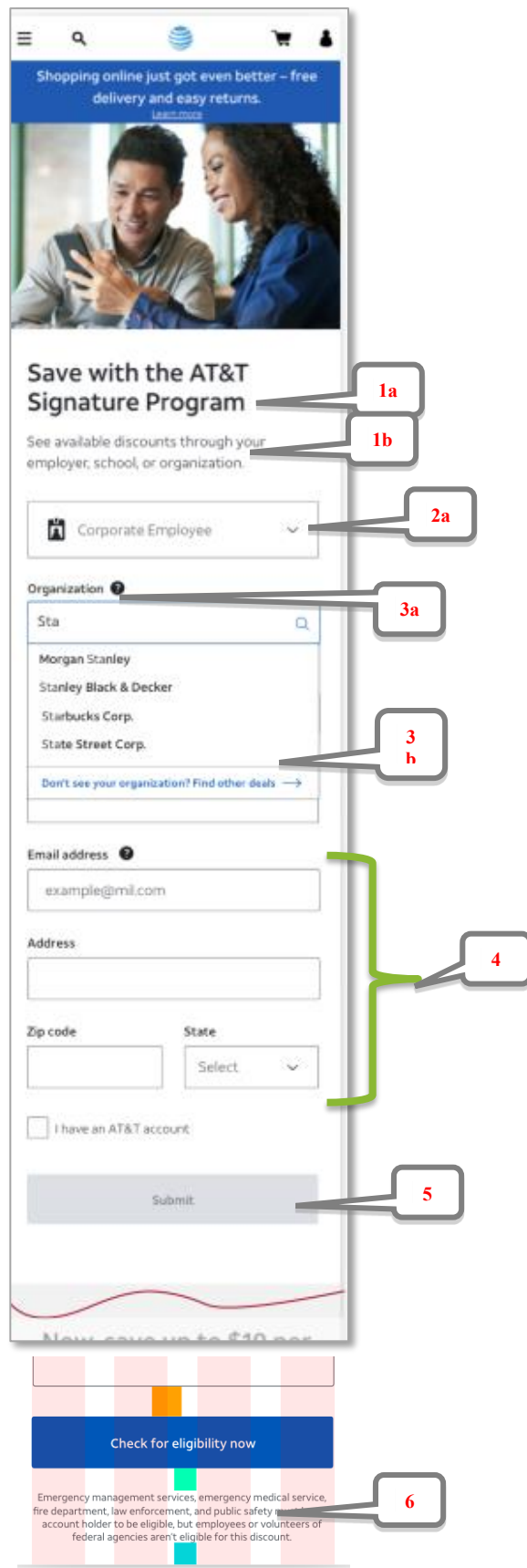
Button	5	Check eligibility	SAME		
Field	6	Note: The name you use to qualify for the program should be the name on your account or, if you're a new customer, the same name you'll use to create your new account.			

Form for teachers MVP



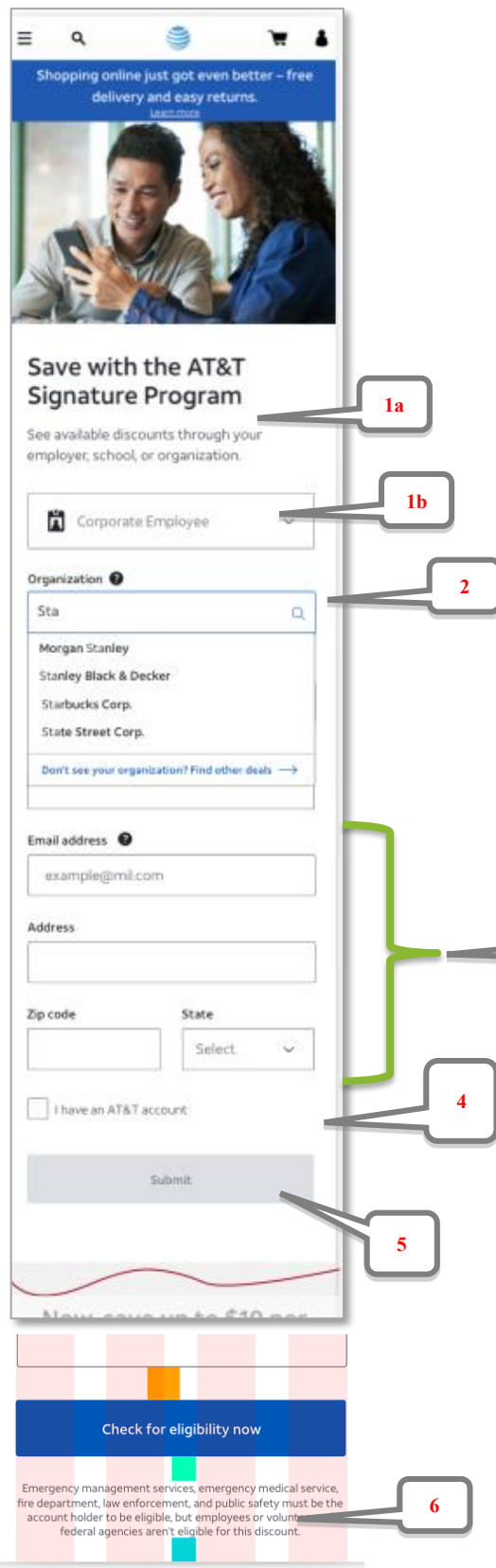
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Panel header	1a	[[See here]]	SAME		
Field	1b		SAME		
	2a	Choose a discount program {Dropdown options} First responders Military and veterans Nurses and physicians Teachers Company programs Students AARP members Union members	SAME		
Search	2b	Where do you work?	SAME	Organization search	
Tool tip		Certified/licensed K-12 teachers and college/university professors and instructors may be eligible.			
Field Hint text Tool tip	3	Work email address {Hint text} Name@university.org {Tool tip text} Use your work email.	SAME		
Field		First name			
Field		Last name			
Field		ZIP Code where you're licensed			
Button	4	Check eligibility	SAME		
Field	5	Note: The name you use to qualify for the program should be the name on your account or, if you're a new customer, the same name you'll use to create your new account.			

Form for healthcare workers MVP



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Panel header	1a	[[See here]]	SAME		
Field	1b		SAME		
	2	Choose a discount program {Dropdown options} First responders Military and veterans Nurses and physicians Teachers Company programs Students AARP members Union members	SAME		
Dropdown	3a	What kind of work do you do? {Dropdown options} Advanced Practice Registered Nurse (ARNP/ARNP) Certified Registered Nurse Anesthetist (CRNA) Certified Nursing Assistant (CNA) Certified Physician's Assistant (PA) Clinical Nurse Specialist (CNS) Physician: Medical Doctor or Osteopathic Doctor State Licensed Nurse (RN, LPN, LVN, NP)	SAME	Job function	
Search	3b	Where do you work?	SAME	Organization search	
Tool tip		Active certified/licensed doctors, nurses, or physician assistants based in the U.S. may receive discounts.			
Field	4	Email address {no tool tip}		Remove tooltip icon on email address on this form	
Field		First name			
Field		Last name			
Field		Date of birth			
Field		ZIP Code where you're licensed			
Button	5	Check eligibility	SAME		
Field	6	Note: The name you use to qualify for the program should be the name on your account or, if you're a new customer, the same name you'll use to create your new account.			

Form for AARP MVP



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Panel header	1a		SAME	NEED SPACING FOR AARP LOGO	
Field	1b		SAME		
Dropdown	2	Choose a discount program {Dropdown options} First responders Military and veterans Nurses and physicians Teachers Company programs Students AARP members Union members	SAME		
Field	3	Email address First name Last name Street address {Tool tip} Enter just your street address, not your city, state, and ZIP Code. {Hint text} 123 Main St. ZIP Code	SAME		
Field	4	What's your member ID? (Optional)	SAME		
Button	5	Check eligibility	SAME		
Field	6	Note: The name you use to qualify for the program should be the name on your account or, if you're a new customer, the same name you'll use to create your new account.			

Form for union members Phase II



Save with the AT&T Signature Program

See available discounts through your employer, school, or organization.

Corporate Employee

Organization

Sta

Morgan Stanley
Stanley Black & Decker
Starbucks Corp.
State Street Corp.

Don't see your organization? Find other deals →

Email address

example@mail.com

Address

Zip code

State

Select

I have an AT&T account

Submit

New save up to \$10 per

Check for eligibility now

Emergency management services, emergency medical service, fire department, law enforcement, and public safety must be the account holder to be eligible, but employees or volunteers at federal agencies aren't eligible for this discount.

1a

1b

2

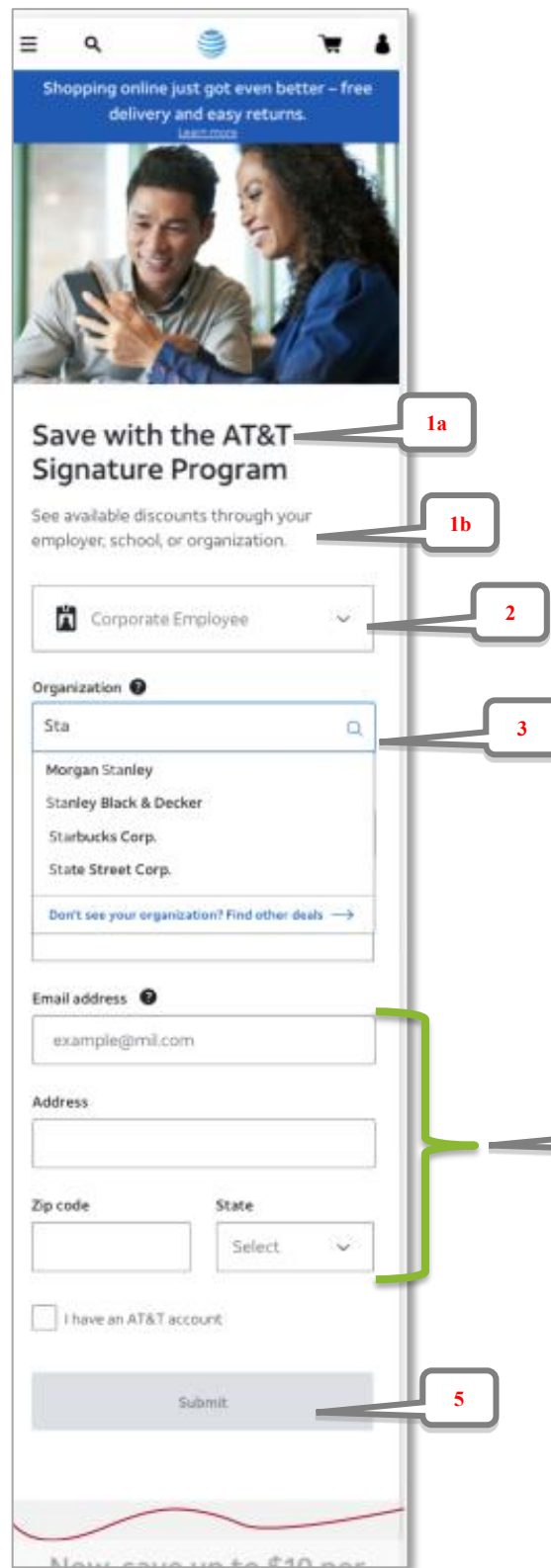
3

4

5

Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC								
Panel header	1a		SAME	NEED SPACING FOR UNION LOGO									
Field	1b		SAME										
Dropdown	2	Choose a discount program {Dropdown options} First responders Military and veterans Nurses and physicians Teachers Company programs Students AARP members Union members	SAME										
Field	3	<table border="1"> <tr> <td>First name</td> <td>Last name</td> </tr> <tr> <td>Email address</td> <td>Date of birth</td> </tr> <tr> <td colspan="2">Street address {Tool tip} Enter just your street address, not your city and state. {Hint text} 123 Main St.</td> </tr> <tr> <td colspan="2">ZIP Code</td> </tr> </table>	First name	Last name	Email address	Date of birth	Street address {Tool tip} Enter just your street address, not your city and state. {Hint text} 123 Main St.		ZIP Code		SAME		
First name	Last name												
Email address	Date of birth												
Street address {Tool tip} Enter just your street address, not your city and state. {Hint text} 123 Main St.													
ZIP Code													
Button	4	Check eligibility	SAME										
Field	5	Note: The name you use to qualify for the program should be the name on your account or, if you're a new customer, the same name you'll use to create your new account.											

Form for company programs Phase II



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Panel header	1a		SAME		
Field	1b		SAME		
Dropdown	2	Choose a discount program {Dropdown options} First responders Military and veterans Nurses and physicians Teachers Company programs Students AARP members Union members	SAME		
Search	3	Where do you work? MA Public Employees search for Massachusetts Public Employee.	SAME	FAN search	
Field	4	Email address First name Last name Address City State {see list here} ZIP Code	SAME		
Field	5	Check eligibility	SAME		
Field	6	Note: The name you use to qualify for the program should be the name on your account or, if you're a new customer, the same name you'll use to create your new account.			

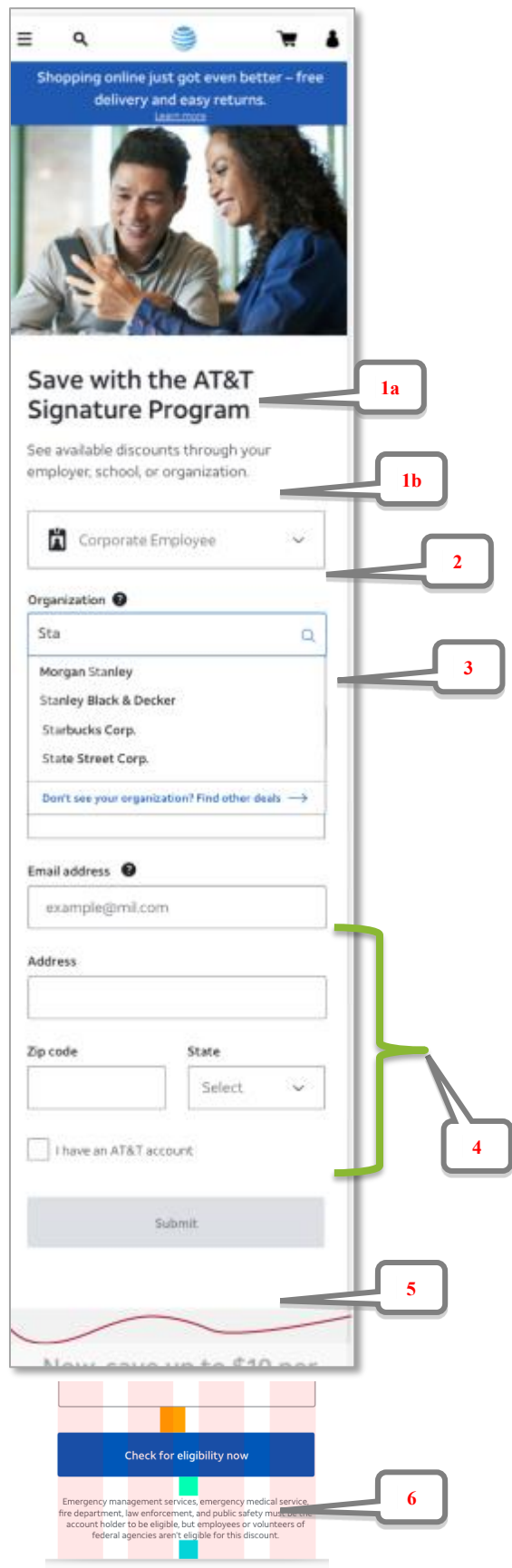


Check for eligibility now

Emergency management services, emergency medical service, fire department, law enforcement, and public safety personnel are eligible to be eligible, but employees or volunteers of federal agencies aren't eligible for this discount.

6

Form for students Phase II



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC	
Panel header	1a		SAME			
Field	1b		SAME			
Dropdown	2	Choose a discount program {Dropdown options} First responders Military and veterans Nurses and physicians Teachers Company programs Students AARP members Union members	SAME			
Dropdown	3	Where do you go to school?	SAME	FAN search		
Field	4	Email address	SAME			
		First name				Last name
		Date of birth				
Button	5	Check eligibility	SAME			
Field	6	Note: The name you use to qualify for the program should be the name on your account or, if you're a new customer, the same name you'll use to create your new account.				

Spinner MVP

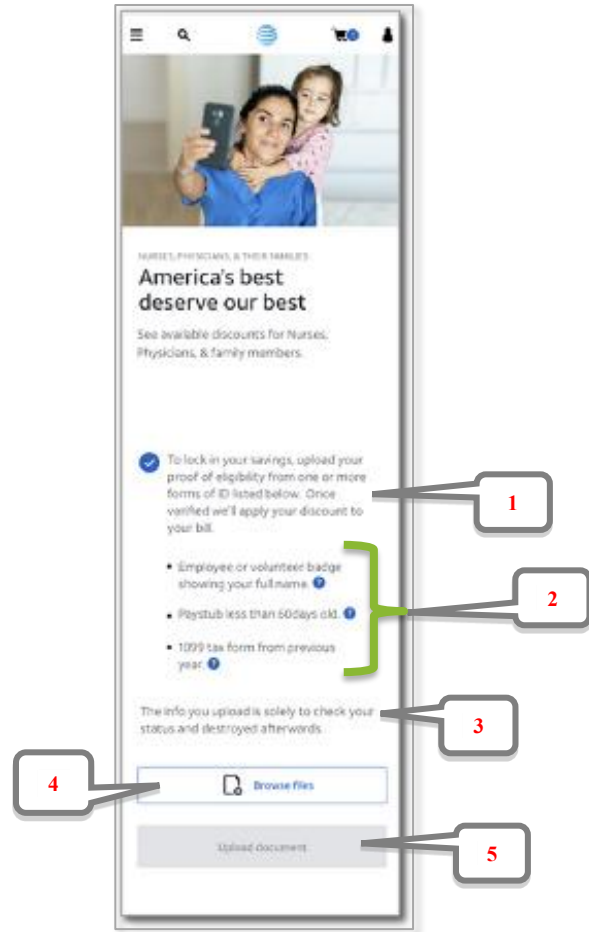


Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Just a sec – we’re checking your eligibility!	SAME	Follow up with alert	

Upload document MVP & Phase II

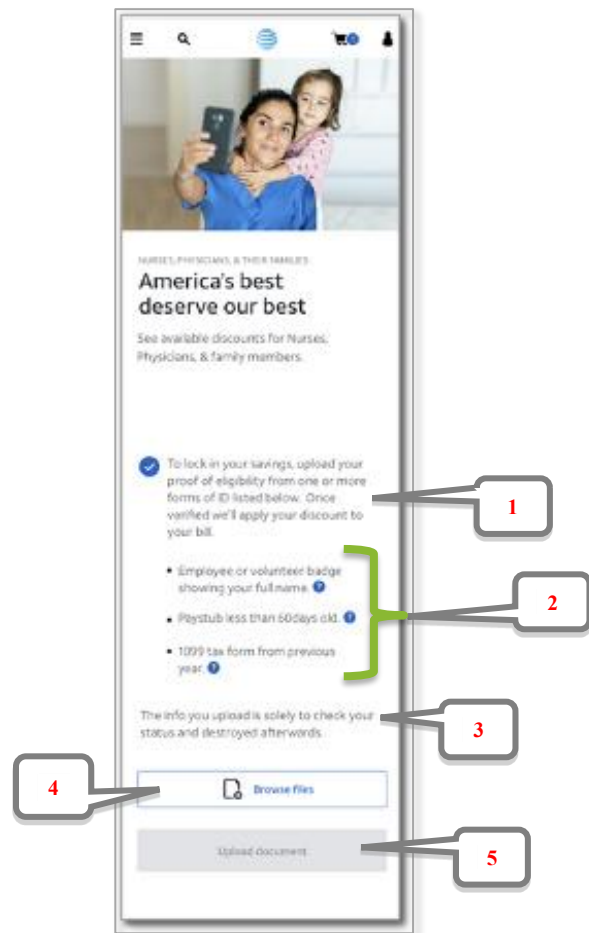
See also verification & doc upload attempt limit messaging [here](#)

Upload documents: Teacher MVP



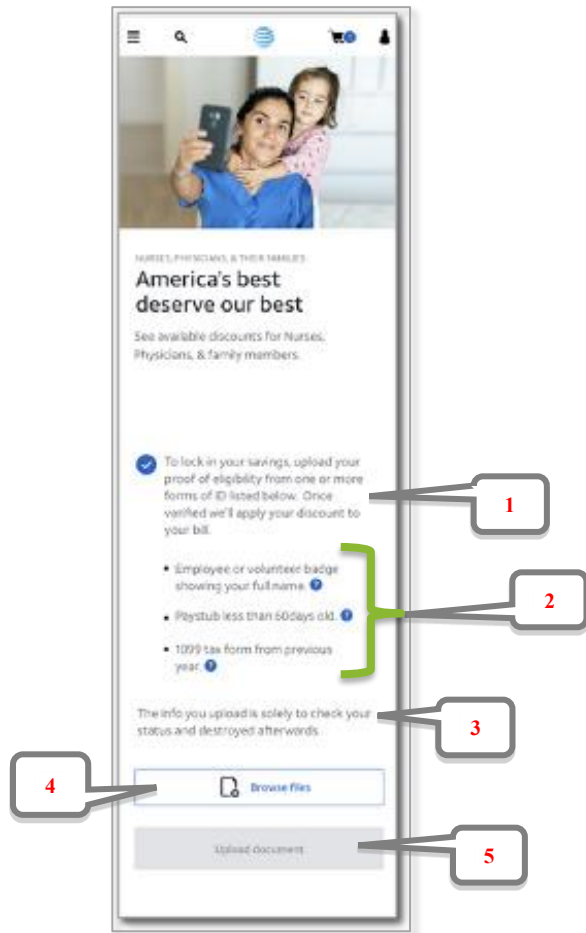
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Almost there! Upload one of these document types to see if you qualify for the [[Program Name]] .	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	2	<ul style="list-style-type: none"> Employee badge showing your full name and eligible job title Paystub less than 60 days old showing your full name and eligible job title State teaching license or certification Letter of employment that shows your name and eligible job title <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p>	SAME	Legally approved language See Tooltip that needs to appear with each bullet Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that.	SAME	Legally approved language	
Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	Upload your doc now {Generic file upload error text} Oops, something went wrong. Check your document and try again. {Over single file size limit error text} File size should be less than 10MB. Check your document and try again. {Over three file limit text} Select 3 docs or less and try again. {File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again. {File name is too short text} File name needs to be at least 3 characters. Rename the document and try again. {Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.	SAME	Disabled until user chooses a file to upload	

Upload documents: Healthcare worker MVP



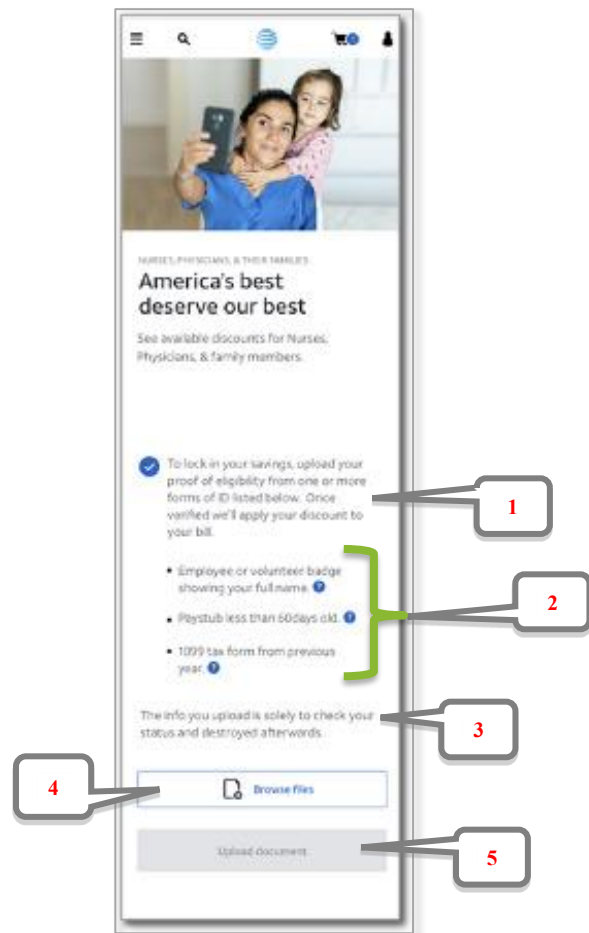
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Almost there! Upload one of these document types to see if you qualify for the [[Program Name]] .	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	2	<ul style="list-style-type: none"> Employee badge showing your full name and eligible job title Paystub less than 60 days old showing your full name and eligible job title State medical license or certification Letter of employment that shows your full name and eligible job title <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p>	SAME	Legally approved language See Tooltip that needs to appear with each bullet Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that.	SAME	Legally approved language	
Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	Upload your doc now {Generic file upload error text} Oops, something went wrong. Check your document and try again. {Over single file size limit error text} File size should be less than 10MB. Check your document and try again. {Over three file limit text} Select 3 docs or less and try again. {File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again. {File name is too short text} File name needs to be at least 3 characters. Rename the document and try again. {Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.	SAME	Disabled until user chooses a file to upload	

Upload documents: Military & Former Military (Active military/Spouse of active duty/Veterans/Retirees) MVP



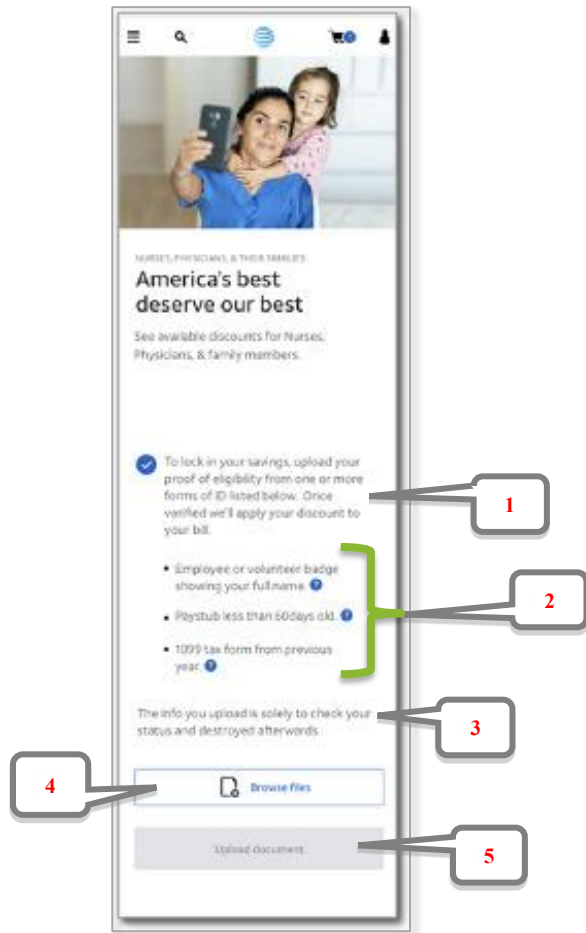
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Almost there! Upload one of these document types to see if you qualify for the [[Program Name]] .	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	2	<p>Active duty</p> <ul style="list-style-type: none"> Recent W-2 Paystub less than 60 days old that shows your full name <p>Veterans/Retirees</p> <ul style="list-style-type: none"> Department of Defense Form DD214 Current AMVETS membership card Veteran-designated driver's license Veteran ID card (VIC) <p>Spouse of military personnel</p> <ul style="list-style-type: none"> Department of Defense sponsorship card <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p>	SAME	<p>Legally approved language</p> <p>See Tooltip that needs to appear with each bullet</p> <p>Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.</p>	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that. Make sure you remove or black out any sensitive info such as your Social Security number before you upload your doc.	SAME	<p>Legally approved language</p> <p>Only for this MVP form place the tooltip content without the tooltip iconography before the CTAs.</p>	
Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	<p>Upload your doc now</p> <p>{Generic file upload error text} Oops, something went wrong. Check your document and try again.</p> <p>{Over single file size limit error text} File size should be less than 10MB. Check your document and try again.</p> <p>{Over three file limit text} Select 3 docs or less and try again.</p> <p>{File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again.</p> <p>{File name is too short text} File name needs to be at least 3 characters. Rename the document and try again.</p> <p>{Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.</p>	SAME	Disabled until user chooses a file to upload	

Upload documents: Active military Phase II



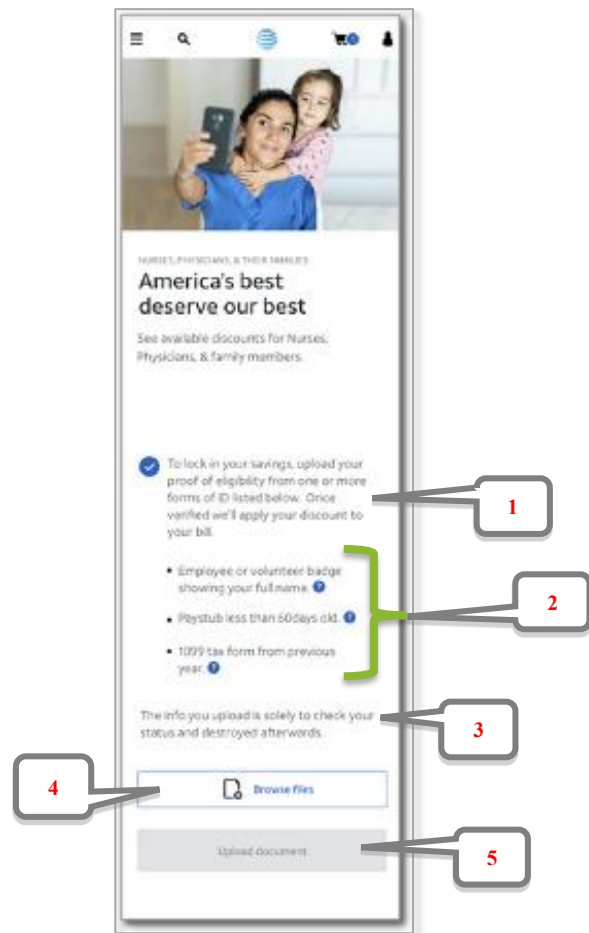
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Almost there! Upload one of these document types to see if you qualify for the [[Program Name]] .	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	2	<ul style="list-style-type: none"> Recent W-2 Paystub less than 60 days old that shows your full name <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p>	SAME	Legally approved language See Tooltip that needs to appear with each bullet Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that.	SAME	Legally approved language	
Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	Upload your doc now {Generic file upload error text} Oops, something went wrong. Check your document and try again. {Over single file size limit error text} File size should be less than 10MB. Check your document and try again. {Over three file limit text} Select 3 docs or less and try again. {File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again. {File name is too short text} File name needs to be at least 3 characters. Rename the document and try again. {Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.	SAME	Disabled until user chooses a file to upload	

Upload documents: Veterans Phase II



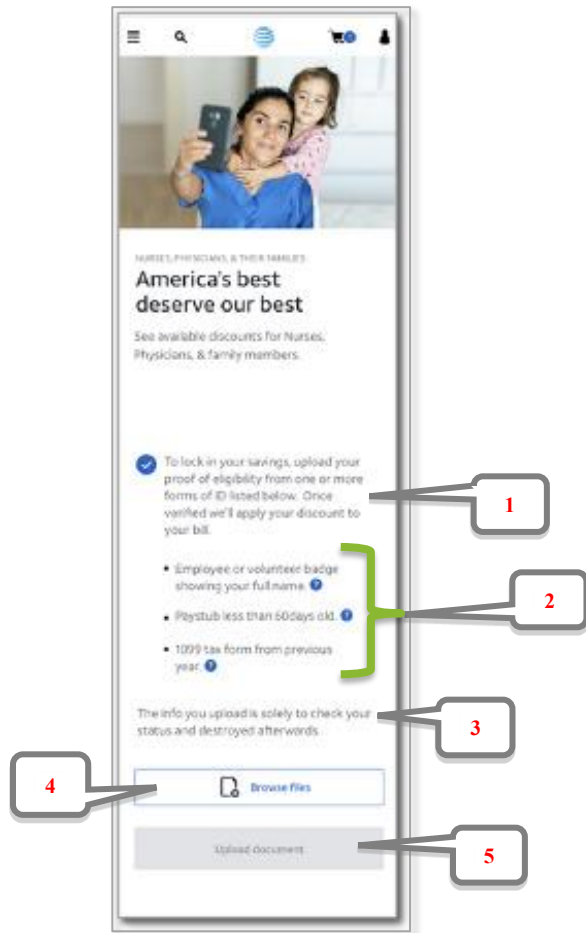
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Almost there! Upload one of these document types to see if you qualify for the [[Program Name]] .	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	2	<ul style="list-style-type: none"> • Department of Defense Form DD214 • Veteran-designated driver's license • Veteran ID card (VIC) <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p>	SAME	Legally approved language See Tooltip that needs to appear with each bullet Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that.	SAME	Legally approved language	
Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	Upload your doc now {Generic file upload error text} Oops, something went wrong. Check your document and try again. {Over single file size limit error text} File size should be less than 10MB. Check your document and try again. {Over three file limit text} Select 3 docs or less and try again. {File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again. {File name is too short text} File name needs to be at least 3 characters. Rename the document and try again. {Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.	SAME	Disabled until user chooses a file to upload	

Upload documents: Spouse of military personnel Phase II



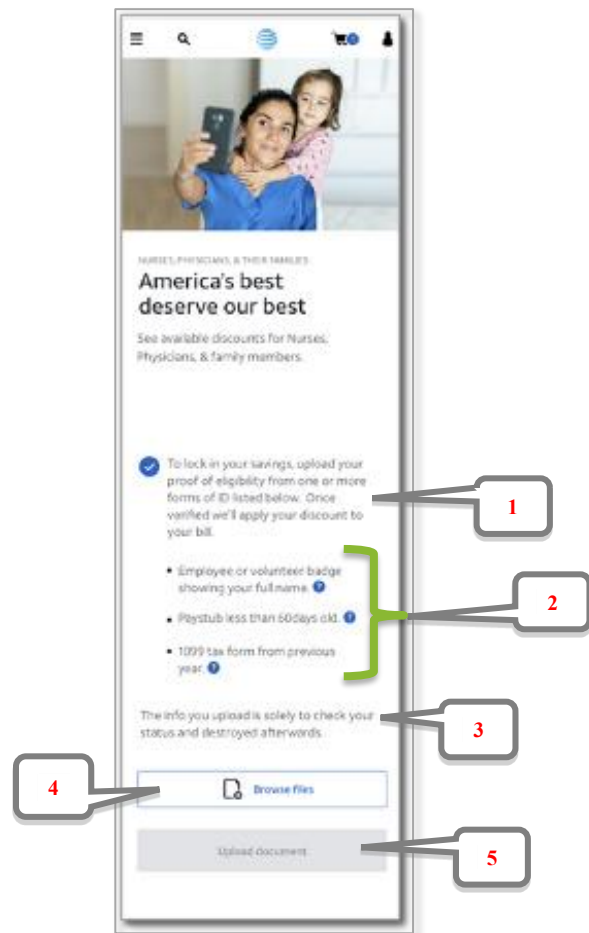
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Almost there! Upload one of these document types to see if you qualify for the [[Program Name]] .	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	2	Department of Defense sponsorship card Submit your proof of eligibility within 14 days or you may lose program benefits.	SAME	Legally approved language See Tooltip that needs to appear with each bullet Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that.	SAME	Legally approved language	
Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	Upload your doc now {Generic file upload error text} Oops, something went wrong. Check your document and try again. {Over single file size limit error text} File size should be less than 10MB. Check your document and try again. {Over three file limit text} Select 3 docs or less and try again. {File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again. {File name is too short text} File name needs to be at least 3 characters. Rename the document and try again. {Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.	SAME	Disabled until user chooses a file to upload	

Upload documents: First responder MVP



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Almost there! Upload one of these document types to see if you qualify for the [[Program Name]] .	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	2	<ul style="list-style-type: none"> Employee or volunteer badge showing your full name Paystub less than 60 days old Tax Form 1099 from the previous year Signed affidavit from the agency where you work or volunteer <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p>	SAME	Legally approved language See Tooltip that needs to appear with each bullet Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that.	SAME	Legally approved language	
Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	Upload your doc now {Generic file upload error text} Oops, something went wrong. Check your document and try again. {Over single file size limit error text} File size should be less than 10MB. Check your document and try again. {Over three file limit text} Select 3 docs or less and try again. {File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again. {File name is too short text} File name needs to be at least 3 characters. Rename the document and try again. {Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.	SAME	Disabled until user chooses a file to upload	

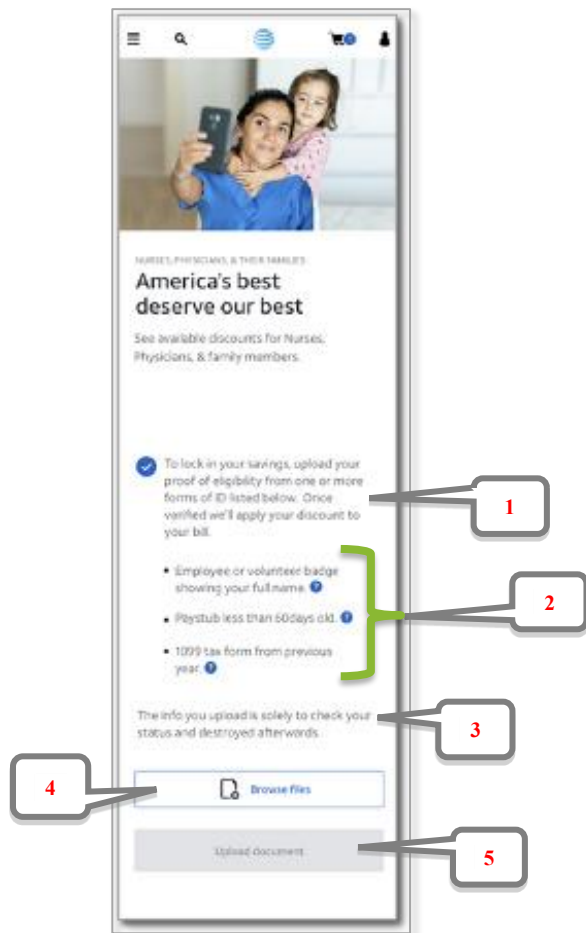
Upload documents: Company program Phase II



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Almost there! Upload one of these document types to see if you qualify for the [[Program Name]] .	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	2	<ul style="list-style-type: none"> Company badge with photo or expiration date Paystub less than 60 days old showing the company's name and your name Letter of employment that shows your name and job title <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p> <p>{MA State public employees only}</p> <ul style="list-style-type: none"> Company badge with photo or expiration date Paystub less than 60 days old showing the company's name and your name Letter of employment that shows your name and job title Tax Form 1099 from previous year <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p> <p>{Uber only}</p> <ul style="list-style-type: none"> Company badge with photo or expiration date Paystub less than 60 days old showing the company's name and your name Letter of employment that shows your name and job title UBER Driver app profile screenshot <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p>	SAME	Legally approved language See Tooltip that needs to appear with each bullet Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that.	SAME	Legally approved language	
Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	Upload your doc now {Generic file upload error text} Oops, something went wrong. Check your document and try again. {Over single file size limit error text} File size should be less than 10MB. Check your document and try again. {Over three file limit text} Select 3 docs or less and try again. {File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again. {File name is too short text} File name needs to be at least 3 characters. Rename the document and try again.	SAME	Disabled until user chooses a file to upload	

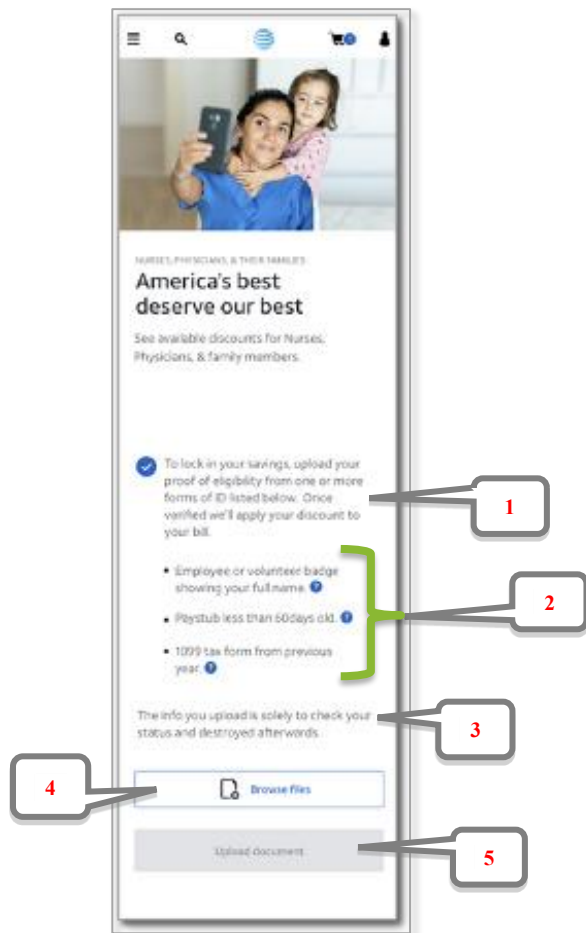
		{Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.			
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Upload documents: Student Phase II



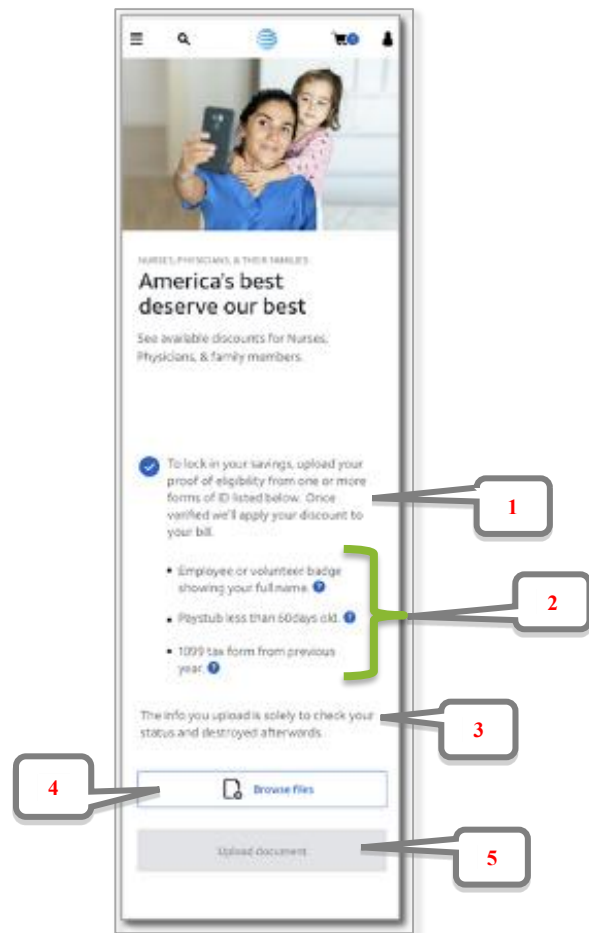
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Almost there! Upload one of these document types to see if you qualify for the [[Program Name]] .	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	2	<ul style="list-style-type: none"> • Student ID showing the college or university's name • Official letter from the college or university • Current class schedule • Current tuition receipt • Current transcript • Current registration receipt <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p>	SAME	Legally approved language See Tooltip that needs to appear with each bullet Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that.	SAME	Legally approved language	
Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	Upload your doc now {Generic file upload error text} Oops, something went wrong. Check your document and try again. {Over single file size limit error text} File size should be less than 10MB. Check your document and try again. {Over three file limit text} Select 3 docs or less and try again. {File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again. {File name is too short text} File name needs to be at least 3 characters. Rename the document and try again. {Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.	SAME	Disabled until user chooses a file to upload	

Upload documents: AARP member Phase II



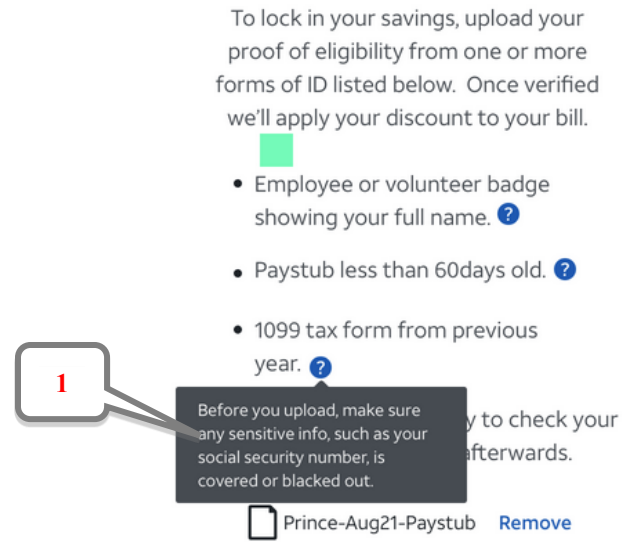
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Almost there! Upload one of these document types to see if you qualify for the [[Program Name]] .	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	2	Valid AARP membership card Submit your proof of eligibility within 14 days or you may lose program benefits.	SAME	Legally approved language See Tooltip that needs to appear with each bullet Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that.	SAME	Legally approved language	
Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	Upload your doc now {Generic file upload error text} Oops, something went wrong. Check your document and try again. {Over single file size limit error text} File size should be less than 10MB. Check your document and try again. {Over three file limit text} Select 3 docs or less and try again. {File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again. {File name is too short text} File name needs to be at least 3 characters. Rename the document and try again. {Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.	SAME	Disabled until user chooses a file to upload	

Upload documents: Union member Phase II



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Almost there! Upload one of these document types to see if you qualify for the [[Program Name]] .	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	2	<ul style="list-style-type: none"> • UnionPlus membership card • ALF-CIO or affiliate union ID card • UnionPlus credit card • Union dues proof of payment <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p>	SAME	Legally approved language See Tooltip that needs to appear with each bullet Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that.	SAME	Legally approved language	
Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	Upload your doc now {Generic file upload error text} Oops, something went wrong. Check your document and try again. {Over single file size limit error text} File size should be less than 10MB. Check your document and try again. {Over three file limit text} Select 3 docs or less and try again. {File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again. {File name is too short text} File name needs to be at least 3 characters. Rename the document and try again. {Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.	SAME	Disabled until user chooses a file to upload	

Tooltip for document upload MVP

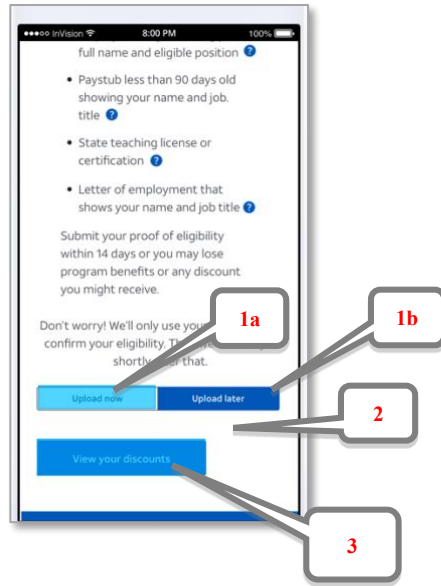


Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Tool tip	1	Make sure you remove or black out any sensitive info such as your Social Security number before you upload your doc.	SAME	Use this tool tip on every form for every doc type	

Upload now or later MVP & Phase II

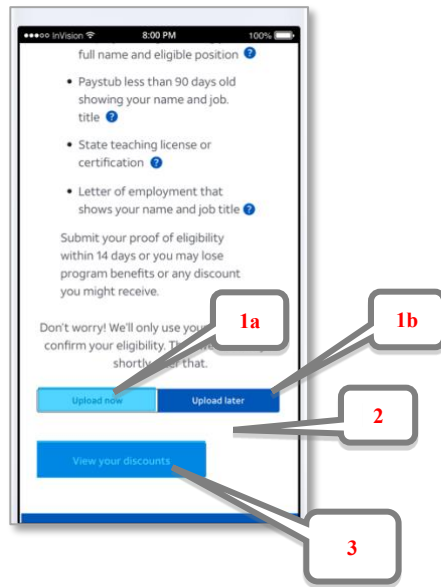
See also verification & doc upload attempt limit messaging [here](#)

Upload now or later_Button MVP



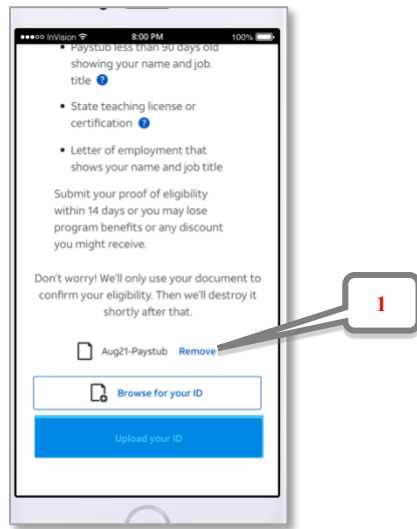
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Button	1a	Upload your doc now	SAME		
Button	1b	Upload your doc later	SAME		
Field	2	{If Upload your ID later is selected} OK, you'll upload your document later. To make sure you don't lose any benefits or discounts you may be eligible for, we'll send you an email with a link to this page and remind you to upload your doc within 14 days.	SAME		
Button	3a	if user selects upload now, then button label should read: Upload			
	3b	if user selects upload later, then button label should read: Shop now			

Upload now or later_Button Phase II



Usage	#	Content	Notes	RL / WC
Button	1a	Upload your doc now		
Button	1b	Upload your doc later		
Field	2	{If Upload your ID later is selected} OK, you'll upload your document later. To make sure you don't lose any benefits or discounts you may be eligible for, we'll send you an email with a link to this page and remind you to upload your doc within 14 days. In the meantime, let's get you enrolled so you can start using the program benefits.		
Button	3a	if user selects upload now, then button label should read: Upload		
	3b	if user selects upload later, then button labels should read: Sign in and enroll [[to BAU myAT&T login]] Continue without signing in [[to passive authenticate]]		

Upload now or later_Remove MVP



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Button	1	Remove	SAME	Deletes uploaded doc and resets browse button	

Upload now or later_Employee segment MVP for OPUS returning customers

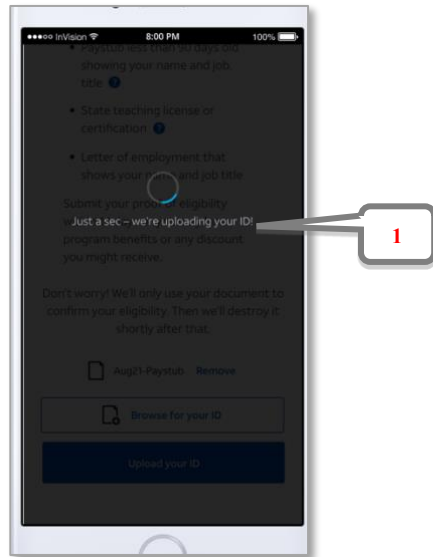


Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Panel header	1	Good to see you again!			
Field	2	Let's check to see if you qualify for the [[Program Name]] . Upload one of these document types.	SAME	Legally approved language Due to OPUS having all segments, need to remove Signature affiliation language for MVP: [[Program Name]] value for employee segment: <ul style="list-style-type: none"> AT&T Signature Program based on your affiliation with [[FAN-Friendly Name]] 	
Field	3	<ul style="list-style-type: none"> Company badge with photo or expiration date Paystub less than 60 days old showing the company's name and your name Letter of employment that shows your name and job title UBER only: Driver app profile screenshot <p>Submit your proof of eligibility within 14 days or you may lose program benefits.</p>	SAME	Legally approved language See Tooltip that needs to appear with each bullet Delete this – if a person chooses Upload later, a warning message shows that reminds them they only have 14 days to upload.	
Field	3	Don't worry! We'll only use your document to confirm your eligibility. Then we'll destroy our copy shortly after that.	SAME	Legally approved language	

Field	4	Browse for your ID {Hint text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF and no larger than 10MB. You can upload up to 3 docs at a time with a total size of 30 MB.	SAME		
Button	5	Upload your doc now {Generic file upload error text} Oops, something went wrong. Check your document and try again. {Over single file size limit error text} File size should be less than 10MB. Check your document and try again. {Over three file limit text} Select 3 docs or less and try again. {File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again. {File name is too short text} File name needs to be at least 3 characters. Rename the document and try again. {Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.	SAME	Disabled until user chooses a file to upload	

Upload now or later_spinner MVP & Phase II

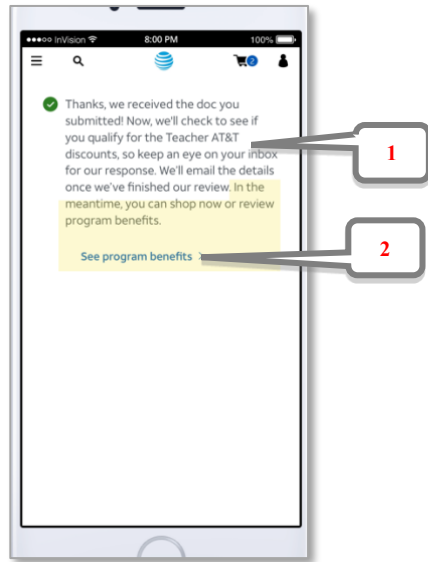
Same as [here](#)



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Hold on...finishing things up!	SAME	Use for all spinner scenarios other than this one	

Upload now_success message_pending verification MVP

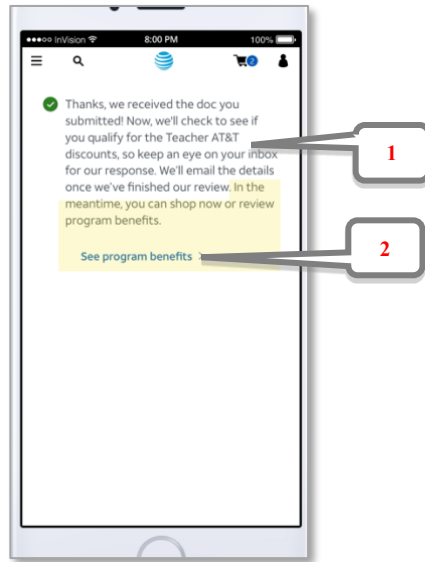
Same as [here](#)



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Thanks, we received the doc you submitted! We'll check if you qualify for the [[Program Name]] , so keep an eye on your inbox for our response. In the meantime, you can shop now.	SAME	<p>Legally approved language</p> <p>Due to OPUS having all segments, need to remove Signature affiliation language for MVP:</p> <p>[[Program Name]] values below based on FAN#:</p> <ul style="list-style-type: none"> • AT&T Signature Program based on your affiliation with [[FAN-Friendly Name]] • AT&T First Responders discount • AT&T Military discount • AT&T Teachers discount • AT&T Nurses & Physicians discount 	
Field	2	Shop now	SAME	Takes user to the PLP	

Success message_company & students segments_pending verification

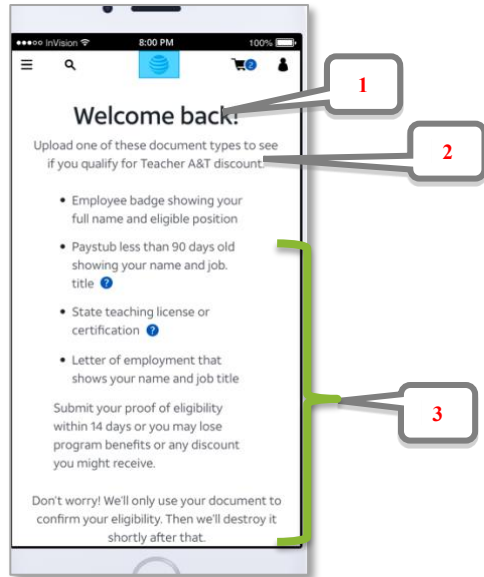
Same as [here](#)



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Thanks, we received the doc you submitted! We'll check if you qualify for the [[Program Name]] , so keep an eye on your inbox for our response. In the meantime, get more details about the program.	SAME	<p>Legally approved language</p> <p>Due to OPUS having all segments, need to remove Signature affiliation language for MVP:</p> <p>[[Program Name]] values below based on FAN#:</p> <ul style="list-style-type: none"> • AT&T Signature Program based on your affiliation with [[FAN-Friendly Name]] • AT&T First Responders discount • AT&T Military discount • AT&T Teachers discount • AT&T Nurses & Physicians discount 	
Field	2	See program benefits	SAME	Takes to token lander for respective company or university/school	

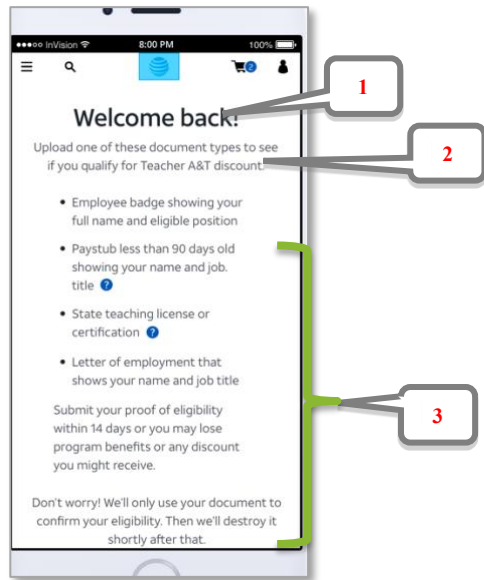
Welcome Back_Returning new or existing customers who chose to upload later Phase II

Welcome back_Returning customers who chose to upload later Phase II



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Good to see you again!	SAME		
Field	2	Let's check to see if you qualify for the [[Program Name]] . Upload one of these document types.	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	3	Use #s 2 & 3 here for each type (e.g., teacher, first responder, etc.)	SAME		
Button	4	Use #s 4 & 5 here for the end of each form (e.g., the CTAs and error messaging)			

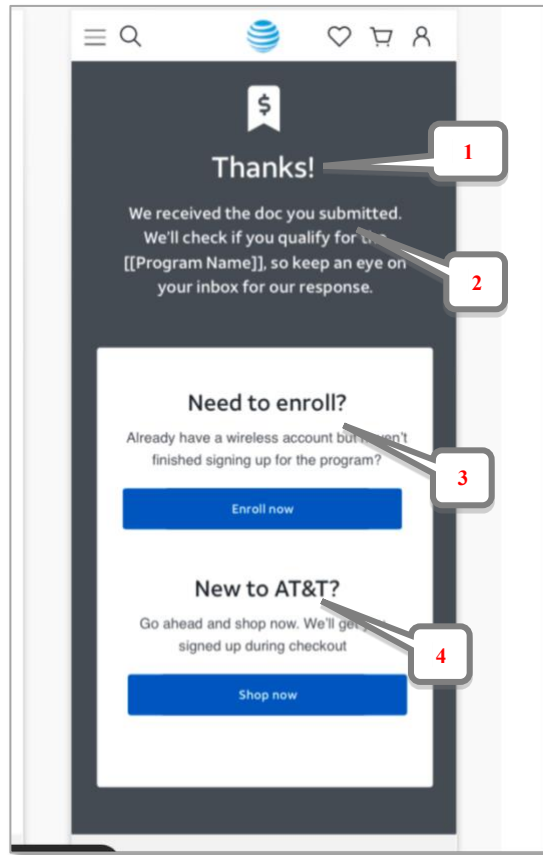
Welcome back all segments_Upload later OPUS MVP



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Panel header	1	Good to see you again!	SAME		
Field	2	Let's check to see if you qualify for the [[Program Name]] . Upload one of these document types.	SAME	Legally approved language Dynamic [[Program name]] see here	
Field	3	Use #s 2 & 3 here for each type (e.g., teacher, first responder, etc.)	SAME	See here for employee segment upload	
Button	4	Use #s 4 & 5 here for the end of each form (e.g., the CTAs and error messaging)			

Welcome back_returning new or existing customers who return to upload later_success message Phase II

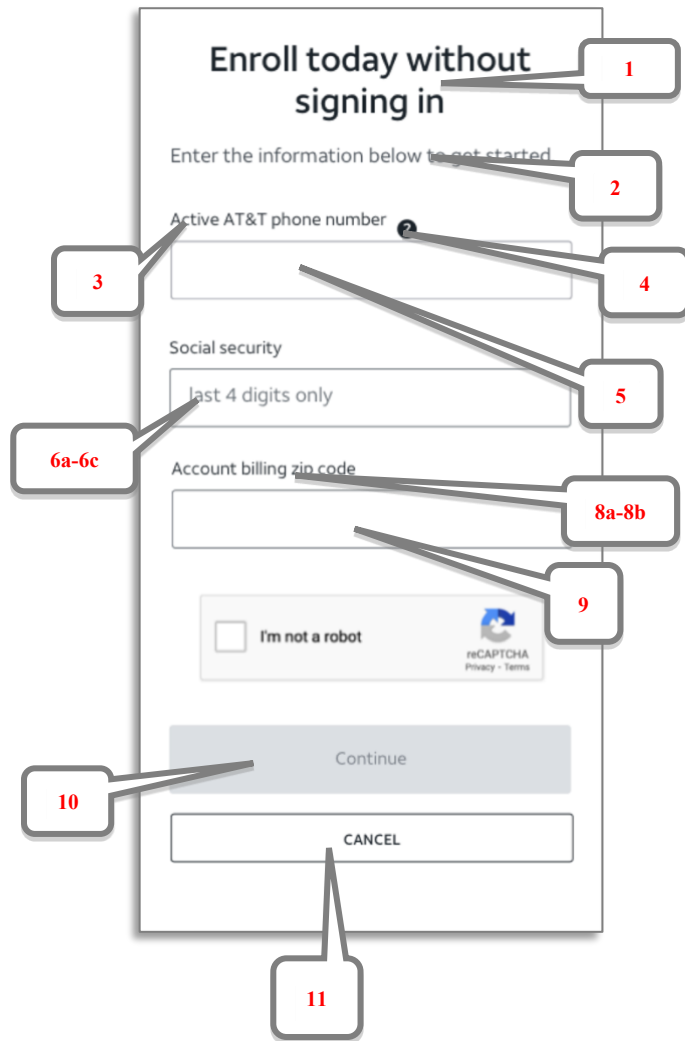
Same as [here](#)



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Header	1	Alt="" Thanks!		Icon = alt null	
Field	2	We received the doc you submitted. We'll check if you qualify for the [[Program Name]] , so keep an eye on your inbox for our response.	SAME	Dynamic [[Program name]] see here	
Link	3	Already have a wireless account but haven't finished signing up for the program? Enroll now	SAME	Enroll now [[to the existing customer enrollment flow]]	
Link	4	New to AT&T? Go ahead and shop now. We'll get you signed up during checkout. Shop now		Shop now [[to PLP or token lander]]	

Enrollment Flow_existing customers Phase II

Passive sign in Phase II

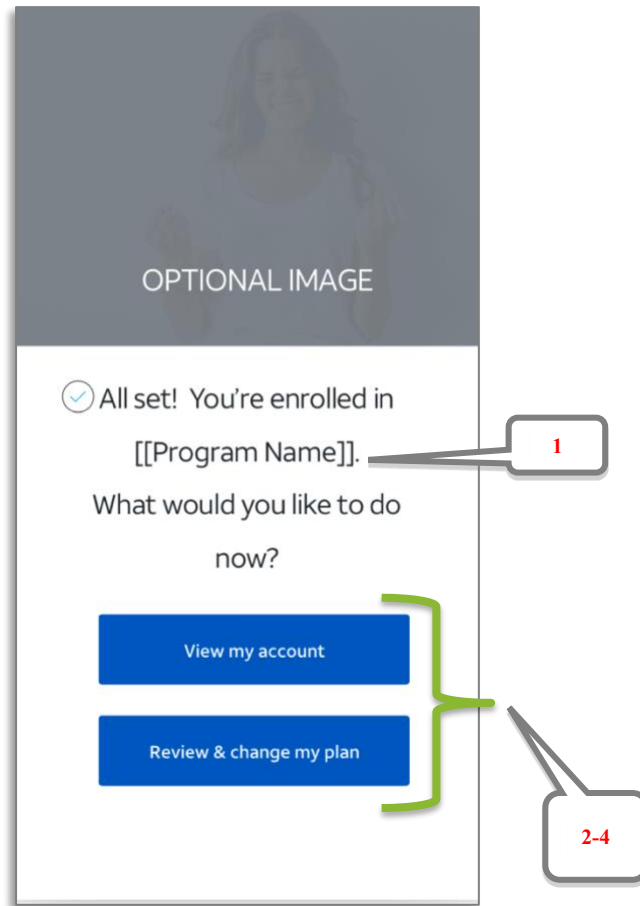


Usage	#	Content	Notes	RL / WC
Head	1	Final step		
Subhead	2	The paperwork is almost done. We'll use this info to verify your account and sign you up.		
Field label	3a	Billing phone number		
Form field error	3b	Enter a 10-digit number.		
Tooltip for phone number	4	Use the phone number on your AT&T wireless account.		
Hint text for phone number	5	10 digits		
Field label for SSN	6a	Last 4 of SSN		
Tooltip for SSN	6b	We'll only use the last four digits of your Social Security number to confirm your AT&T account.		
Form field error for SSN	6c	Enter the last 4 digits of your SSN.		
Hint text for SSN	7	4 digits		
Field label	8a	Billing ZIP Code		
Form field error for ZIP	8b	ZIP Code is invalid.		
Hint text for ZIP	9	12345		
Button	10	Sign up now		
Button	11	Cancel	<p>01/21/21 Open item: Where does cancel take user? For Phase II, Cancel takes user to PLP</p> <p>Future TBD: 01/21/21 Open item: If we have messaging such as "If you cancel, you'll have start the enrollment process over again and lose any discounts you may be eligible for." – what would that interaction look like? What would CTAs be? Yes, cancel enrollment and No, enroll now?</p> <p>[[Future TBD messaging if user selects Cancel]] If you cancel, you'll have to start over and will lose any benefits you may be eligible for. [[Buttons/Links]]</p>	

		Yes, cancel enrollment No, sign up now	Optional verbiage: If you cancel now, you'll have to start over and may lose any benefits you're eligible for. CTAs: Yes, cancel enrollment and No, enroll now	
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Enrollment success message – existing customer, pending & verified, Phase II (includes FAN Conflict edge case messaging)

Same as [here](#)

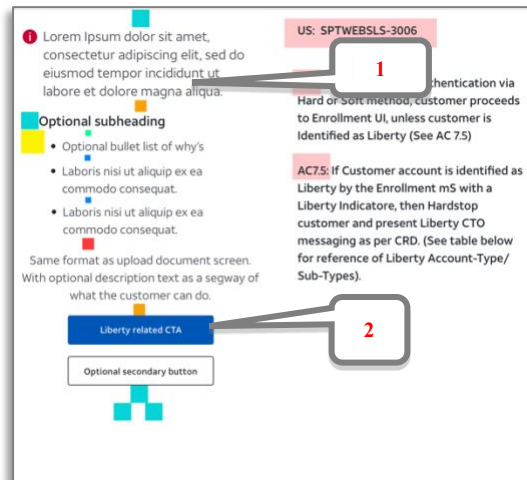


Usage	#	Content	Notes	RL / WC
Alert body	1	<p>{If verification is successful and existing customer completes enrollment} You're signed up and can start using benefits! You may not immediately see discounts on your account.</p> <p>Heads up, check your current rate plan since not all plans qualify for a discount.</p> <p>What would you like to do now? OR {If verification is pending and user completes enrollment} You're signed up and can start using benefits! You may not immediately see discounts on your account.</p> <p>Bear in mind, we'll remove the perks you currently receive if we can't confirm your eligibility within 14 days.</p> <p>Heads up, check your current rate plan since not all plans qualify for a discount.</p> <p>What would you like to do now? OR {EDGE CASE: If SheerID rejects doc, status is docupload, and user completes enrollment} You're signed up and can start using benefits! You may not immediately see discounts on your account.</p> <p>Bear in mind, we'll remove the perks you currently receive if we can't confirm your eligibility within 14 days.</p> <p>Heads up, check your current rate plan since not all plans qualify for a discount.</p>	<p>01/15 Per Sandeep, can't use dynamic program names here: [[Program Name]] values below based on FAN#:</p> <ul style="list-style-type: none"> AT&T Signature Program based on your affiliation with [[FAN Friendly Name]] AT&T First Responder discount AT&T Military discount AT&T Teacher discount AT&T Nurses & Physicians discount 	5/50 OR 6.9/70

		<p>What would you like to do now? OR Edge case: FAN conflict messaging about delay in seeing discount for new FAN You're signed up! Just so you know, it can take a few hours for the benefits to show on your account, so check back later to see your new perks.</p> <p>In the meantime, take a look at your current rate plan—not all plans qualify for a discount.</p>		
Link	2	Add a line	Change your plan takes user to myATT/myWireless: https://www.att.com/olam/passthroughAction.myworld?actionType=ChangeRatePlan	
Link	3	Upgrade a device	Suppress these CTAs for FAN CONFLICT EDGE CASE	
Link	4	Change your plan		
Link	5	<p><Go to account overview> where do we want to take them?</p>		FAN CONFLICT EDGE CASE ONLY

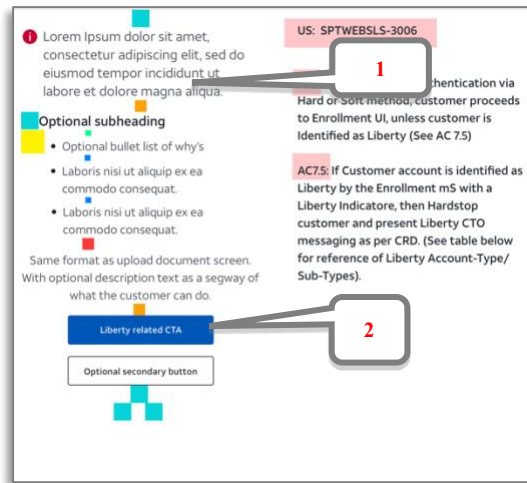
Link	2	Add a line		
Link	3	Upgrade a device		
Link	4	Change your plan	Change your plan takes user to myATT/myWireless: https://www.att.com/olam/passthroughAction.myworld?actionType=ChangeRatePlan	

Exception_Liberty customers Phase II



Usage	#	Content	Notes	RL / WC
Alert	1	Wireless service and products in Puerto Rico and the U.S. Virgin Islands are provided by Liberty Mobile and not by AT&T. Please visit a retail store within Puerto Rico and the U.S Virgin Islands or call 800.331.0500 to learn about available rate plans, services, and prices in these areas and to place your order with Liberty Mobile.	Existing content from Gary Open item 01/26 Content pending from Liberty team & Beth	
Button	2	Find a store	Att/store URL	

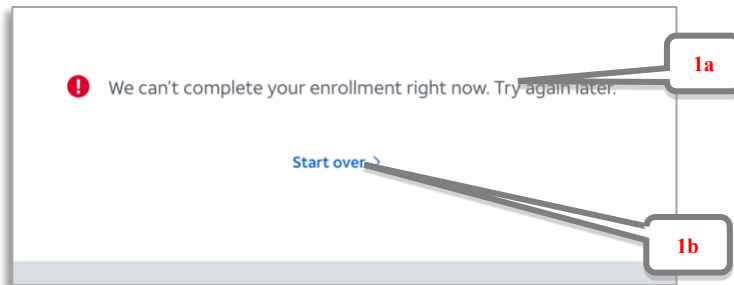
Exception_FirstNet Phase II



Usage	#	Content	Notes	RL / WC
Alert	1	It looks like you have a plan that isn't eligible for this program. Call FirstNet at 800.574.7000 for help.	Open item 01/26 Content pending phone # confirmation from Beth	
Button	2	Cancel	Take user to https://www.firstnet.com/	

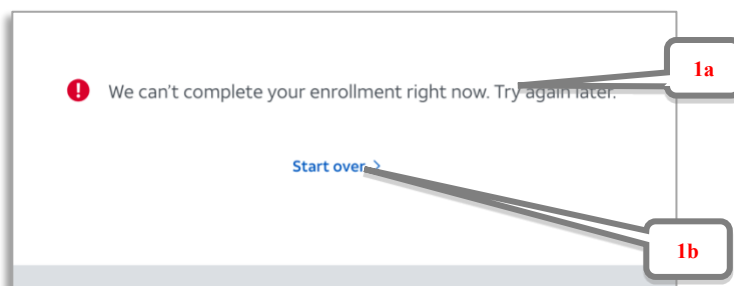
Alerts and error messaging MVP & Phase II

Error messaging_system errors during verification MVP



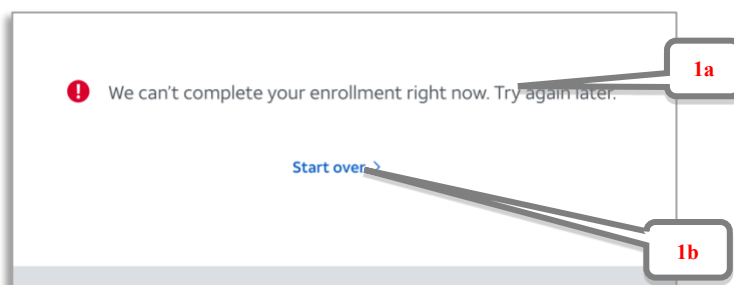
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Error message	1a	Something's not quite right, so we can't check your eligibility right now. Try again later or exit to shop.	SAME	System errors/form submission errors during verification/Sheer ID form submission	
Link	1b	Exit		Exit: takes user to PLP	

Error messaging_system errors during enrollment Phase II



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Error message	1a	Something's not quite right, so we can't finish enrollment right now. Try again later or exit to shop.	SAME	System errors/enrollment	
Link	1b	Exit		Exit: takes user to PLP	

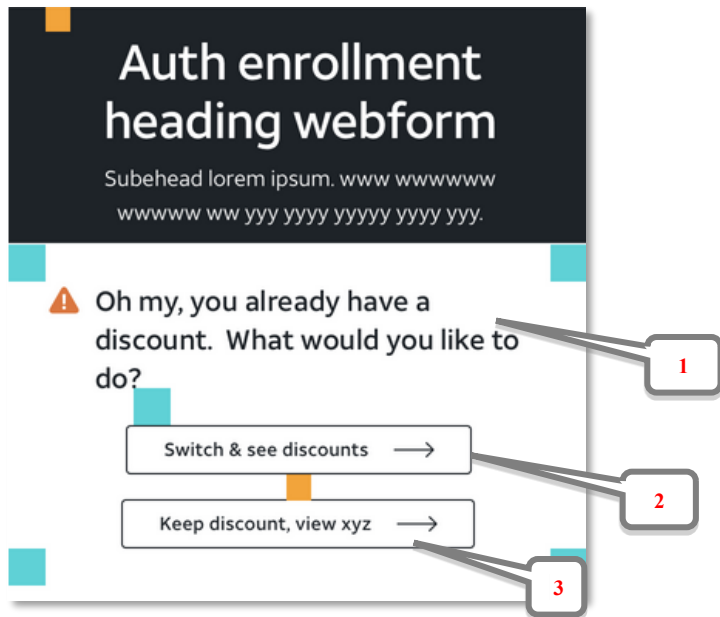
Error_same FAN SPTWEBSLS-8396



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Error message	1a	Looks like you're already part of the program. Check your account to see the details.	SAME	Exit: takes user to wireless hub	
Link	1b	Go to account overview			

FAN conflict_existing discount alert Phase II

See [here](#) for FAN conflict discount delay messaging



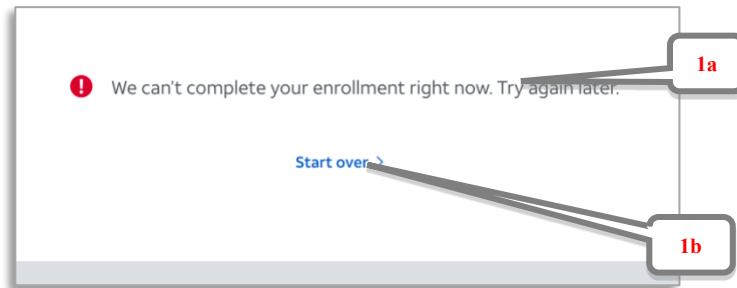
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Alert body	1	It looks like you already are enrolled in a benefits program. Let us know if you'd like to stay in your current program or sign up for a new one.	SAME	Can't use dynamic [[Program names]] here	
Link	2	Start new program	SAME	Takes user to enrollment flow	
Link	3	Stay in your current program	SAME	Takes user to PLP	

Error messaging_doc upload errors MVP

(see [here](#) for placement)

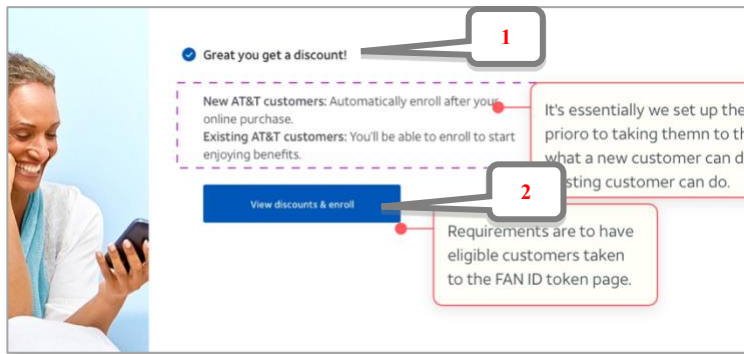
Button	5	<p>Upload your ID now</p> <p>{Generic file upload error text} Oops, something went wrong. Check your document and try again.</p> <p>{Over single file size limit error text} File size should be less than 10MB. Check your document and try again.</p> <p>{Over three file limit text} Select 3 docs or less and try again.</p> <p>{File contains no data (0 KB) text} Hmm...your file doesn't meet minimum size requirements. Try again.</p> <p>{File name is too short text} File name needs to be at least 3 characters. Rename the document and try again.</p> <p>{Wrong file type error text} Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.</p>	SAME	Disabled until user chooses a file to upload	
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Error name mismatch _verification name & account name mismatch SPTWEBSLS-8396



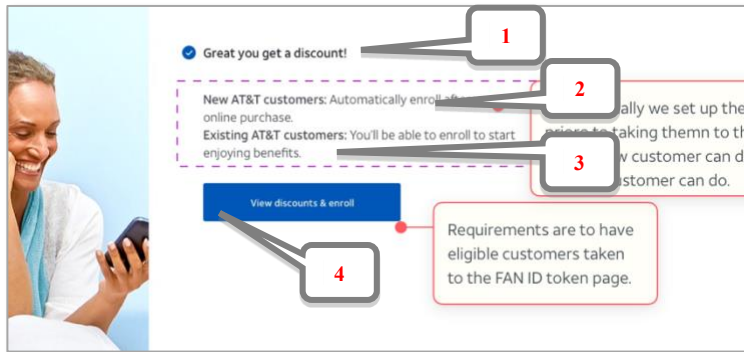
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Error message	1a	<p>Hmmm...it looks like the names don't match. Check what you entered and make sure that the name you use to qualify and sign up for the program matches the name on your account.</p> <p>Looks like the information you entered doesn't match our records.</p> <p>Make sure that the name you used to qualify and sign up for the program matches the primary account owner's name.</p> <p>If not, you'll have to start the eligibility process over. I think more words. MORE WORDS.</p>	SAME	<p>For cases where name used to check eligibility doesn't match account name</p> <p>[1b] Start over returns user to the verification/SheerID flow</p> <p>Try again</p> <p>Take to microsite for all?</p> <p>Can we load the webform for verification here and now?</p> <p>Entry points: Verification Hub Token lander? Proliy not</p> <p>all land on enrollment</p> <p>[[back/browser takes back to enrollment and then they enter the turtles all the way down problem]]</p> <p>Do know FAN # - take to microsite for that particular FAN to start over?</p> <p>dynamic CTA:</p> <p>for company & students – take to HUB</p> <p>if FAN ID all others, take to microsite for that FAN</p>	
Link	1b	<p>Start over/Try again</p> <p>Go to account</p>			

Success alert_eligible for program/new customers MVP



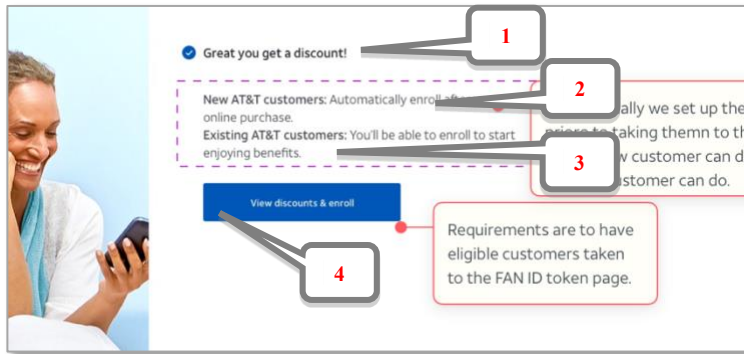
Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Alert title	1	Great news! You're eligible for the [[Program Name]] . You'll be automatically enrolled when you complete your order.	SAME	Legally approved content Dynamic [[Program name]] see here	
Button	2	Shop now	SAME	Shop now option taking to wireless PLP	

Success alert_eligible for program/existing customers Phase II



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Alert title	1	Great news! You're eligible for the [[Program Name]] . But wait! One more step. Start your program benefits by enrolling in the program now.	SAME	Legally approved content Dynamic [[Program name]] see here	
Button/Link	2	Sign in and enroll	SAME	Two CTAs: Sign in and enroll [[takes user to BAU myAT&T login]] AND Continue without signing in [[takes user to passive authenticate]]	
Button/Link		Continue without signing in			

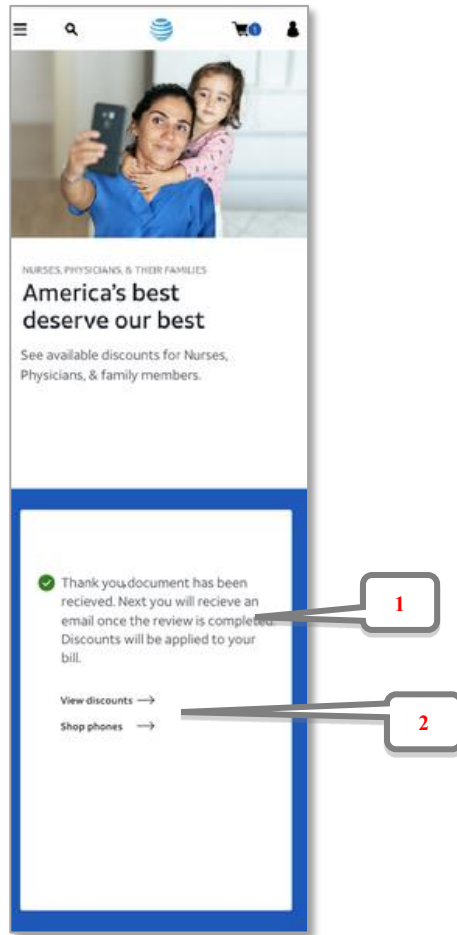
Success alert_company & student segments_take to token lander



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Alert title	1	Great news! You're eligible for the [[Program Name]] . Now you're ready to get more details about the program	SAME	Legally approved content Dynamic [[Program name]] see here	
Button/Link	2	See program benefits	SAME	Takes to token lander for respective company or university/school	

Pending verification_doc review alert_new customer yes MVP

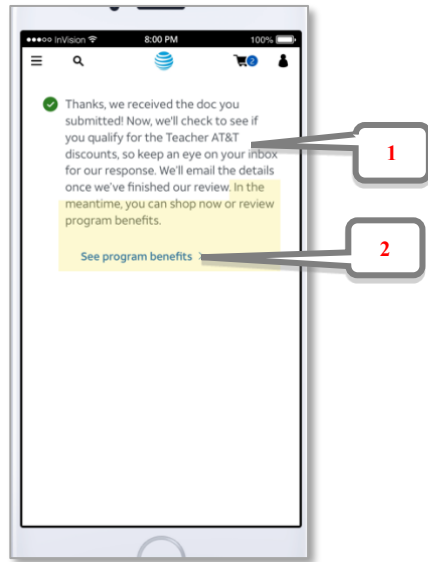
Same as [here](#)



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Alert body	1	Thanks, we received the doc you submitted! We'll check if you qualify for the [[Program Name]] , so keep an eye on your inbox for our response. In the meantime, you can shop now.	SAME	Dynamic [[Program name]] see here	
Link	2	Shop now	SAME	URL: dynamic, takes user to FAN ID token lander, with shop now option	

Pending verification_company & students segments_take to token lander

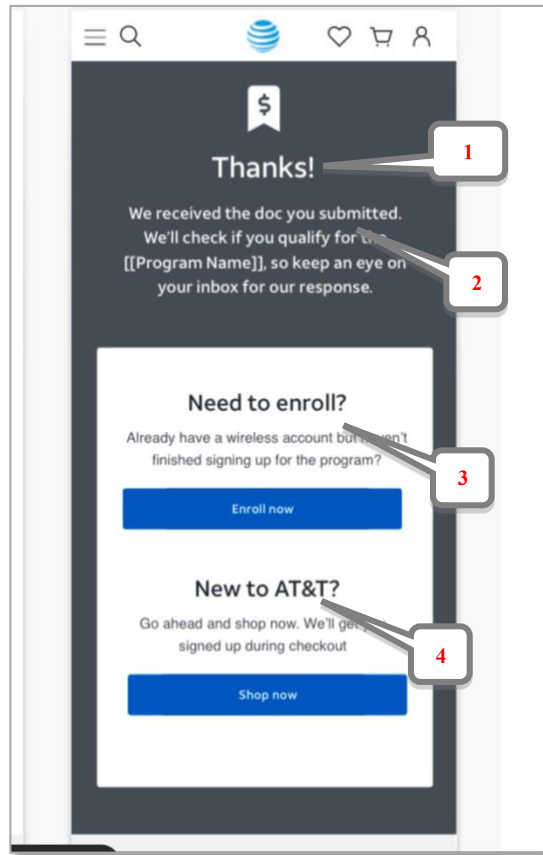
Same as [here](#)



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Thanks, we received the doc you submitted! We'll check if you qualify for the [[Program Name]] , so keep an eye on your inbox for our response. In the meantime, get more details about the program.	SAME	<p>Legally approved language Due to OPUS having all segments, need to remove Signature affiliation language for MVP: [[Program Name]] values below based on FAN#:</p> <ul style="list-style-type: none"> • AT&T Signature Program based on your affiliation with [[FAN-Friendly Name]] • AT&T First Responders discount • AT&T Military discount • AT&T Teachers discount • AT&T Nurses & Physicians discount 	
Field	2	See program benefits	SAME	Takes to token lander for respective company or university/school	

Pending verification_doc upload later success_new & existing customer who returned to upload later Phase II

Same as [here](#)

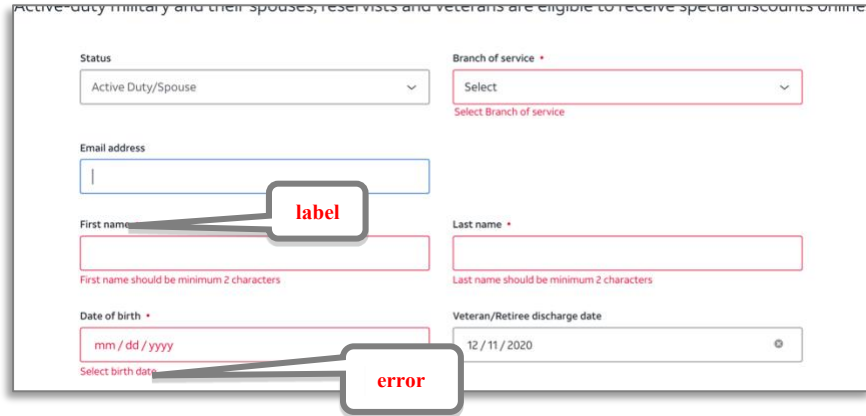


Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Header	1	Alt="" Thanks!		Icon = alt null	
Field	2	We received the doc you submitted. We'll check if you qualify for the [[Program Name]] , so keep an eye on your inbox for our response.	SAME	Dynamic [[Program name]] see here	
Link	3	Already have a wireless account but haven't finished signing up for the program? Enroll now	SAME	Enroll now [[to the existing customer enrollment flow]]	
Link	4	New to AT&T? Go ahead and shop now. We'll get you signed up during checkout. Shop now		Shop now [[to PLP or token lander]]	

		<p>OR Edge case: FAN conflict messaging about delay in seeing discount for new FAN You're signed up! Just so you know, it can take a few hours for the benefits to show on your account, so check back later to see your new perks.</p> <p>In the meantime, take a look at your current rate plan—not all plans qualify for a discount.</p>		
Link	2	Add a line	Change your plan takes user to myATT/myWireless: https://www.att.com/olam/passthroughAction.myworld?actionType=ChangeRatePlan Suppress these CTAs for FAN CONFLICT EDGE CASE	
Link	3	Upgrade a device		
Link	4	Change your plan		
Link	5	<Go to account overview> where do we want to take them?		FAN CONFLICT EDGE CASE ONLY

Form field errors MVP & Phase II

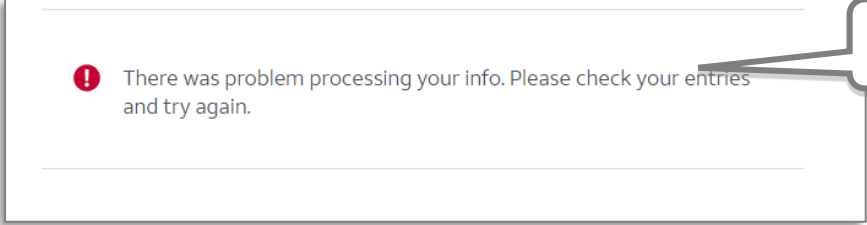
Note: Find the form field label name and its message. I didn't separate these into individual forms, so all the field labels & errors for the forms in this project are listed here. There are also form field labels listed within some of the individual forms, example [here](#)



Form field label	Form field error message	Notes
First name	{too few characters} First name is too short. OR {empty field error} Enter your first name. OR {numbers or invalid characters in name} Check your first name.	
Last name	{too few characters} Last name is too short. OR {empty field error} Enter your last name. OR {numbers or invalid characters in name} Check your last name.	
Zip Code	ZIP Code is invalid.	Also use this error message for Zip Code where you work and Zip Code where you're licensed
State	Make a selection.	Also use this error message for state where you work and state where you're licensed
City	Enter a valid city name.	
Address	Enter a valid address.	
Email address	Enter a valid email address.	
Date of birth	Enter a valid date of birth.	
Status	Make a selection.	
Branch of service	Make a selection.	
Discharge date	Enter a valid date.	
Choose a discount program	Make a selection.	
Where do you work?	Enter an agency name.	
What kind of work do you do?	Make a selection.	

Where do you go to school?	Enter a school, college or university name.	
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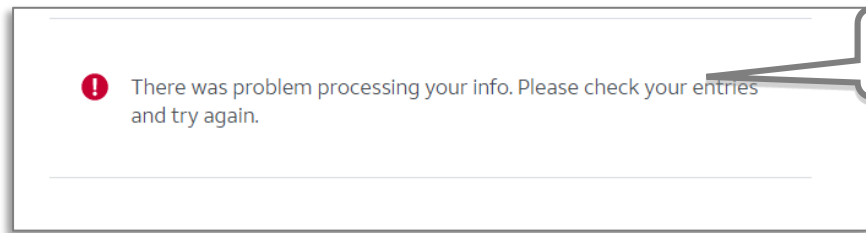
Page level messaging MVP

 <p>There was problem processing your info. Please check your entries and try again.</p>	error	Error type	Error name	Error message	Notes to Shun from Leslie
		SystemError	InternalServerError	[[Use the message here]]	
		SystemError	noProgram		
		SystemError	InvalidProgram		
		SystemError	noVerification		
		SystemError	invalidRequest		
		SystemError	apiRateLimitExceeded		
		SystemError	noRemainingRewardCodes		
		SystemError	unknownError		
		SystemError	invalidApiToken		
		SystemError	simulatedError		
		SystemError	notFound		
		SystemError	unauthorizedDomain		
		SystemError	unauthorizedAddress	We couldn't find a match for your address. Be sure you've entered the correct information and try again.	
		SystemError	UnauthorizedRequest		
		SystemError	unauthorizedUser		
		SystemError	invalidVerificationToken		
		SystemError	expiredVerificationToken		
		SystemError	maxSMSCodeLimitExceeded		

SystemError	fraudRulesReject		
SystemError	invalidSocialSecurityNumber	We can't find a match for your Social Security number. Be sure you've entered the correct information and try again.	
SystemError	invalidSMSCode		
SystemError	expiredSMSCode		
SystemError	invalidEmailLoopToken		
SystemError	expiredEmailLoopToken		
SystemError	notApproved		
SystemError	systemError	[[Use the message here]]	
DataError	docReviewLimitExceeded	You've exceeded the number of verification attempts for this program.	Use this same language both for 3 attempts at doc upload and for 4 attempts at verification.
DataError	expiredVerification		Does this mean expired like the 14 days have passed? So the user needs to try again? What's the remedy?
DataError	invalidDocUploadToken	Oops, something went wrong. Check your document and try again.	
DataError	invalidFizeSizeEmpty	Hmm...your file doesn't meet minimum size requirements. Try again.	
DataError	invalidFileSizeMax	File size should be less than 10MB. Check your document and try again.	
DataError	invalidNumberofFiles	Select 3 docs or less and try again.	
DataError	invalidStep		
DataError	noValidFiles	File name needs to be at least 3 characters. Rename the document and try again.	Is this one the file name is too few characters?
DataError	unsupportedDocMimeType	Files can be JPG, PNG, JPEG, GIF, BMP, or PDF. Check your document and try again.	
DataError	unsupportedRequestType		

	[[invalid date of birth]]	Hmm...we can't find a match for your birthdate. Be sure you've entered the correct information and try again.	I wasn't sure which error type & error name corresponds to invalid birthdate, so I added this row with the messaging for that.
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Page level messaging_hardstop_verification & doc upload fail MVP

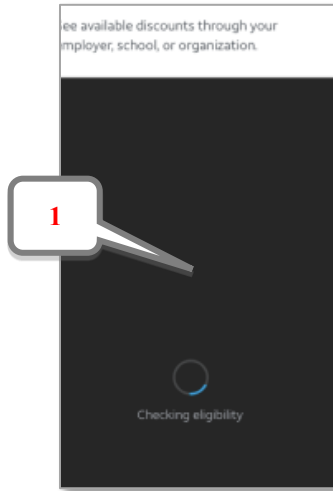


	error	Error type	Error name	Error message	Notes to Shun from Leslie
Alert			verificationLimitExceeded docReviewLimitExceeded	You've exceeded the number of verification attempts for this program.	Use this same language both for 3 attempts at doc upload and for 4 attempts at verification.
Button			Exit	Takes user to PLP	

Spinners MVP & Phase II

Spinner_Check eligibility

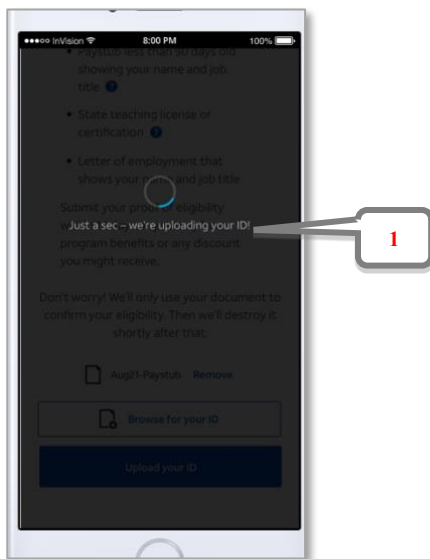
Same as [here](#)



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Just a sec – we’re checking your eligibility!	SAME	Follow up with alert	

Spinner_generic & uploading doc

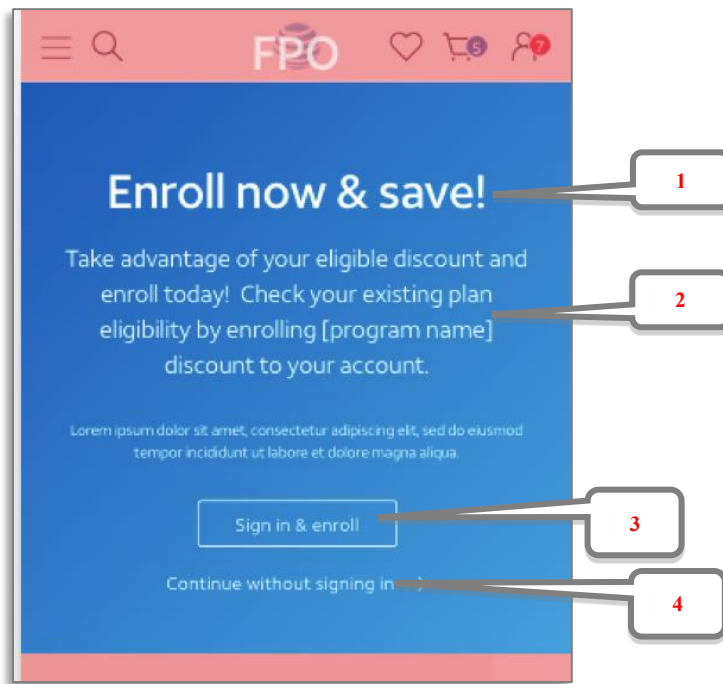
Same as [here](#)



Usage	#	Mobile Content (small viewport)	Desktop Content (X-large, large)	Notes	RL / WC
Field	1	Hold on...finishing things up!	SAME	Use for all spinner scenarios other than this one	

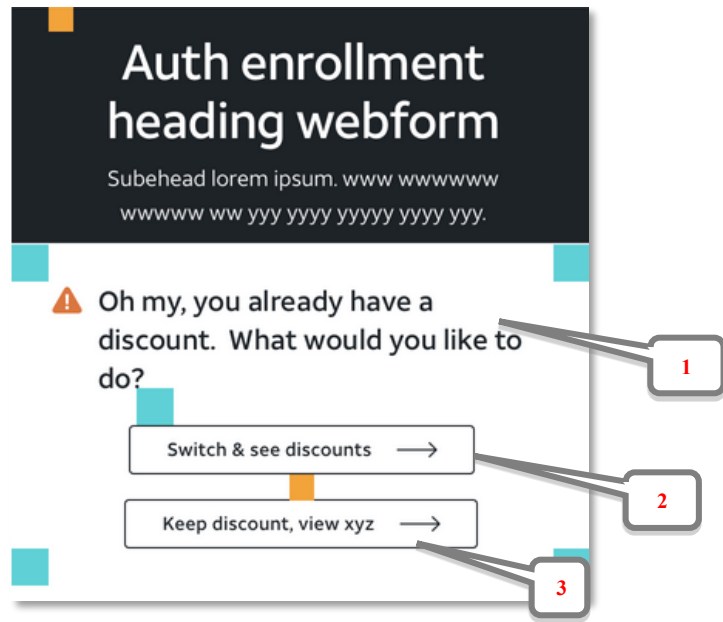
APPENDIX

Interstitial: use only if needed as a component on token lander or as interstitial segue to enter enrollment from external sites



Usage	#	Content	Notes	RL / WC
Header	1	Welcome back!		
Field	2	You've finished the first step. Let's get you enrolled so you can use your program benefits.		
Button	3	Sign in and enroll		
Link	4	Continue without signing in		

State dropdown list MVP & Phase II



Usage	#	Mobile Content (small viewport)		Desktop Content (X-large, large)	Notes	RL / WC
Dropdown	1	{state}	{state abbreviation}	SAME	Dropdown list displays full name of state but converts to two-character abbreviation once user selects their state	
		Alabama	AL			
		Alaska	AK			
		Arizona	AZ			
		Arkansas	AR			
		California	CA			
		Colorado	CO			
		Connecticut	CT			
		Delaware	DE			
		District of Columbia	DC			
		Florida	FL			
		Georgia	GA			
		Hawaii	HI			
		Idaho	ID			
		Illinois	IL			
		Indiana	IN			
		Iowa	IA			
		Kansas	KS			
		Kentucky	KY			
		Louisiana	LA			
		Maine	ME			
		Maryland	MD			
		Massachusetts	MA			
		Michigan	MI			
		Minnesota	MN			
		Mississippi	MS			
		Missouri	MO			
		Montana	MT			
		Nebraska	NE			
		Nevada	NV			
		New Hampshire	NH			
		New Jersey	NJ			
		New Mexico	NM			
		New York	NY			
		North Carolina	NC			
		North Dakota	ND			
		Ohio	OH			
		Oklahoma	OK			
		Oregon	OR			
		Pennsylvania	PA			
		Rhode Island	RI			
		South Carolina	SC			
		South Dakota	SD			
		Tennessee	TN			
		Texas	TX			
		Utah	UT			
		Vermont	VT			
		Virginia	VA			
		Washington	WA			
		West Virginia	WV			
		Wisconsin	WI			
		Wyoming	WY			

SheerID Rejection Reasons – for reference only (OCE handling these dynamic responses in emails)

Rejection Reason Key	Example	[[Reason]] messaging to the customer Sentence: We can't approve your eligibility because [[reason]]...
DOCUMENT_LIKELY_FRAUD	Key information has been photoshopped.	we need more information to check your eligibility.
DOCUMENT_UNSUPPORTED	Military offer but submitted document isn't government-issued.	your document doesn't meet document requirements.
DOCUMENT_UNREADABLE	Picture of ID card has too much glare from overhead lights.	we can't read the details of your document.
DOCUMENT_VALID_OTHER	Another document rejection checkbox is not a good fit	we need more info to check your eligibility.
INSUFFICIENT_STATUS	An acceptance letter to nursing school doesn't prove (a) active enrollment or (b) achievement of nursing certification	the document you submitted isn't an approved document type.
INELIGIBLE_JOB_TITLE	Pay stub shows "Janitor" which is clearly not a first responder.	the job title in your document isn't eligible for this program.
MISMATCH_STATUS	ID card shows "Staff" but form said Student	the information in your document doesn't match the application you filled out.
DOCUMENT_AFFILIATION_OTHER	Another affiliation rejection checkbox is not a good fit	we need more info to check your eligibility.
DOCUMENT_EXPIRED	Shows an expiration date over 1 year ago.	the date of your document is out of eligibility range.
DOCUMENT_TOO_FUTURE	Shows active duty military assignment that starts in 2 months from now.	the date of your document is out of eligibility range.
MISSING_DOCUMENT_DATE	No dates.	your document is undated.

INSUFFICIENT_DOCUMENT_DATE	Date shows a month but no year.	your document has an incomplete date.
DOCUMENT_DATE_OTHER	Another date rejection checkbox is not a good fit	the date on your document doesn't meet eligibility requirements.
MISSING_INFORMATION_BIRTHDATE	No birthdate.	the doc doesn't have your date of birth.
MISMATCH_BIRTHDATE	Drivers license shows year 1970 but form said year 1950	the date of birth in your doc doesn't match the birthdate in your application.
PERSON_BIRTHDATE_OTHER	Another birthdate rejection box is not a good fit	the doc doesn't have your date of birth.
MISSING_PERSON_LAST_NAME	No last name	the document doesn't have your full name.
MISMATCH_PERSON_LAST_NAME	Document shows "Smith" but form said "Shaker"	the name in your doc doesn't match the name on your application.
PERSON_LAST_NAME_OTHER	Another lastname rejection checkbox is not a good fit	we need more info to check your eligibility.
MISSING_PERSON_FIRST_NAME	No first name	your document doesn't have your full name.
MISMATCH_PERSON_FIRST_NAME	Document shows "John" but form said "Jeslyn"	the name in your doc doesn't match the name on your application.

PERSON_FIRST_NAME_OTHER	Another firstname rejection checkbox is not a good fit	the name in your doc doesn't match the name on your application.
MISSING_INFORMATION_ORGANIZATION_NAME	No org name	your document doesn't show where you work or isn't on company letterhead.
MISMATCH_ORGANIZATION_COUNTRY	First responder location in document is Canada but review country is United States.	the country of residence in your document doesn't match the application you filled out.
ORGANIZATION_NAME_OTHER	Another organization rejection checkbox is not a good fit	we need more info to check your eligibility.
MISSING_CUSTOM_VALUE	(unique to each program)	we need more info to check your eligibility.
MISMATCH_CUSTOM_VALUE	(unique to each program)	the information in your document doesn't match the application you filled out.
INSUFFICIENT_CUSTOM_VALUE	(unique to each program)	your document doesn't meet document requirements.
CUSTOM_VALUE_OTHER	(unique to each program)	your document doesn't meet document requirements.