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AT&T Launches Its First Converged Feature for Consumers with Internet Backup - Using AT&T Wireless to Keep Fiber Customers Online at No Extra Cost

This new solution combines the power of AT&T Fiber and wireless, so customers can stay connected in the event of a fiber network disruption.

Key Takeaways:

- AT&T to introduce its first consumer converged feature with Internet Backup, which keeps customers online with a reliable cellular connection to their gateway if fiber becomes unavailable.
- The solution uses existing equipment many customers already have, offering connectivity with no additional wireless plan needed.
- Customers who have both AT&T Fiber and an eligible wireless plan with us can easily set it up in 4 taps through the Smart Home Manager app.

AT&T is proud to announce the launch of **its first seamless converged experience for consumers with our new Internet Backup feature**.

Starting next week, Internet Backup will roll out on our latest gateways[1] across our fiber footprint, **providing consumers who activate the feature with cellular backup in the event of fiber network disruption**. Keeping our customers connected is what matters most, and while AT&T Fiber has over 99.9% proven reliability[2], we want **our customers to stay connected when they need it most**.

To activate Internet Backup, customers with both AT&T Fiber and an eligible AT&T unlimited postpaid wireless plan[3] will receive a notification via the Smart Home Manager app when their gateway is updated, as long as their smartphone is within

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reach of it. The app will guide them through a few simple steps that takes **just 4 taps to enable** from their smartphone.

Once completed, Internet Backup will automatically kick in if there's an AT&T Fiber network disruption and your smartphone is near the gateway. Wireless service will remain active until fiber service is restored. Plus, customers can rest easy knowing they can **stay connected without time constraints and no additional cost**. And to keep things simple, the network will switch back to fiber automatically when it's restored, with no action needed from the customer.

"At AT&T, Internet Backup was designed with the customer at the center. Instead of requiring customers to buy new equipment or sign up for additional wireless plans, we are **deploying the feature on existing devices at no extra cost**," said **Erin Scarborough, Senior Vice President, Product Management at AT&T**. "**More customers choose AT&T as their converged provider** for world-class connectivity, and we're excited to bring our expertise together in this new offering."

This launch furthers AT&T's leadership in converged 5G and fiber connectivity, **which only we have at scale**. AT&T Fiber is the nation's largest[4] and fastest internet provider with the most reliable speeds[5] and we have the largest wireless coverage in North America[6], covering 99% of the U.S. population.[7] **About 4 out of every 10 AT&T Fiber households also choose AT&T as their wireless provider**. Additionally, our share of postpaid phone subscribers within the AT&T Fiber footprint is **roughly 500 basis points higher than our national average**.[8]

This is yet another step in our journey to expanding our connectivity portfolio and furthering our focus on the convergence of wireless and fiber technologies.

[1] Internet Backup is available on the AT&T BGW320 gateways. Existing customers who do not have a BGW320 will receive a notification in their AT&T Smart Home Manager app when eligible to upgrade their gateway, which is the best tool to confirm the customer's gateway model. For more information, customers can visit att.com/fiber or call (800) 288-2020.

[2] Based on network availability.

[3] AT&T may slow wireless data speeds when the network is busy.

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[4] Based on the number of fiber to the home households using publicly available data.

[5] Limited availability in select areas. Based on analysis by Ookla® of Speedtest Intelligence® data nationwide Speed Score and Consistency Score for Q1–Q2 2024. Ookla trademarks used under license and reprinted with permission.

[6] Based on comparison of carrier owned & operated networks. No AT&T on-net coverage in select countries, including Canada.

[7] Based on overall coverage in the US. Coverage not avail. everywhere.

[8] Data as of the end of 3Q 2024.

About AT&T

We help more than 100 million U.S. families, friends and neighbors, plus nearly 2.5 million businesses, connect to greater possibility. From the first phone call 140+ years ago to our 5G wireless and multi-gig internet offerings today, we @ATT innovate to improve lives. For more information about AT&T Inc. (NYSE:T), please visit us at about.att.com. Investors can learn more at investors.att.com.

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