

# Grand Preserve

## Bulk AT&T Services

### Step 1

#### Choose your AT&T package

- AT&T Bulk Services [AT&T Internet 50](#), [AT&T U200](#), [HD](#) are provided through [Grand Preserve](#)
- Determine which products you want to add to your package - upgrades will be billed directly to you on a monthly basis by AT&T

### Step 2

#### Place your order

- Call 866.299.6824 - you **MUST** call this number to place your order for both the standard package and/or upgrades
- Advise the AT&T sales representative you are a Bulk Customer at [Grand Preserve](#)
- Make a note of your installation date & billing account number, or BAN#. *(You will need your BAN# to reference your account later)*

### Step 3

#### Installation Date

- A decision maker, age 18 or older, must be present for the duration of the installation - service will not be installed unless a decision maker is home
- Call 866.299.6824 if you need to change your installation date *(Installation may take up to 6 hours)*
- Active DSL lines will be disconnected
- Make a note of your account passcode at time of installation
- Check all services to ensure they are working **BEFORE** the technician leaves

### Step 4

#### Bulk Services

- Provided through [Grand Preserve](#)

#### AT&T Bill-Upgrades

- Any upgrades over the Bulk Services will be billed separately to you on your monthly AT&T bill
- The rate billed will be the retail pricing difference from your bulk package and the upgrades you have selected

*NOTE: You cannot include any payments to [Grand Preserve](#) for the bulk services with your AT&T bill payment, and you cannot include your AT&T bill payment with any payments to [Grand Preserve](#)*

### Step 5

#### Billing Questions

- Call 866.299.6824 for billing questions - **do not call the number on your bill**
- Have your BAN# ready to give to the representative

