



## Preorders

### *Placing Orders Online and at AT&T Stores*

To help our customers get iPhone 4 as quickly and efficiently as possible, AT&T retail stores nationwide can help customers place their preorder starting June 15. Consumers can preorder online at [www.att.com/iphone](http://www.att.com/iphone), business customers can preorder through their AT&T sales representative or by visiting AT&T's Premier site at <https://www.wireless.att.com/business/>.

New this year, we're excited to offer customers the option to ship preorders directly to their home or business, for delivery as soon as launch day, Thursday, June 24. When placing their order, customers can select home or business delivery and provide their preferred shipping address. We'll send an email to confirm the order has been placed, and a second email to confirm their device has shipped.

#### **When and where can I preorder iPhone 4?**

Preorders can be placed beginning June 15, with delivery as early as June 24 if a customer ships to their home or business. Consumers can preorder both the new iPhone 4 models and the new iPhone 3GS 8GB at their local AT&T store or online at [www.att.com/iphone](http://www.att.com/iphone). Business customers can preorder through their AT&T sales representative or by visiting AT&T's Premier site at <https://www.wireless.att.com/business/>.

Once your order is placed, we'll send you an email with an order ID so you can check your order status online. We'll update the status with a tracking number once your order is ready for shipment.

#### **How many devices can I preorder?**

AT&T stores will sell one iPhone 4 per person for new customers, and one device per household for new orders placed online. Existing customers may purchase one per eligible telephone number online or through our stores.

#### **How do I activate my device?**

Customers who order their device through AT&T and have it shipped directly to their home should follow the instructions included with the shipment. If you're picking up your device in an AT&T store, we'll help you activate it before you leave. Customers performing an exchange for iPhone 4 must activate in an AT&T store.

#### **When will my credit card be charged if I preorder?**

At the point your order is placed, we will authorize the funds to cover your purchase. However, your credit card will not be charged until the order is shipped. Remember to use a credit card as debit cards cannot be used to preorder.



### **When and where can I pick up my preordered device?**

As always, a pick up date depends on when you preorder and on our available inventory. That said, this year we're encouraging customers to have devices shipped directly to their home or business – the fastest and most convenient delivery option. Customers can also opt to pick up their preorder at an AT&T store. Customers performing an exchange for iPhone 4 must have their device shipped to an AT&T store.