

2025

Alliance Mobile Benefits Guide

**AT&T'S SECOND LARGEST
NATIONAL RETAILER WITH OVER
345 LOCATIONS AND 1,200+ TEAM
MEMBERS ACROSS 22+ STATES**



Our Mission: An Alliance that provides an extraordinary experience to our customers and communities while paving the way for our Team to grow professionally and personally as AT&T's top partner.

HERE'S WHAT'S IN IT FOR YOU

At Alliance Mobile, we believe that our team's well-being is essential to our success. This Benefits Guide provides an overview of the valuable benefits and resources available to support you in every aspect of your journey—professionally and personally. From healthcare options to financial wellness programs, our benefits package is designed to help you grow, thrive, and balance what matters most. Whether you're looking to understand healthcare options, maximize retirement savings, or learn about career development resources, this guide is here to assist you every step of the way. Explore the benefits that support your goals, and let's continue to build a stronger, healthier Alliance together.



Scan this QR code for the Employee Support Hub to search for additional information.

Follow us on social media:



@lifeatalliance



@alliancemobile

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The information provided in this Benefits Guide is for general reference purposes only and is subject to change at the company's discretion. For the most up-to-date and accurate details regarding benefits, please refer to the latest version available on the Alliance Mobile Support Hub (for internal employees). This document contains proprietary information and is intended for the exclusive use of authorized individuals. Unauthorized distribution or reproduction is strictly prohibited. If you have any questions, please contact the HR department.

MY PERKS

REFERRAL PROGRAM

Earn \$500 with our Employee Referral Bonus Program!

Know someone great? Refer them, and if they're hired and stay for 90 days with good performance, you'll get a \$500 bonus!

How It Works:

- **Referral Success:** Receive \$500 if your referral is hired and stays for 90 days with good performance.
- **Eligibility:** Notify management before the candidate is considered and submit their resume to HR. You must still be employed when the bonus is paid. No mass resume uploads.
- **Exclusions:** Store Managers hiring for their own locations, and HR, Recruiting, and Senior or District Management teams are not eligible.

SUMMIT & INCENTIVES

- **Summit:** The Alliance Mobile Summit Event is the culmination of an entire year's work, paying off for our top performers, resulting in a all-expenses trip to a fun destination! Summit is what everyone works towards all year long.
- **Incentives & Contests:** Different types of incentives and contests are provided throughout the year by Alliance Mobile and Alliance Mobile's Partners such as, Google, Samsung, Asurion, etc.

WIRELESS DISCOUNT

Save 50% with the Indirect Mobility Offer (IMO)!

As an Alliance Mobile employee, get 50% off on current Unlimited and Mobile Share plans. Discount on up to ten lines, with no device type restrictions.

Keep In Mind:

- **Plans Excluded:** Not available for certain plans like Customer Service Save and Double Data.
- **Account Name:** The account must be in the employee's name.
- **Billing Cycle:** Discount may take 1-3 billing cycles to appear and is not retroactive.
- **Enrollment:** Enroll each line with your ATTUID. Lines not enrolled won't get the discount.

DOORDASH

Enjoy Free DoorDash DashPass—On Us! Get free DoorDash DashPass with your Alliance Mobile email.

Getting Started:

1. **Sign Up:** Create your DoorDash account with your Alliance Mobile email.
2. **Join the Team:** Access DoorDash credits by joining our team.
3. **Use Your Credits:** Visit your Team Benefits Credits from a computer.

MY PERKS

ANNIVERSARY PROGRAM

Receive an Anniversary Gift for your time working with Alliance!

- **1 Year Anniversary:** \$15 DoorDash Credit for celebrating your first year with Alliance Mobile.
- **3 Year Anniversary:** Choose a customized North Face Jacket with the Alliance Mobile logo and 2-3 initials of your choice.
- **5 Year Anniversary:** Choose between a Samsung or Apple Watch, or select from two luxury Tumi Bags with an option for 2-3 initials engraving.
- **10 Year Anniversary:** Enjoy a range of exclusive options like a custom suit, designer handbag, diamond earrings, travel voucher, etc. to celebrate your decade-long journey with us!



MY LIFE AND LEISURE

PAID TIME OFF (PTO) AT ALLIANCE MOBILE

At Alliance Mobile, we prioritize work-life balance by offering Paid Time Off (PTO) for relaxation, personal interests, and health needs.

Key Points:

- **Accrual and Usage:** PTO is available to eligible regular full-time employees. Unused PTO is not paid out upon termination, and balances reset on the first day of the pay period including your work anniversary.
- **Rollover Limits:** You can roll over up to 40 PTO hours. New employees can use accrued PTO after 90 days.
- **Scheduling and Approval:** Submit PTO requests through the payroll system at least two weeks in advance, except for sick days. Email your request to the Director of Human Resources with your manager copied for approval.
- **Blackout Dates:** PTO is not approved from Black Friday through New Year's Day, and during iPhone pre-orders and launch dates.
- **Maximum Usage:** Vacation days are based on 8-hour days, with a maximum of five consecutive days per period. PTO is not considered time worked for overtime calculations, and exempt employees must meet their agreed hours.

Important Notes:

- PTO balances cannot go negative, though up to 16 negative hours may be approved by a Market Director or higher.
- PTO requests are based on customer needs and operations. Non-exempt employees may use PTO in 4 or 8-hour increments.
- Additional time off beyond PTO requires written manager approval and will be unpaid.

PTO CHARTS

DM, MD & Full Time Corporate	Max PTO Hours Per Year	Max PTO Days Per Year
0-1 Years	40	5
1-2 Years	80	10
3-4 Years	120	15
5+ Years	160	20

Salary & Hourly Managers	Max PTO Hours Per Year	Max PTO Days Per Year
0-1 Years	40	5
1-2 Years	72	9
3-4 Years	104	13
5+ Years	144	18

Full Time Retail Employees	Max PTO Hours Per Year	Max PTO Days Per Year
0-1 Years	40	5
1-2 Years	64	8
3-4 Years	88	11
5+ Years	120	15

MY LIFE AND LEISURE

BEREAVEMENT LEAVE

At Alliance Mobile, we offer up to three days of paid bereavement leave for the loss of an immediate family member, including spouse, domestic partner, child, parent, sibling, or grandparent.

How to Use Bereavement Leave:

- **Notify Your Manager:** Inform your manager as soon as possible.
- **Provide Documentation:** Submit an obituary, death notice, or memorial card, or alternative documentation if these are unavailable.
- **Eligibility:** Active employment and completion of the 90-day introductory period required.

HOLIDAY PAY

Alliance Mobile provides paid holidays to eligible employees:

- **Exempt Corporate Employees:** Receive 8 hours of regular pay on Easter, Thanksgiving Day, and Christmas Day.
- **Non-Exempt Employees:** Receive time and a half for working on New Year's Day, Memorial Day, July 4th, Labor Day, and Christmas Eve. Holiday pay applies only to straight-time work.
- **Holiday Pay on Sundays:** Exempt employees receive holiday pay for Easter, Thanksgiving, and Christmas Day only if they worked over 50% of Sundays in the last three months.



MY LIFE AND LEISURE

MILITARY LEAVE

We honor your military service under the Uniformed Services Employment and Reemployment Rights Act (USERRA). For details, contact the Director of Human Resources.

MATERNITY LEAVE

We offer 4 weeks of paid maternity leave for female employees following childbirth.

- **Eligibility:** Must be employed for at least 12 months and worked 1,250 hours in the past year.
- **Leave Details:** Paid leave is 100% of regular pay and runs concurrently with FMLA. Notify your supervisor and HR 30 days in advance or as soon as possible for unplanned leave.

Pregnancy & Lactation Accommodation

We provide accommodations under the Pregnant Workers Fairness Act (PWFA) and the Providing Urgent Maternal Protections (PUMP) Act:

- **Pregnancy:** Adjustments to job responsibilities, tasks, or schedules, and additional rest breaks.
- **Lactation:** Reasonable break time and a clean, private space with electrical outlets for expressing milk.
- **Request:** Notify HR at HR@allianceatt.com with medical documentation. All requests are confidential, with no retaliation.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

Eligible employees may take up to 12 weeks of unpaid leave for various reasons, including childbirth, adoption, family care, personal health, or military duty.

- **Concurrent Leave:** Maternity leave counts toward the 12 weeks of FMLA.
- **Intermittent Leave:** May be taken intermittently if medically necessary.
- **Military Family Leave:** Up to 26 weeks available for caring for a covered service member.

WITNESS AND JURY DUTY

We support your civic duties:

- **Notification:** Inform your manager of a jury duty summons or subpoena and provide a copy.
- **Documentation:** Submit court documentation after service.
- **Compensation:** Exempt employees are paid as per law. Non-exempt employees do not receive pay for this time.
- **Returning to Work:** Return to work when temporarily excused or reschedule if it conflicts with business needs.

MY HEALTH AND WELLNESS

MEDICAL PLAN INTRODUCTION

What plan is right for me?

Selecting the best health plan for you and your family is essential, and we're here to make it easy. Here's a quick guide to help you make an informed decision:

- **Affordability:**
 - **Premiums:** Select lower monthly premiums with higher deductibles or higher premiums for greater coverage and lower out-of-pocket costs.
 - **Copays:** Some plans cover 100% of services like annual check-ups, while others may require copays for additional visits.
 - **Annual Deductible:** Opt for a higher deductible to lower your monthly premiums.
 - **Out-of-Pocket Maximum:** The maximum you'll pay in a year before your plan covers all eligible costs.
 - **Health Savings Account (HSA):** Save and pay for medical expenses flexibly.
- **Comprehensive Coverage:**
 - **Preventive Care:** 100% covered preventive care within the network.
 - **Future Planning:** Choose a plan that supports chronic conditions, surgeries, prescriptions, or starting a family.
- **Access to Top-Tier Care:**
 - **Doctors & Hospitals:** Choose in-network providers for maximum coverage or out-of-network for flexibility.
- **Coverage Awareness:**
 - **Exclusions & Limitations:** Review what's covered to avoid surprises.

Virtual Visits – Convenient Care, Anywhere

- **What Are Virtual Visits?**
 - Connect with a doctor via mobile device or computer for non-emergency conditions.
 - Costs apply to your deductible and out-of-pocket maximum.
- **When to Use Virtual Visits:**
 - If your regular doctor is unavailable.
 - When you're traveling.
 - For non-emergency health concerns.
- **Getting Started:**
 - Log in to your BCBSM Online Visits account or call 1-844-606-1608.
 - Download the BCBSM Online Visits app for easy access.

Alliance Mobile offers group health insurance benefits to regular full-time employees, with eligibility beginning the first day of the month following 60 days of employment. New hire open enrollment for full-time employees starts on your first day of employment and ends one day prior to the effective date of coverage. To enroll in benefits, log into Paycor, navigate to the Benefits Advisor section, and select the health insurance package that best suits your needs. Be sure to complete your enrollment before the deadline to ensure your coverage starts on time. If you need assistance or have questions, please submit a HR Ticket in the myHub.

MY HEALTH AND WELLNESS

MEDICAL PLAN OVERVIEW - PPO PLANS

BCBSM (Blue Cross Blue Shield)	PPO 2500	PPO HSA 2000
IN NETWORK BENEFITS		
What States Can Enroll?	All States	All States
Preventative Services	Covered at 100% - Copays & Deductibles Do Not Apply	
Deductible (\$) (Individual / Family)	\$2,500 / \$5,000	\$2,000 / \$4,000
Coinsurance (%) (BCBSM / You)	80% / 20%	80% / 20%
Coinsurance Max	N/A	N/A
Out-of-Pocket Maximum	\$8,150 / \$16,300	\$4,000 / \$8,000
Primary Care Visit	\$40 Copay	Deductible & 20% Coinsurance
Specialist Visit	\$60 Copay	Deductible & 20% Coinsurance
Diagnostic X-Ray/Lab/Radiology	Deductible & 20% Coinsurance	Deductible & 20% Coinsurance
Emergency Room (waived if admitted)	\$250 Copay	Deductible & 20% Coinsurance
Urgent Care	\$60 Copay	Deductible & 20% Coinsurance
OUT-OF-NETWORK BENEFITS		
Deductible (\$) (Individual / Family)	\$5,000 / \$10,000	\$4,000 / \$8,000
Coinsurance (%) (BCBSM / You)	60% / 40%	60% / 40%
Out-of-Pocket Maximum	\$16,300 / \$32,600	\$8,000 / \$16,000
PRESCRIPTION DRUGS - RETAIL (30 DAYS)		
Preferred Generic Tier	\$15 Copay	\$15 Copay After Deductible
Preferred Brand Tier	\$50 Copay	\$50 Copay After Deductible
Non-Preferred Brand Tier	\$70 Copay / 50%	\$70 Copay / 50% After Deductible
PRESCRIPTION DRUGS - MAIL ORDER (31-90 DAYS)		
	2x Retail	2x Retail

MY HEALTH AND WELLNESS

DENTAL PLAN OVERVIEW

- **In-Network Advantage:** For the best value, visit a participating in-network provider to enjoy lower out-of-pocket costs, no balance billing, and direct claims submission by your dentist.

Maximize Your Benefits and Savings

- **Find an In-Network Dentist:** Visit MIBlueDentist.com to locate a PPO network dentist near you.
- **Confirm Participation:** Always verify if your dentist is part of the Blue Cross Blue Shield of Michigan network before your appointment.
- **Need Assistance?:** Call 1-888-826-8152 to check your dentist's network status.
- **Keep Your Card Handy:** Have your Blue Cross ID card ready when scheduling your appointment.
- **Check Coverage:** Ensure your planned treatment is covered by having your dentist check our online portal or call 1-888-826-8152.

Blue Cross Blue Shield of Michigan	Dental PPO Plan		Dental PPO Buy-Up Plan	
	In-Network	Out-Of-Network	In-Network	Out-Of-Network
Deductible				
Individual / Family	\$50 / \$150	\$50 / \$150	\$50 / \$150	\$50 / \$150
Waived For Class I Services	Yes	Yes	Yes	Yes
Deductibles Reset	Calendar Year	Calendar Year	Calendar Year	Calendar Year
Waiting Period	None	None	None	None

MY HEALTH AND WELLNESS

DENTAL PLAN OVERVIEW (CONTINUED)

Blue Cross Blue Shield of Michigan	Dental PPO Plan		Dental PPO Buy-Up Plan	
Maximum Benefit	In-Network	Out-Of-Network	In-Network	Out-Of-Network
Per Member	\$1000	\$1000	\$2000	\$2000
Class I Services: Diagnostic & Preventive	In-Network	Out-Of-Network	In-Network	Out-Of-Network
Routine Oral Exam, Routine Cleanings, Sealants, X-Rays	100%	100%	100%	100%
Class II Services: Diagnostic & Preventive	In-Network	Out-Of-Network	In-Network	Out-Of-Network
Restorations, Palliative Treatment, Relines and Repairs	80% After Deductible	80% After Deductible	80% After Deductible	80% After Deductible
Class III Services: Major Restorative	In-Network	Out-Of-Network	In-Network	Out-Of-Network
Oral Surgery, Simple Extractions, Periodontics, Endodontics, Inlays, Onlays & Crowns	50% After Deductible	50% After Deductible	50% After Deductible	50% After Deductible
Class IV Services: Orthodontia	Child & Adult	Child Only	Child & Adult	Child Only
Coinsurance	50%	50%	50%	50%
Lifetime Maximum	\$1000 per member	\$1000 per member	\$2000 per member	\$2000 per member

MY HEALTH AND WELLNESS

VISION PLAN OVERVIEW

- **In-Network Advantage:** For the best coverage, visit an in-network provider. If you choose out-of-network services, you'll pay the provider directly and submit a claim for reimbursement.

Maximize Your Vision Benefits

- **Find an In-Network Doctor:** Visit vsp.com or call 1-800-877-7195 to locate a VSP Vision Care doctor near you.
- **Schedule Your Appointment:** Inform the doctor that you're a VSP member when booking your visit.
- **Show Your ID:** Present your Blue Cross ID card at your appointment.
- **Verify Eligibility:** Ensure the doctor uses your Blue Cross ID number to confirm your eligibility.
- **Need Help?:** Contact VSP customer service at 1-800-877-7195 for any service issues or questions.

Blue Cross Blue Shield of Michigan	12/12/12 Plan	
Services	In-Network	Non-Network Reimbursement Amount
Eye Exam	\$10 Copay	Up to \$45 <i>Less \$10 Copay</i>
Lenses	In-Network	Non-Network Reimbursement Amount
Single Vision	\$25 Copay	Up To Approved Amount <i>Less \$25 Copay</i>
Bifocal / Trifocal / Lenticular	\$25 Copay	Up To Approved Amount <i>Less \$25 Copay</i>

MY HEALTH AND WELLNESS

VISION PLAN OVERVIEW (CONTINUED)

Blue Cross Blue Shield of Michigan	12/12/12 Plan	
Frame	In-Network	Non-Network Reimbursement Amount
Allowance	Up To \$130 <i>Less \$25 Copay</i>	Up To \$70 <i>Less \$25 Copay</i>
Contact Lenses	In-Network	Non-Network Reimbursement Amount
Allowance (In Addition To Lenses/Frame)	Up To \$130	Up To \$105
Contact Lenses Evaluation Fitting	Up To \$60 Copay	
Medically Necessary	\$25 Copay	Up To \$210 <i>Less \$25 Copay</i>
Frequency	In-Network	Non-Network Reimbursement Amount
	Bifocal / Trifocal / Lenticular	

MY HEALTH AND WELLNESS

BEHAVIORAL AND MENTAL HEALTH

Caring for Your Mental Well-Being

Your mental health is as important as your physical health. If you're struggling to focus, losing interest in activities you once enjoyed, or turning to alcohol or smoking when feeling down, you may benefit from additional support. Explore our behavioral health resources for help. Learn more about our behavioral health resources here.

Crisis Assistance: You're Not Alone

It's normal to feel down or out of sorts, but when those feelings become overwhelming, they can lead to thoughts of self-harm or harm to others. If you're struggling or are a victim of abuse, help is available:

- **Suicide and Crisis Lifeline:** Call 988 or 1-800-273-8255 for 24/7 support.
- **National Domestic Violence Hotline:** Call 1-800-799-7233 for anonymous, confidential support, available 24/7.

We also offer in-person crisis care across various locations in the state. Find out more about our crisis centers.

Your health plan gives you access to a variety of care options and resources to treat mental health and substance use disorder conditions. Options include in-person treatment, virtual care, free resources and more.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Support When You Need It

- **Counseling Services:** Get up to three in-person sessions or 24/7 telephone counseling for emotional, legal, or financial support.
- **Online Resources:** Access self-assessments, educational tools, and guidance on topics like stress, family law, and financial planning at [GuidanceResources.com](https://www.GuidanceResources.com) (Company ID: DISRES).
- **Getting Started:** Call 1-866-899-1363 (TTY: 1-800-697-0353) or visit [GuidanceResources.com](https://www.GuidanceResources.com) to begin.

Mental Health Guides

- **Personalized Support:** Explore specialized guides for parents, women, men, seniors, and all members to enhance your mental well-being.

Member Tools and Resources

- **Health Tools:** Use the health assessment, symptom checker, and trackers to manage your health.
- **Exclusive Resources:** Access podcasts, healthy recipes, virtual wellness sessions, and Blue365 discounts.
- **24-Hour Support:** Call the nurse line or connect with the engagement center for ongoing assistance.

For more details, check your benefits guide or log in to the BCBSM member portal.

MY GROWTH AND SAVINGS

401K PLAN AT ALLIANCE MOBILE

Secure Your Retirement Maximize your retirement savings with Alliance Mobile's 401k plan.

- **Generous Matching:** Alliance Mobile matches your contributions dollar-for-dollar up to 3%, and 50 cents on the dollar for the next 2%. Contribute 5% to receive the full 4% match.
- **Immediate Vesting:** You're 100% vested from the start, with company match contributions made each pay period.
- **Quarterly Enrollment:** Join the 401k plan every quarter.
- **Eligibility:** Must be at least 21 years old and employed for at least 90 days.
- **Flexible Options:** Choose between Traditional and Roth investments, with 401k loans available if needed.

Interested in Enrolling? Contact Human Resources for enrollment forms, webinars, and additional information. For detailed plan benefits, refer to the Summary Plan Description.

2025 HSA FUNDING LIMITS

Each year, the IRS places a limit on the maximum amount that can be contributed to HSA accounts.

HSA Contribution Limits	
Employee	\$4,300
Two Person/Family	\$8,550

MAXIMIZE YOUR SAVINGS WITH AN HSA

An HSA is a tax-free savings account for future healthcare needs, fully vested from day one.

- **Tax Benefits:** Pre-tax contributions through payroll deductions, used tax-free for qualified medical expenses.
- **Flexibility:** Use funds anytime or roll them over year after year.
- **Portability:** Your HSA stays with you even if you change health plans or employers.
- **Adjust Contributions:** Change your contribution amount at any time during the year.

HSA "Catch-Up" Contributions	
Age 55 or Older	\$1,000

MY GROWTH AND SAVINGS

COLLEGE TUITION ASSISTANCE

Invest in Your Future with Alliance Mobile's Education Reimbursement Program! At Alliance Mobile, we're committed to supporting your educational goals. That's why we offer up to \$500 in reimbursement per semester (for up to 2 semesters each calendar year) when you attend an accredited community college or university. Here's how you can take advantage of this exciting benefit:

- **Any Degree, Any Field:** Whether you're pursuing a new degree or advancing in your current field, we support your educational journey.
- **Maintain a Strong GPA:** Ensure a GPA of 2.5 or higher for the semester to qualify.
- **Easy Reimbursement Process:** Provide proof of a 2.5 GPA or higher, receipts for tuition, books, or room and board, and proof of continued employment with Alliance Mobile.
- **Eligibility:** Full-time or part-time employees must be with Alliance Mobile for at least 6 months at the start of the semester for which you are seeking reimbursement.
- **How to Apply:** At the end of the semester, simply email your GPA and proof of admission to Hr@allianceatt.com to receive your \$500 reimbursement.

Take the Next Step in Your Career and Education with Alliance Mobile!

HSA ELIGIBILITY REQUIREMENTS

- **High Deductible Health Plan (HDHP):** You must be covered under a qualified HDHP.
- **No Other Health Insurance:** Cannot be covered by other health insurance plans (except for certain types like dental, vision, disability, or long-term care).
- **No FSA or HRA:** Cannot participate in a Healthcare FSA or a spouse/domestic partner's FSA or Health Reimbursement Account (HRA).
- **No Medicare or Medicaid:** Not enrolled in Medicare or Medicaid.
- **Tax Dependency:** Cannot be claimed as a dependent on someone else's tax return.
- **VA Benefits:** Must not have received Department of Veterans Affairs Medical benefits in the past 90 days.

Ready to Enroll? Contact our HR department to set up your HSA account and start saving for your healthcare needs!

SAVE SMART WITH BLUE365®

Unlock exclusive discounts on:

- **Gym Memberships:** Stay fit with special rates.
- **Groceries:** Save on healthy food options.
- **Fitness Gear:** Get discounts on exercise equipment.
- **Weight Loss Programs:** Access programs to help you reach your goals.
- **Recreation:** Enjoy savings on various recreational activities.

To access these discounts, log in to bcbsm.com and click on "Member Discounts with Blue365" on the right side of your home page.

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