

Stay eligible for your offer credits (2019)

Receive a text saying you lost eligibility? Find out how you can keep your offer credits.

Reasons why your offer credits are on hold

Stopped your AT&T TV or Internet service

You must keep your DIRECTV or U-Verse TV or AT&T Internet service active while your wireless smartphone device is receiving the offer credit for having an eligible other service.

To keep getting credits, reactivate your TV or internet service within 30 days of getting the text notification. If not, you'll lose your credits.

Reactivate your TV or internet service

[Explore your TV packages or internet plan options](#)

Canceled one of your BOGO lines

Your offer requires that both buy-one, get-one lines are active for the entire term of the installment plan getting the credits (24, 30, or 36 months). If not, you'll lose your credits.

Want to get your credits back? Reactivate your wireless line back to your AT&T account within 30 days of getting the text notification. If not, you'll lose your credits.

Changed your AT&T unlimited rate plan

For offers starting on or after May 1, 2019, your wireless lines are required to be on a qualifying AT&T unlimited plan. The following unlimited plans for smartphones are currently included: AT&T Unlimited, AT&T Unlimited Choice, AT&T Unlimited Choice II, AT&T Unlimited Plus, AT&T Unlimited Choice Enhanced, AT&T Unlimited Plus Enhanced, AT&T Unlimited &More, and AT&T Unlimited &More Premium. The grandfathered data-only plan called Data Unlimited that is \$45 per month and requires an AT&T FamilyTalk or Nation plan is excluded.

To get your offer credits back, change your wireless line(s) back to a qualifying AT&T unlimited plan within 30 days of getting the notification text. If not, you'll lose your credits.

Get more info about your offer

[Buy one, get one half-price or free with AT&T unlimited offers \(2019\)](#)

[Buy one, get one with AT&T unlimited offers \(2019\)](#)

[Buy one, get one offers \(2019\)](#)

[Buy one, get one half-price or free offers \(2019\)](#)

[Select phones for \\$10 or less per month \(2019\)](#)