# Your AT&T
# Service Guide

Keep this guide for future reference.

Not all services and features may be available in your area.

Welcome to AT&T Local Service. We're glad to have you as a customer, and we're dedicated to ensuring your complete satisfaction. We offer a wide selection of calling features for you to choose from, all of them designed to make your **AT&T Local Service** as convenient as possible. You'll find easy-to-understand instructions in this booklet, along with other important information. We urge you to keep it for future reference.

# AT&T Local Service

# Contents

*Some features and services may not be available in your area. Some features may not work together.

# AT&T Local Service

AT&T offers a wide range of services, optional features, and useful information. Should you have any questions or want to order additional products or services from us, simply call one of the toll-free AT&T Customer Care numbers below and an AT&T Representative will be happy to help.

## General Information

**AT&T Customer Care**

For assistance or information regarding your AT&T bill or telephone service, please call our Customer Care Center at one of the following toll-free numbers:

| | |
|---|---|
| AT&T Local Service | 1 800 288-2747 |
| AT&T Local Service (Texas) | 1 800 662-3036 |
| AT&T Hearing/Speech Impaired | 1 800 833-3232 |
| AT&T Calling Card Service | 1 800 225-5288 |

To confirm that your AT&T Long Distance Service has been connected, please dial one of the numbers below from a telephone in your home and listen to the recorded message:

| | |
|---|---|
| Residential Long Distance | 1 700 555-4141 |
| Local/Regional Toll | 1 (your area code) 700-4141 |

**911 Emergency Service**

For emergencies in which there is immediate danger to life, health, or property, dial 9 1 1 . For non-emergency situations, please contact the police, fire department, or medical authorities at the number listed in your phone book.

**Specialized Directory Listings**

"Non-listed" numbers are not listed in the phone book but are available through Directory Assistance. "Non-published" numbers are not available in the phone book or through Directory Assistance. Additional charges may apply.

**Web Site Addresses**

For more information about your AT&T Local and Long Distance Service, special offers, Internet-related services, calling rates, local calling area maps, etc., visit one of our AT&T Web sites:

| | |
|---|---|
| Online Customer Service | www.att.com |
| Local/Regional maps | www.att.com/localtoll |
| AT&T Local Service | www.attconsumer.com |
| AT&T Online Billing | www.att.com/go-online |

# Calling Information

With AT&T, you can call virtually anywhere in the world. Here's a quick explanation of the different types of calls:

**Call Types**



❶ **Local** — A call within your local calling area covered by your local calling plan

❷ **Local Toll (Regional Toll)** — A call beyond your local calling area, but not far enough to be long distance. Calls to adjacent local exchanges must be billed as local calls

❸ **In-State Long Distance** — A call to a number outside your local calling area, but still within the borders of your state

❹ **State-to-State Long Distance** — A call to a number in a different state

**CALL ATT**℠ **Calling Card** — Calls placed virtually anywhere in the world using an AT&T Calling Card. If you don't have a **CALL ATT** Calling Card, or you'd like to order additional cards, call our toll-free Customer Care number located in the General Information section of this service guide. There is no charge for ordering the card.

## Specialized Services

### 7-1-1 In-State Telecommunications Relay Service

You can reach the in-state Telecommunications Relay Service (TRS) at no additional charge by dialing 7 1 1, in addition to using the existing in-state TRS phone numbers. TRS operators facilitate telephone communications between TTY (teletype) users who are deaf, severely hard of hearing, or speech disabled, and those who do not have TTYs. If you are not hearing impaired and do not have TTY and hear a tone when dialing 7 1 1, follow the prompts or stay on the line and an operator will assist you.

### Directory Assistance

Directory Assistance can provide both local and long distance numbers. Directory Assistance calls are charged on a per-use basis. Dial 4 1 1 (in some states 1-411 or 555-1212) to access your local Directory Assistance. If you are an AT&T Local and Long Distance customer, simply press 0 0 to reach our AT&T **"00" INFO**℠ local, long distance, and yellow-page directory, and an AT&T Representative will assist you.

### Lifeline Service and Special Needs

Lifeline Service is a program that reduces certain charges for qualified, low-income households. This service is available to qualifying AT&T Local Service customers who submit a Lifeline application. In some states, proof of eligibility may be required.

For customers who are visually or physically impaired, AT&T has a program called Special Needs. This program provides eligible customers with an "allowance" of calls using Directory and Operator Assistance. Calls above the "allowance" will be charged at AT&T's normal rate(s). Depending on the state you live in, certain requirements may apply.

### Operator Services

An operator will help you place collect calls, person-to-person calls, or bill-to-third-party calls. To contact your operator, press 0 for local calls and 0 0 for long distance calls. Charges will depend on the service requested.

# Calling Features

Calling features are charged on a monthly recurring basis, unless otherwise noted (pay-per-use). If you have any questions, need additional information, or would like to add additional features to your current selection, please call the Customer Care number located in the General Information section of this service guide. Not all features may be available in your area.

**Anonymous Call Rejection (ACR)**

If you choose not to receive a call from someone when Caller ID is blocked, you can respond with an announcement that informs the caller that you are not accepting Caller ID blocked calls. It also tells the caller to unblock their phone number if they wish to speak with you. You must purchase Caller ID to activate this function. To activate this feature, press $\boxed{*}\boxed{7}\boxed{7}$ (dial 1177 from a rotary phone). To deactivate, press $\boxed{*}\boxed{8}\boxed{7}$ (dial 1187 from a rotary phone).

**Call Block 900/976**

A block is placed on your line so you cannot make or be charged for 900/976 calls from your home. Should you choose this feature, applicable charges may apply. In some states, the Call Block 900/976 feature is a state requirement and is automatically activated at no charge.

**Call Block**

Call Block gives you the option of blocking up to six calls from a list of designated phone numbers. To block a designated phone number, press $\boxed{*}\boxed{6}\boxed{0}$ (dial 1160 from a rotary phone), press $\boxed{\#}$ (dial 12 from a rotary phone), wait for the dial tone, and dial the first designated phone number you wish to have blocked, followed by the $\boxed{\#}$ (omit the $\boxed{\#}$ when using a rotary phone). Repeat this process to add more phone numbers. To deactivate, press $\boxed{*}\boxed{8}\boxed{0}$ (dial 1180 from a rotary phone). Calls from cellular phones and calls placed with operator assistance cannot be blocked.

**Call Forward**

There are several opportunities to use Call Forward — and there are several options available to meet your needs. Long distance charges may apply to calls you forward depending on the destination of the call. Calls cannot be forwarded to 0-, 0+, or 3-digit numbers.

**Call Forward — Busy**

This feature forwards your incoming calls to another phone number, or a second line in your home, whenever your main number is busy. To activate or deactivate this feature or change a designated forward-to number, call our Customer Care Center and indicate the phone number you want your calls forwarded to and/or changed. If you subscribe to Call Waiting, you must deactivate Call Waiting to enable Call Forward—Busy.

**Call Forward — Don't Answer (No Answer)**

This feature forwards your incoming calls to another phone number if you don't pick up after a certain number of telephone rings. To activate or deactivate this feature, call our Customer Care Center, and designate the forward-to phone number and the number of telephone rings. You may answer the call prior to it being forwarded, as long as the call is answered within the selected ringing cycle. To change the number of rings selected and the forward-to phone number, call one of our Local Service Customer Care numbers located in the General Information section of this service guide.

**Call Forward — Preferred (Selective)**

This feature enables you to forward up to six calls from preselected phone numbers to a number that you designate. To activate this feature, press ✳ 6 3 (dial 1163 from a rotary phone), then follow the recorded instructions. To deactivate, press ✳ 8 3 (dial 1183 from a rotary phone), press 3, and follow the recorded instructions.

**Call Forward — Ring-No Answer**

This feature gives you the option of changing the number of rings before a call is forwarded. To activate, press ✳ 4 7 (1147 from a rotary phone) and follow the instructions.

### Call Forward — Remote Access

You can change the phone number to which your calls are forwarded when you're not at home. Activation begins once you've received a special access number and personal identification number (PIN). Once you've received your access number and PIN, you can activate this feature by pressing $\boxed{7}\boxed{2}\boxed{\#}$ (dial 72 from a rotary phone). To deactivate, press $\boxed{7}\boxed{3}\boxed{\#}$ (73 from a rotary phone).

### Call Forward — Variable

This feature allows you to forward your calls to a number of your choosing — even to your cellular phone. Press $\boxed{7}\boxed{2}\boxed{\#}$ (dial 72, or in some states 1172, from a rotary phone) and enter the number to which you want your incoming calls forwarded. When that call is answered, Call Forward — Variable is in effect. If the call is not answered or if the number is busy, your calls will not be forwarded. You must then repeat the process for your calls to be forwarded. To deactivate, press $\boxed{7}\boxed{3}\boxed{\#}$ (dial 73, or in some states 1173, from a rotary phone). Two short tones, followed by a normal tone, will indicate the feature is deactivated. You will need to repeat these steps each time you wish to forward calls.

### Call Screening

Call Screening allows you to block phone numbers from a list you've designated and route them to a message indicating you're not receiving calls at that time. Lift the handset and wait for the dial tone. Press $\boxed{*}\boxed{6}\boxed{0}$ (1160 from a rotary phone) and follow the instructions. The instructions will direct you to enter the phone numbers to block, delete, or change on your list. To deactivate Call Screening, press $\boxed{*}\boxed{8}\boxed{0}$ (1180 from a rotary phone), and follow the instructions. In some locations, you must press 3 to activate or deactivate this service. Calls will not be blocked unless Call Screening is on.

### Call Waiting

A special tone signals you if there's an incoming call while you're already on the phone. When you hear the tone, briefly press and release the telephone switch

hook or "flash" button. This will put the first call on hold while you answer the incoming call. To return to the first call (and to switch back and forth), simply press and release the switch hook or flash button again. To temporarily deactivate Call Waiting, press $\boxed{*}\boxed{7}\boxed{0}$ (dial 1170 from a rotary phone); wait for a second dial tone before placing your call. Call Waiting will be automatically reactivated for new incoming calls when you hang up.

## Call Waiting Deluxe

This feature allows you the benefits of Caller ID with Name and Call Waiting. The Caller ID unit displays both the names and phone numbers of incoming Call Waiting calls when you are on the phone. You'll first have to subscribe to Caller ID or Caller ID with Name, and have a Caller ID Deluxe unit or a special Caller ID phone that supports this feature. Refer to the Call Waiting instructions to activate and deactivate Call Waiting Deluxe.

## Call Waiting Deluxe with Call Forward — Ring–No Answer

This feature enables you to forward a waiting call to another number such as a VoiceMail box or telephone service. You must have a special phone to support this feature. Refer to the Call Waiting Deluxe and Call Forward—Ring–No Answer sections in this service guide for information and instructions on how to use these features.

## Call Waiting ID with Name

The Caller ID unit displays the name and phone number (if available) of incoming Call Waiting calls when you're already on the phone. You'll first have to subscribe to Call Waiting and Caller ID, and have a Caller ID unit or a special Caller ID phone that supports Caller ID with Call Waiting.

## Caller ID

With Caller ID, the incoming caller's telephone number (if available) is displayed on a Caller ID unit or Caller ID–equipped phone before you answer. Caller ID will not identify calls from pay phones, some cellular phones, or areas without advanced switching capabilities, or if the calling party blocks their number. You must provide

the special Caller ID unit or Caller ID–equipped phone
to support this feature. In some states, name and
number are provided.

## Caller ID Blocking
## (Calling Number Delivery Block)

With this feature, you can prevent your name and
number from appearing on the Caller ID unit of the
person you're calling. Instead they'll see "private" or
"anonymous" on their display unit or phone. You may
subscribe to Caller ID Complete Blocking (Calling
Number Delivery Block) at no charge for continuous
call blocking or on a per-use basis. To activate Caller ID
Blocking (Calling Number Delivery Block) on a per-use
basis, press $\boxed{*}\boxed{6}\boxed{7}$ (dial 1167 from a rotary phone)
before each call. If you subscribe to continuous Caller
ID Complete Blocking, press $\boxed{*}\boxed{8}\boxed{2}$ (dial 1182
from a rotary phone) before each call to deactivate
the service. Repeat this process to block each call.

## Caller ID with Name

Caller ID with Name displays an incoming caller's
name and telephone number (if available) on a Caller ID
unit or a special Caller ID–equipped phone before you
answer. You must provide the special Caller ID unit or
Caller ID–equipped phone.

## Custom Ring 1/Custom Ring 2

Custom Ring gives you one or two additional home
phone numbers without needing to install additional
lines (depending on which feature you select). Only one
call can come in at a time, but it's great if you need to
separate incoming calls according to type (e.g., personal
versus business). Each incoming call is identified with a
unique pattern of long and short rings, depending on
which number has been dialed.

## Customer Control of Call Forward—Busy

This feature will forward calls to the number you
preselected. To activate, press $\boxed{8}\boxed{2}\boxed{\#}$ (dial 82 from a
rotary phone). To deactivate, press $\boxed{8}\boxed{3}\boxed{\#}$ (dial 83
from a rotary phone).

## Customer Control of Call Forward—No Answer

You can turn this feature on by pressing $\boxed{7}\boxed{7}\boxed{\#}$ (dial 77 from a rotary phone). To deactivate, press $\boxed{7}\boxed{8}\boxed{\#}$ (dial 78 from a rotary phone).

## Distinctive Ring

Distinctive Ring allows you to give a designated list of special callers "priority" status. It provides you with a Distinctive Ring or Distinctive Call Waiting tone when you are called from one of the designated phone numbers. To activate Distinctive Ring, press $\boxed{*}\boxed{6}\boxed{1}$ (dial 1161 from a rotary phone) and follow the prompts. Once this service is activated, you will be alerted by a special ring when you are called from a phone number on your "priority" status list. To deactivate this feature, press $\boxed{*}\boxed{8}\boxed{1}$ (dial 1181 from a rotary phone) and follow the recorded instructions.

## Multi Distinctive Ring

Multi Distinctive Ring gives you multiple telephone numbers, each with its own distinctive ring, on one single line. And, although only one call can come in at a time, the sound of the ring will let you know which number is being called. Multi Distinctive Ring does not replace a second phone line.

## Speaking Call Waiting

Speaking Call Waiting gives you the peace of mind of knowing you won't have to miss a call if you're already on the phone. Instead, you'll hear a soft beep followed by the name of the person calling. There's no need for special equipment.

## Speed Dial 8 (Speed Call 8)

Speed Dial 8 allows you to program up to eight frequently called phone numbers on your telephone touch pad simply by dialing a single-digit code. To use Speed Dial 8, select the phone numbers you wish to program, and decide the order in which you want them listed. Assign each number a one-digit code (from 2 to 9). Lift the handset, listen for a dial tone, press $\boxed{7}\boxed{4}\boxed{\#}$ (dial 74, or in some states 1174, from a rotary phone), and wait to hear the dial tone again. Enter the one-digit code you've selected on the touch

pad, followed by the corresponding phone number (up to 15 digits). Several short tones will confirm your entry. Repeat this procedure for up to seven more numbers. To call a speed-dial number, simply pick up the receiver, wait for a dial tone, press the one-digit code of the number you wish to call, and press $\boxed{\#}$ (omit the # when using a rotary phone).

**Speed Dial 30 (Speed Call 30)**

Speed Dial 30 allows you to program up to 30 frequently called phone numbers on your telephone touch pad simply by dialing a two-digit code. To use Speed Dial 30, select the phone numbers you wish to program, and decide the order in which you want them listed. Assign each number a two-digit code (from 20 to 49). Lift the handset, listen for a dial tone, press $\boxed{7}\boxed{5}\boxed{\#}$ (dial 75, or in some states 1175, from a rotary phone), and wait to hear the dial tone again. Enter the two-digit code you've selected on the touch pad, followed by the corresponding phone number (up to 15 digits). Several short tones will confirm your entry. Repeat this procedure for up to 29 more numbers. To call a speed-dial number, simply pick up the receiver, wait for a dial tone, press the two-digit code of the number you wish to call, and press $\boxed{\#}$ (omit the # when using a rotary phone).

**Three-Way Calling**

Three-Way Calling allows you to speak to two separate parties at the same time. You can place one party on hold while you speak privately to the other, before returning to the three-way call. To use Three-Way Calling, start by placing a call to the first party. Once that person is on the line, press the switch hook or "flash" button briefly. This places the first party on hold and gives you a dial tone to reach the second person. Then dial the second number. If the second party does not answer, press the switch hook twice to return to the first party. If the second party answers, you can choose to speak privately to them or have them join in. To connect all parties, simply press the switch hook. To disconnect the second party, press the switch hook. You'll remain on the line with the first person. To disconnect all parties, hang up the phone. Three-way calls may incur long distance charges if one or both parties are out of your local calling area.

# Per-Use Features

The following features may be options within your monthly call plan or can be ordered as a la carte or pay-per-use.

**Call Return**

With Call Return, you can dial the last number that called you whether you answered the call or not. Just lift your handset and press ⁎ 6 9 (dial 1169 from a rotary phone) to hear a recording of the phone number of the last incoming call. If the line is busy or there is no answer, Call Return will continue trying to reach the calling party for 30 minutes. Press ⁎ 8 9 (dial 1189 from a rotary phone) to deactivate Call Return before the 30 minutes have elapsed. Call Return can't be activated from a line that has been forwarded to another number, a private number, or a blocked number. It doesn't work with 800 or 900 numbers. Calls to numbers outside your local calling area may incur long distance charges. In some cases, Call Return will not work outside of your local calling area.

**Call Trace**

If you ever receive a harassing or threatening call, you now have the ability to have the number traced. Call Trace details will be provided only to the appropriate law enforcement agencies should you choose to pursue an investigation. To activate this feature, hang up immediately from an offensive phone call. Wait 10 seconds, pick up the handset, and press ⁎ 5 7 (dial 1157 from a rotary phone) to trace the call. If the trace is successful, a confirmation announcement will be given and further instructions will be provided. If the trace is unsuccessful, you will hear an error message. If you use Call Trace, you should keep a log specifying the date and time of each successful trace you complete so we can retrieve the trace information. Call Trace is a feature, not an emergency number.

**Repeat Dial**

Don't waste time redialing a busy telephone number. Repeat Dial will dial the number for you and contact you when the telephone line is clear. If the line is busy

or there is no answer, hang up, then pick up the phone again and press ⁂ 6 6 (dial 1166 from a rotary phone). Repeat Dial will dial the number for up to 30 minutes and will signal you with a special ring when the line is clear. Pick up the handset to complete the connection. To cancel Repeat Dial at any time before the 30 minutes have elapsed, press ⁂ 8 6 (dial 1186 from a rotary phone). Repeat Dial does not work with long distance calls or 800 or 900 numbers.

# AT&T VoiceMail

With AT&T VoiceMail, you're never out of touch, no matter where you are. You can check your messages even when you're halfway around the world. The first time you call into your VoiceMail system, you'll get an easy-to-follow tutorial to help you set up your mailbox.

Before you begin, you will need to know the following information:

| | |
|---|---|
| Greeting length | 1 minute |
| Message length | 4 minutes |
| Maximum no. of messages | 40 |
| New/saved messages stored | 15 days |

**AT&T Call Manager 100**

Included with your AT&T VoiceMail or AT&T VoiceMail Plus Service is the AT&T Call Manager 100. When you have a new AT&T VoiceMail message, the red light on your AT&T Call Manager 100 will flash, alerting you that a new message is waiting.

The AT&T Call Manager 100 is a multifunctional product that works with AT&T VoiceMail, Caller ID, and Call Waiting services. It allows you to review the telephone number and name of an incoming caller (Caller ID*), view the telephone number and name of a waiting caller (Call Waiting ID†), review all calls to your phone throughout the day (Call Log), and speed dial calls.

The AT&T Call Manager 100 system has been designed to be easy to use. For full feature description and functionality, take a few moments to read the instructions included with the AT&T Call Manager 100.

*Caller ID service required.
† Call Waiting ID service required.

**VoiceMail**

## Getting Started

Once you've signed up for AT&T VoiceMail or AT&T VoiceMail Plus, you'll want to personalize your VoiceMail box. Below is your VoiceMail access number and default password.

| | |
|---|---|
| VoiceMail Access Number: | 1 888 288-8893 |
| Default Password: | 111111 # |

Dial the VoiceMail access number from your home phone. When you hear the system greeting, you will be asked to enter a temporary password. Enter the default password. To secure your VoiceMail box, you should change the default password to an easy-to-remember 6- to 10-digit number. The system will ask you to record your name or your own personal greeting or select a standard greeting.

## Retrieving Messages

<u>Away from home</u>: Dial your VoiceMail access number. Enter your 10-digit telephone number, followed by your password. Follow the system prompts.

<u>From home</u>: Dial your VoiceMail access number. If asked, enter your password, followed by the $\boxed{\#}$.

## Changing Your Password

To change your password or greeting, dial your VoiceMail access number and enter your VoiceMail box number. At the Main Menu:

Press $\boxed{4}\boxed{2}\boxed{1}$ to change your password.
Press $\boxed{4}\boxed{3}\boxed{1}$ to change your personal greeting.

## VoiceMail Plus

Before you begin, you will need to know the
following information:

| | |
|---|---|
| Greeting length | 2 minutes |
| Message length | 5 minutes |
| Maximum no. of messages | 60 |
| New/saved messages stored | 30 days |

## Pager Notification

AT&T VoiceMail Plus will page you when you receive new
voice messages, so you don't need to check your
VoiceMail box for messages when you're away from
home. With Pager Notification, each time you receive a
new message in your VoiceMail box, you will be paged
with your VoiceMail access number.

To activate and set up this option, you need to contact
our Customer Care Center with your pager number.

## Special Delivery Options

When sending a message to others, you can select a
special delivery option. Before pressing $\boxed{\#}$ to send a
message, press $\boxed{0}$, then:

Press $\boxed{1}$ for private.
Press $\boxed{2}$ for urgent.
Press $\boxed{3}$ for message confirmation.
Press $\boxed{4}$ for future delivery.

## Sending Messages

You can easily send messages to other AT&T VoiceMail
subscribers in your home area or simply send yourself a
reminder message:

Enter your VoiceMail box number.
Press $\boxed{2}$; the system will prompt you to record
your message.
Press $\boxed{\#}$ after your message.
Press $\boxed{1}$ to replay your message (optional).
Enter the 10-digit phone number you want to send
your message to.
Press $\boxed{0}$ to select a delivery option (optional).
Press $\boxed{\#}$ to send the message.
To send your message to more than one person,
enter each 10-digit phone number you want to send
your message to.
Press $\boxed{\#}$ to send the message.

## Forwarding Messages

You can forward messages within the AT&T VoiceMail
system. After listening to your message:

Press $\boxed{6}$; when prompted, record your
introductory comment.

Press $\boxed{\#}$; enter the 10-digit VoiceMail
box number or group list number.

Select a delivery option (private, urgent, etc.)
and/or press $\boxed{\#}$ to send the message.

## Group Lists

If you regularly send messages to the same group of
people, it is more efficient to set up a group distribution
list. This allows you to send a message to more than
one person by using a group list code. The group list must
consist of AT&T VoiceMail subscribers in your home area.
To create a group list, enter your VoiceMail box number:

Press $\boxed{4}\boxed{2}\boxed{2}\boxed{1}$.

Select a 6-15 digit code.

Record a name for this group list.

Press $\boxed{\#}$.

Enter the 10-digit phone numbers associated
with the list.

## Sending Messages to Group Lists

Enter your VoiceMail box number.

Press $\boxed{2}$; the system will prompt you to record
your message.

Press $\boxed{\#}$ after your message.

Press $\boxed{1}$ to replay your message (optional).

Enter the code of the group list you want
to send your message to.

Press $\boxed{0}$ to select a delivery option, and/or
press $\boxed{\#}$ to send the message.

To send your message to more than one group list,
enter another code.

Press $\boxed{\#}$ to send the message.

## Editing Group Lists

To add a person or change your distribution list:
Enter your VoiceMail box number.

Press $\boxed{4}\boxed{2}\boxed{2}\boxed{2}$.

Enter the code of the group list you
want to edit.

Enter the VoiceMail box number (10-digit phone number) you're adding or deleting.

From the Main Menu

Press $\boxed{4}\boxed{2}\boxed{2}\boxed{4}$ to review or rename the group list.

Press $\boxed{*}$ to exit.

**Deleting Group Lists**

Enter your VoiceMail box number.

Press $\boxed{4}\boxed{2}\boxed{2}\boxed{3}$.

Enter the code of the group list you want to delete.

Press $\boxed{*}$ to exit.

**Extension Mailboxes**

Extension Mailboxes allow you to create up to three additional private mailboxes within your own. If you have family members or business associates who receive calls on your phone, you can create an Extension Mailbox for their personal use.

Each Extension Mailbox functions as a private mailbox with its own password and greeting. Extension Mailboxes must be created by the user of the Main VoiceMail box before they're ready to use. Only the user of the Main VoiceMail box will receive pager notification of the new messages left in the Main VoiceMail box and/or Extension Mailboxes.

**Creating Extension Mailboxes**

Enter your VoiceMail box number.

Press $\boxed{4}$ for Personal Options.

Press $\boxed{9}$ for Extension Mailbox Options.

Press $\boxed{1}$ to add an Extension Mailbox.

Follow the system prompts to select a 6- to 10-digit password. Record the name and personal greeting for the user of the VoiceMail box.

To create another Extension Mailbox, press $\boxed{1}$ and repeat the steps above. The system prompts you to update your main greeting. You can choose a standard system greeting that includes the recorded name of each Extension Mailbox, or you can record a personal greeting.

**Retrieving Messages in an Extension Mailbox**

Enter your VoiceMail box number. When prompted, enter the password of the Extension Mailbox you wish to access, followed by the $\boxed{\#}$. The first time an Extension Mailbox is accessed, a short tutorial instructs the user to select a new password and greeting. To retrieve your message, press $\boxed{\#}$.

**Deleting Extension Mailboxes**

Enter your VoiceMail box number.

Press $\boxed{4}$ for Personal Options.

Press $\boxed{9}$ for Extension Mailbox Options.

Press $\boxed{2}$ to delete an Extension Mailbox; follow the prompts.

Record your personal greeting to reflect the mailbox change.

# Miscellaneous Information

**Your Right to Choose**

Switching your telecommunications company without your permission is called "slamming." It's illegal because it violates your right to choose. To "freeze" your local, long distance, or local toll account — prevent it from being switched without your consent — call your Customer Care Center toll-free number, located in the General Information section of this service guide.

**Optional Calling Plans**

We offer many types of AT&T **One Rate**® calling plans with varying low monthly plan fees. Each plan provides you with a discount on our standard per-minute rates for domestic direct-dialed calls made from home.

Our AT&T One Rate calling plans can be combined with the AT&T AnyHour® International Savings Plan. Both plans will provide you with additional discounts on domestic or international calls. Be sure to ask our Customer Service Representative for the best plan that suits your calling needs. For more information, call our toll-free Customer Care Center number, located in the General Information section of this service guide.

**AT&T Easy Reach 800**

AT&T **Easy Reach 800** provides customers with the ease and convenience of a personal 800 member, so you'll be able to call home from anywhere across the country without having to bother with coins or a calling card. You can even give your personal 800 number to people with whom you want to stay in touch, so that they too can call you toll free. You will be billed a monthly fee for the service, plus the cost of each call made. To sign up for AT&T **Easy Reach 800,** call 1 800 850-8437.

**Inside Wire Maintenance Plan**

Ever wondered what you'd do if the telephone wires inside your home needed repair? Sign up for the Inside Wire Maintenance Plan and you can stop worrying about it. The plan covers all inside telephone wiring and jacks in your home, and if you ever need service, one of our qualified technicians will be on the way.

**Online Billing**

For a more convenient way to pay your AT&T bill each month, consider AT&T Online Billing. You can view your monthly online statements, sort, and print anytime. It's simple, secure, and accessible virtually 24 hours a day, 7 days a week. You'll also enjoy special interactive capabilities, like reverse number look-up in case you don't recognize a phone number on your statements. Our Web site address is under the General Information section of this service guide, page 3.

# Understanding Your Bill

The sample bill provided in the next few pages is for illustrative purposes only and does not reflect all the features and services AT&T has to offer.

## Summary page



**Your AT&T Statement** (B)
January 1, 2002

(A)

≋ AT&T

#BWNCJFM
330500000114-353  C 1 FN .320***** 000004-000016
||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ
BILL SAMPLE
125 MAIN STRET
ANYTOWN USA 00000

Customer ID: 1234 56 (C) 456
Page 1 of 9

Customer Service:  1 800 288-2747
Text Phone (TTY):  1 800 833-3232
Internet Address:   www.att.com

| Summary of charges | |
| --- | --- |
| Previous balance | ^^^^^^^ |
| Payment received - Thank you | - ^^^^^^^ |
| Adjustments and credits | - ^^^^^^^ |
| AT&T Local Services | p 3 .......... ^^^^^^^ |
| AT&T Long Distance Services | p 7 .......... ^^^^^^^ |
| **Total amount due** | **$^^^^^^^** |
| **Date due** | **January 26, 2002** |

**Extra! Extra!**
The easy way to save money on collect calls.  Just Dial 1 800 CALL ATT anytime for low flat collect calling rates. Continued ▶

(D)

**Continues on back** ◢

≋ AT&T

| Detach and return with payment | |
| --- | --- |

Please write your customer ID number on your check or money order made payable to AT&T. Do not send cash. Do not staple this portion to your payment. Thank you.

| **Total amount due** | **$^^^^^^^** |
| --- | --- |
| **Date due** | January 26, 2002 |
| **Amount enclosed:  $** | |

BILL SAMPLE
Jan 1, 2002

**Customer ID: 1234 5678 9012 3456 C**
☐  Moving? Check the box and print new address on back.

||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ ||ᵐ
AT&T
PO BOX 4007
WHITTIER   CA 90607-4007

330500000510114353000000580140000000000000058014

**A.** Customer Service
Questions? Just call our Customer Care Center toll free.

**B.** Summary of charges
The total amount due, broken down by service category.

**C.** Useful news
Here you'll learn about special offers, opportunities, new benefits, and rewards.

**D.** Total amount due
It's easy to find the total amount you owe and when it's due.

# Local billing

Customer Service: 1 800 288-2747
Text Phone (TTY): 1 800 833-3232
Internet Address: www.att.com

≋ AT&T

## AT&T Local Services

Dec 2 - Jan 1, 2002
Charges for 000 000-0000
Basic service and calls ................................................................. ^^^^^^^
Other local calls ......................................................................... ^^^^^^^
Custom calling features .............................................................. ^^^^^^^
Installation and repairs ............................................................... ^^^^^^^
Taxes and surcharges ................................................................. ^^^^^^^
Total AT&T Local Services --------------------------------- $^^^^^^^

## Basic service and calls
**For 000 000-0000**

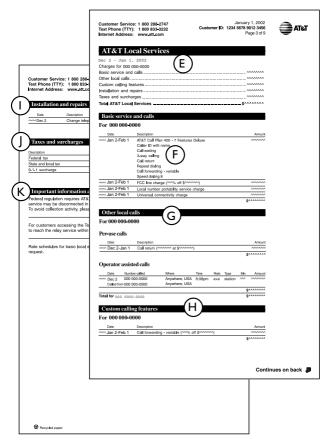| Date | Description | Amount |
|---|---|---|
| ^^^^Jan 2-Feb 1 | AT&T Call Plan 400 - 7 Features Deluxe | ^^^^^^^ |
| | Caller ID with name | |
| | Call waiting | |
| | 3-way calling | |
| | Call return | |
| | Repeat dialing | |
| | Call forwarding - variable | |
| | Speed dialing 8 | |
| ^^^^Jan 2-Feb 1 | FCC line charge (^^^% off $^^^^^^^) | ^^^^^^^ |
| ^^^^Jan 2-Feb 1 | Local number portability service charge | ^^^^^^^ |
| ^^^^Jan 2-Feb 1 | Universal connectivity charge | ^^^^^^^ |
| | | $^^^^^^^ |

## Other local calls
**For 000 000-0000**

### Per-use calls

| Date | Description | Amount |
|---|---|---|
| ^^^^Dec 2-Jan 1 | Call return (^^^^^^^ at $^^^^^^^) | ^^^^^^^ |
| | | $^^^^^^^ |

### Operator assisted calls

| Date | Number called | Where | Time | Rate | Type | Min | Amount |
|---|---|---|---|---|---|---|---|
| ^^^^Dec 2 | 000 000-0000 | Anywhere, USA | 6:08pm | eve | station | ^^^ | ^^^^^^^ |
| | Called from 000 000-0000 | Anywhere, USA | | | | | |
| | | | | | | | $^^^^^^^ |
| **Total for** 000 0000-0000 | | | | | | | $^^^^^^^ |

## Custom calling features
**For 000 000-0000**

| Date | Description | Amount |
|---|---|---|
| ^^^^Jan 2-Feb 1 | Call forwarding - variable (^^^% off $^^^^^^^) | ^^^^^^^ |
| | | $^^^^^^^ |

**Continues on back** ▣

**E.** AT&T Local Service summary
Local Service amount due, broken down by category.

**F.** Basic service and calls
Fees for the upcoming month's basic service, maintenance
plans, etc.

**G.** Other local calls
Monthly expenses for per-use calling features, like
operator-assisted calls.

**H.** Custom calling features
Monthly charges for calling features like Call Waiting.
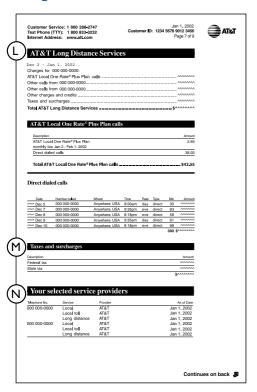
**I.** Installation and repairs
Service information and charges for any work done on your
phone lines.

**J.** Federal, state, and local taxes, and surcharges

**K.** Important information about your local service

# Understanding Your Bill

## (continued)

## Long distance

L.

**Customer Service: 1 800 288-2747**
**Text Phone (TTY): 1 800 833-3232**
**Internet Address: www.att.com**

Jan 1, 2002
**Customer ID: 1234 5678 9012 3456**
Page 7 of 9

AT&T

### AT&T Long Distance Services

Dec 2 - Jan 1, 2002
Charges for 000 000-0000:
AT&T Local One Rate® Plus Plan calls ......................................... ^^^^^^^^
Other calls from 000 000-0000 .................................................... ^^^^^^^^
Other calls from 000 000-0000 .................................................... ^^^^^^^^
Other charges and credits .......................................................... ^^^^^^^^
Taxes and surcharges ................................................................. ^^^^^^^^
**Total AT&T Long Distance Services** ------------------------ **$^^^^^^^^**

### AT&T Local One Rate® Plus Plan calls

| Description | Amount |
|---|---|
| AT&T Local One Rate® Plus Plan monthly fee Jan 2 - Feb 1, 2002 | 3.95 |
| Direct dialed calls | 38.00 |
| **Total AT&T Local One Rate® Plus Plan calls** ---------------------- | **$43.55** |

### Direct dialed calls

| Date | Number called | Where | Time | Rate | Type | Min | Amount |
|---|---|---|---|---|---|---|---|
| ^^^^ Dec 5 | 000 000-0000 | Anywhere. USA | 8:00am | day | direct | 30 | ^^^^^^^^ |
| ^^^^ Dec 7 | 000 000-0000 | Anywhere. USA | 9:35pm | eve | direct | 83 | ^^^^^^^^ |
| ^^^^ Dec 8 | 000 000-0000 | Anywhere. USA | 8:18pm | eve | direct | 58 | ^^^^^^^^ |
| ^^^^ Dec 9 | 000 000-0000 | Anywhere. USA | 9:35am | day | direct | 61 | ^^^^^^^^ |
| ^^^^ Dec 10 | 000 000-0000 | Anywhere. USA | 8:18pm | eve | direct | 68 | ^^^^^^^^ |
| | | | | | | **300** | **$^^^^^^^^** |

M.

### Taxes and surcharges

| Description | Amount |
|---|---|
| Federal tax | ^^^^^^^^ |
| State tax | ^^^^^^^^ |
| | **$^^^^^^^^** |

N.

### Your selected service providers

| Telephone No. | Service | Provider | As of Date |
|---|---|---|---|
| 000 000-0000 | Local | AT&T | Jan 1, 2002 |
| | Local toll | AT&T | Jan 1, 2002 |
| | Long distance | AT&T | Jan 1, 2002 |
| 000 000-0000 | Local | AT&T | Jan 1, 2002 |
| | Local toll | AT&T | Jan 1, 2002 |
| | Long distance | AT&T | Jan 1, 2002 |

**Continues on back** 🖑

**L.** AT&T Long Distance Service
Calls listed in an organized, easy-to-read manner.

**M.** Federal, state, and local taxes, and surcharges
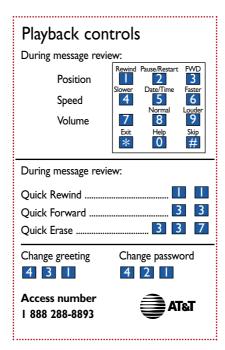
**N.** Selected service providers
Providers for your local, local toll (regional toll), and
long distance services are listed for your reference.

Please note that monthly charges for AT&T Local Service, long distance plans,
and calling features are billed in advance for the first full month, consistent
with industry standards. These charges will be prorated from the date your
service was activated; therefore, your bill may be as high as twice the
expected amount for the first month. Future bills will include only one full
month's charges. Most customers will likely receive a partial month's credit
from their previous provider.

22

# AT&T VoiceMail
# Terms and Conditions

The following terms and conditions (this "Agreement") will govern AT&T's provision and your use of AT&T VoiceMail (the "Service"). The Service described in this guide is provided to you by AT&T with these terms and conditions. **Upon the earliest of your use of the Service or your paying any charge relating to the Service, you are indicating your agreement to be bound by all of the provisions of these terms and conditions, including any modification to the terms and conditions adopted by AT&T in the future.**

**1. DESCRIPTION OF SERVICE.** The Service is provided as defined in Your Guide. The Service requires Touch-Tone telephone service and a call forwarding feature. When you ordered the Service, unless otherwise instructed, an order was placed on your behalf for the following features: (1) call forwarding upon both busy signal and ring–no answer; and (2) message waiting indicator. You are responsible for the charges for these services, which will be billed to you on a monthly basis.

**2. CHARGES AND PAYMENT FOR SERVICE.** You agree to pay all applicable charges for the Service in full when due, including service activation charges and monthly service charges together with any applicable taxes and other surcharges. If you fail to pay the monthly service charges and/or related taxes and surcharges by the required due date, AT&T may notify you that it will be terminating your Service unless all charges are paid within the time frame specified in the notice. Current VoiceMail charges may be obtained by calling the AT&T Local Service Center at 1 800 662-3036.

**3. LAWFUL USE OF SERVICE.** You are solely responsible for the contents of your transmissions through the Service. You agree to use the Service in a manner consistent with applicable laws and regulations and with this Agreement and to ensure that all other users of your Service also use it in such manner. You agree not to transmit through the Service any unlawful, harassing, libelous, abusive, threatening, harmful, obscene, or otherwise objectionable material of any kind or nature.

**4. YOUR RESPONSIBILITY TO RETRIEVE MESSAGES.** AT&T assumes no responsibility for the deletion or failure to store or retrieve VoiceMail messages. As described in Your Guide, your Service will retain only a limited number of messages and will store messages only for a limited number of days. AT&T retains the right, at AT&T's sole discretion and at any time, to change any of the capacity limits on message exchange and storage. Accordingly, timely retrieval of messages is your responsibility.

**5. PRIVACY STATEMENT.** AT&T considers voice mail to be private correspondence between a sender and a recipient. It is the policy of AT&T to respect the privacy of its subscribers. Therefore, AT&T will not monitor, edit, or intentionally disclose the contents of your private communications unless required to so do by law or in the good faith belief that

## Playback controls

During message review:

| | | | |
|---|---|---|---|
| Position | Rewind **1** | Pause/Restart **2** | FWD **3** |
| Speed | Slower **4** | Date/Time **5** | Faster **6** |
| Volume | **7** | Normal **8** | Louder **9** |
| | Exit **\*** | Help **0** | Skip **#** |

During message review:

Quick Rewind ..................................... **1** **1**

Quick Forward ................................... **3** **3**

Quick Erase ............................... **3** **3** **7**

Change greeting          Change password

**4** **3** **1**                    **4** **2** **1**

**Access number**
**1 888 288-8893**          AT&T

such action is necessary to: (1) comply with legal process served upon AT&T; (2) protect and defend the rights or property of AT&T; or (3) act under apparently exigent circumstances to protect the personal safety of its subscribers or the public. You acknowledge and agree that AT&T neither endorses the contents of your communications nor assumes responsibility for any material contained therein.

**6. LIMITED WARRANTY.** You expressly agree that use of the Service is at your sole risk. AT&T warrants that the Service shall perform substantially as described in Your Guide. AT&T does not warrant that the operation of the Service will meet your requirements or that the service will be uninterrupted, timely, secure, or error-free or that the Service will always be available. You agree to promptly notify AT&T by calling 1 800 662-3036 or by other means anytime the Service is not operating properly. EXCEPT AS SET FORTH IN THIS SECTION, AT&T MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE SERVICE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NONINFRINGEMENT. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES. HOWEVER, SUBSCRIBER AND AT&T AGREE THAT ALL LEGALLY APPLICABLE EXCLUSIONS WILL APPLY.

**7. MAINTENANCE AND SERVICE INTERRUPTIONS.** AT&T may schedule maintenance for the equipment and facilities that provide the Service to you. AT&T will try to perform maintenance with minimum interruption to your Service. When practical, AT&T will notify you of planned maintenance by leaving a message in your VoiceMail box. During any scheduled maintenance, the Service will be unavailable to you. If the Service is interrupted or unavailable to you due solely to the fault of AT&T for a period of more than six consecutive hours during a given calendar month, other than for scheduled maintenance, AT&T shall, upon your request, credit you with the greater of (a) your combined Monthly Service Charge (prorated) for the period of interruption or (b) $1.00.

**8. LIMITATION OF LIABILITY.** AT&T will not be liable for Service interruptions or failures or any other problems associated with the Service caused by or arising from circumstances beyond its control. This includes, without limitation, any problem relating to telephone service, material shortages, unusual work loads, natural catastrophe, labor strikes, civil disturbances, weather, water damage, fire, acts of war, and terrorist acts.

AT&T WILL BE LIABLE TO YOU FOR ANY DAMAGES THAT ARE CAUSED TO YOU BY AT&T'S WILLFUL MISCONDUCT AND FOR ANY PROVEN DIRECT DAMAGES TO REAL OR TANGIBLE PERSONAL PROPERTY OR FOR BODILY INJURY OR DEATH THAT IS CAUSED BY AT&T'S NEGLIGENCE. IN ALL OTHER SITUATIONS, AT&T'S TOTAL LIABILITY FOR ANY CLAIMS OR DAMAGES ARISING IN CONNECTION WITH THE SERVICE, INCLUDING CLAIMS OR DAMAGES RESULTING FROM AT&T'S NEGLIGENCE, SHALL NOT EXCEED ONE MONTH'S CHARGE FOR THE SERVICE. AT&T SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES

# AT&T VoiceMail

To listen to your messages, press the Dial VM button on your Call Manager 100 display or dial 1 888 288-8893.

- When *calling from home,* if prompted, enter your password followed by #.

- *If you are not calling from home,* you will be prompted to enter your 10-digit phone number followed by your password — just follow the system prompts.

- After playback, you are prompted to Save or Erase.

**Questions?**
**Call 1 800 288-2747**
**from any phone.**
**www.att.com**

AT&T

RESULTING FROM YOUR USE OR INABILITY TO USE THE SERVICE OR MESSAGES RECEIVED OR ALTERATION OF YOUR MESSAGES, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOST PROFITS OR REVENUES OF ANY KIND, WHETHER SUCH CLAIMS OR DAMAGES ARISE IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE.

**9. MODIFICATIONS TO SERVICE.** AT&T unilaterally reserves the right to modify or discontinue the Service or any Service feature or capability at any time effective immediately upon notice to you by U.S. Mail, by placing a message in your VoiceMail box, or by publication (e.g., by posting a notice on our Web site at www.att.com, or by publishing a notice in a newspaper of general circulation). If you continue using this Service after such modification, you will be deemed to have accepted these modifications. You agree that AT&T shall not be liable to you or any third party should AT&T exercise its right to modify or discontinue the Service

**10. TERM AND TERMINATION.** AT&T will provide the Service to you on a month-to-month basis. AT&T may discontinue or terminate your Service at any time under the procedures described in Paragraph 9 or immediately upon notice based upon your misuse of or failure to pay for the Service or any other violation of the Terms and Conditions of this Agreement. You may terminate the Service by notifying AT&T at 1 800 662-3036. When the Service is terminated by you, AT&T will continue to provide the Service for a maximum of three days from the date of your notification to AT&T to allow time for an orderly transition of messaging functions. AT&T will have no obligation thereafter to forward any unread or unsent messages to you or to any third party.

**11. AVAILABILITY OF SERVICE.** AT&T will provide the Service to you only if AT&T is able to bill you and has in place in your area the technical facilities necessary to provide the Service. AT&T will not be able to provide the Service to you if you have a rotary phone.

**12. DISPUTE RESOLUTION.** It is important that you read this section carefully. This section provides for resolution of disputes through final and binding arbitration before a neutral arbitrator instead of a court by a judge or through a class action. You continue to have certain rights to obtain relief from a federal or state regulatory agency.

**a. Binding Arbitration.** The arbitration process is governed by the Federal Arbitration Act ("FAA"), 9 U.S.C. §§ 1–16. You have the right to take any dispute that qualifies to small claims court rather than arbitration. All other disputes arising out of or related to this Agreement must be resolved by final and binding arbitration. This includes any dispute based on any product, service, or advertising having a connection with this Agreement and any dispute not finally resolved by a small claims court. The arbitration will be conducted by one arbitrator. If any portion of this Dispute Resolution Section is determined to be unenforceable, then the remainder shall be given full force and effect.

The arbitration of any dispute involving $10,000 or less shall be conducted in accordance with the Consumer Arbitration Rules of the American Arbitration Association ("AAA"), as modified by this Agreement, which are in effect on the date a dispute is submitted to the AAA. The AAA's Commercial Arbitration Rules and fee schedules will apply to any disputes in excess of $10,000. You have the right to be represented by counsel in an arbitration. In conducting the arbitration and making any award, the arbitrator shall be bound by and strictly enforce the terms of this Agreement and may not limit, expand, or otherwise modify its terms.

**No dispute may be joined with another lawsuit, or in an arbitration with a dispute of any other person, or resolved on a classwide basis. The arbitrator may not award damages that are not expressly authorized by this Agreement and may not award punitive damages or attorneys' fees unless such damages are expressly authorized by a statute. You and AT&T both waive any claims for an award of damages that are excluded under this Agreement.**

**b. Arbitration Information.** Before you take a dispute to arbitration or to small claims court, you must first contact our customer account representatives at the toll-free customer service number on your AT&T bill for the Service to give us an opportunity to resolve the dispute. Similarly, before AT&T takes a dispute to arbitration, we must first attempt to resolve it by contacting you. If the dispute cannot be satisfactorily resolved within 60 days from the date you or AT&T is notified by the other of a dispute, either party may then contact the AAA in writing at AAA Service Center, 134555 Noel Road, Suite 1750, Dallas, Texas 75240-6620 and request arbitration of the dispute. Information about the arbitration process and the AAA's Arbitration Rules and its fees are available from the AAA on the Internet at www.adr.org or at the AAA address provided above.



**AT&T**

If you have any questions, or would like to order any additional features shown in this booklet, please call one of the Customer Care Centers listed on page 2.



# FOR EMERGENCIES, DIAL 911.



**AT&T**

UGP0302