



# Fact Sheet

## Hurricane Texting How-To Guide

During an emergency situation, text messages may go through faster than wireless voice calls because they require fewer network resources. Most of AT&T's wireless devices are text-messaging capable.

### What is text messaging?

- Text Messaging is the ability to send and receive short messages (also called SMS) on your wireless phone.
- You can exchange text messages with almost any other wireless phone in the U.S. by addressing messages to its 10-digit wireless number.
- Most wireless phones also are set up to receive short e-mail messages through the text-message function. The sender addresses the email to `yournumber@txt.att.net`. You can receive and reply to short e-mails from any e-mail address.
- Most phones will beep and display an icon that looks like an envelope when you have a message in your inbox. If your phone is turned off, text messages are stored and delivery is retried for up to 72 hours.
- If you are on a call, text messages can still be received.

### Creating Text Messages

- To create a message, go to your device's main menu.
  - Select Messages, then Text Messages if prompted, and then Create/New Message.
  - Type a message using your phone's keypad (up to 160 characters). For example, the number 2 has the letters ABC. Press 2 once for A, twice for B, three times for C. (Advanced users can type faster using a predictive text function.)
  - Send your message to a 10-digit wireless number.
- Text messaging instructions may vary by device. Be sure to review your wireless device's user guide, or find your device at <http://www.wireless.att.com/support>.

### Text Message Pricing

- All AT&T customers with text messaging-capable devices are capable of sending and receiving messages at a per-message fee with no monthly charge. Per-message pricing varies by rate plan or offer, which can include an allotment of messages. Check your rate plan brochure or call customer care for details.
- Please note that you will be charged for all messages whether sent or received, read or unread, solicited or unsolicited. Also, any message sent or received that is longer than 160 characters will be delivered as multiple segments of up to 160 characters each. Each segment is billed as a separate message. Receipt or delivery of text messages is not guaranteed. Other restrictions apply. See <http://att.com/mediaterms> for details.