



U-verse Update: 3Q09

AT&T U-verse Brings More Innovation, Value to Customers

AT&T U-verseSM has continually evolved to bring customers a better experience, and during the third quarter we launched another round of enhancements for our customers that further differentiate us from our cable competitors. For the second year in a row, U-verse TV ranked highest in a recent and respected customer satisfaction study measuring performance and reliability, customer service, cost of service, billing and offerings, and promotions. This quarter we launched several new channels and interactive apps including U-verse TV Multiview, a new app that lets you watch up to four channels at one time. Below is a recap on our AT&T U-verse growth and highlights from the third quarter.



ADOPTION: Customer Growth Across U-verse Triple-Play

- **1,817,000 U-verse TV customers.**
- **735,000 U-verse Voice connections.**
- **1,837,000 U-verse High Speed Internet customers.**
- More than **90 percent** of U-verse TV customers bundle High Speed Internet.
- More than **60 percent** of new U-verse TV customers bundle U-verse Voice.
- More than **75 percent** of U-verse TV customers have a triple- or quad-play.
- AT&T U-verse TV ranked **“Highest in Residential Television Service Satisfaction in the South”** and **“Highest in Residential Service Satisfaction in the West”** by **J.D. Power and Associates** Two Years in a Row.

DEPLOYMENT: Bringing TV Choice to More Consumers

- U-verse TV available in **116 markets (MSAs)** across 21 states, with launches in Baton Rouge, Greenville, Louisville, Memphis, and Mobile.
- **U-verse Voice** launches in Miami and Atlanta.
- **More than 20 million living units passed** by our advanced fiber network.

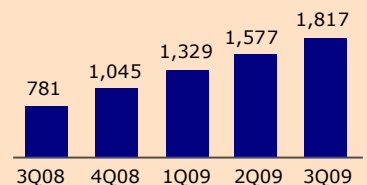
SERVICE EVOLUTION: More Value With New Apps, More Channels

- Launched **U-verse TV Multiview** app that lets customers watch up to four channels at once.
- Rolled out **Media Share**, which allows customers to stream personal photos and music files from their PC to their U-verse TV screen.
- Introduced **“Buy Two, Get One Free”** offer which gives customers the choice of a flexible U-verse triple-play bundle that includes wireless voice service
- Launched the new **NFL RedZone** channel, **ShortsHD** and new international channels.
- Reintroduced popular **Yahoo! Sports Fantasy Football** app, which gives fans the ability to track the progress of their fantasy football team on their TV screen.
- Launched **TV Awards and New Shows** app that helps customers learn more about this season’s award shows and series premieres
- Completed the rollout of a new **Total Home DVR enhancement**, which gives customers the ability to schedule and delete recordings on any U-verse receiver in the home.

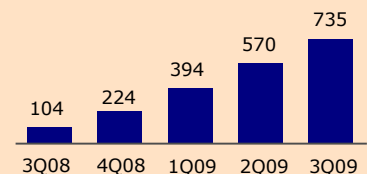
All figures as of the end of the third quarter of 2009. Geographic and service restrictions apply to U-verse. Call or go to www.uverse.att.com to see if you qualify. Penetration is the number of subscribers divided by eligible living units.

AT&T U-verse received the highest numerical score among television service providers in the South and West in the proprietary J.D. Power and Associates 2008-2009 Residential Television Service Satisfaction StudiesSM. 2009 study based on 28,118 total responses from measuring providers in the South (13) and West (10) regions and measures consumer satisfaction with television service. Proprietary study results are based on experiences and perceptions of consumers surveyed in January, March and June, 2009. Your experiences may vary. Visit jdpower.com

U-verse TV Subscribers in Service (in thousands)



U-verse Voice Connections (in thousands)



Living Units Passed by Fiber Network (in millions)

