LINE-BACKER® Terms & Conditions

LINE-BACKER and MULTI LINE-BACKER
Covers:
- Service calls
- Diagnosis of problem
- Repair of premises’ Telecommunications Wire and jacks

Some limitations apply
To Request Repair Service
Please refer to your phone bill for your local repair number.

Responsibility
AT&T is always responsible for maintaining AT&T network facilities. You are responsible for maintaining and repairing all Telecommunications Wire and equipment (e.g., phones, faxes, modems, etc.). Premises’ Telecommunications Wire (“Telecommunications Wire”) is the wire extending from the network interface* (the point where AT&T network facilities connect to your home or business, and is generally mounted on the exterior wall) up to and including your jacks. AT&T offers LINE-BACKER to help protect you against unforeseen repair bills on Telecommunications Wire and jacks.

Description of Services
All LINE-BACKER Plans are optional services that protect AT&T customers against unexpected Telecommunications Wire repair charges in the event that a problem is found in the Telecommunications Wire and/or jacks. LINE-BACKER covers single phone lines and MULTI LINE-BACKER (residential accounts only) covers multiple phone lines on the same account. All LINE-BACKER Plans cover the Telecommunications Wire from AT&T network facilities, up to and including the telephone jacks. (See diagram below.)

Damage to Premises
If damage to the Telecommunications Wire occurs as a result of catastrophic damage to all or a portion of your premises, the repair of Telecommunications Wire will be provided only to the portion of the premises, if any, that is in a condition suitable for immediate occupancy and does not require reconstruction or repair of walls, floors or other structural features. If the Telecommunications Wire repair cannot be completed until after such reconstruction is completed because of extreme damage to the premises, applicable charges will apply to install new or repair any existing wiring.
Conditions Not Covered
The following conditions are not covered under the LINE-BACKER Plan:

• Problems that existed before you subscribed to LINE-BACKER.
• Damage to Telecommunications Wire caused by negligence of a contractor or intentional damage by you or a third party.
• Damage to Telecommunications Wire caused by faulty equipment (e.g., telephone, fax, modem, etc.).
• Installation of additional Telecommunications Wire, including connecting the wire at the network interface or jacks.
• End-to-end replacement of Telecommunications Wire (e.g., from the network interface to one or more jacks/terminations).
• Repair of main line extension wire to unattached structures (such as a separate garage or barn).
• Repair of jacks located outdoors, except for jacks attached to the exterior of your premises. Repair of wiring for boat slips and special boat cords and jacks.
• Conversion of hard-wired phones to modular phone outlets.
• Repair of telecommunications equipment.
• For multi-unit dwellings, problems occurring in horizontal and/or riser cable.
• Requests to check for wire taps.

Please note that LINE-BACKER is not available with some services such as WATS and 800 service. To determine availability, call the customer service number listed on your telephone bill.

Inability to Access Premises
AT&T must have reasonable access to your premises to diagnose and repair problems. AT&T will try to schedule a mutually convenient appointment, but will be excused from performance if reasonable access is not provided. You may be responsible for a Service Call charge if a technician must return to your premises due to denied access.

Effective Date
When you order LINE-BACKER, it is effective immediately if you are ordering new telephone service. If your order is a change in your existing phone service options, LINE-BACKER is effective five calendar days after date of order.

Charges and Billing
The monthly charge for LINE-BACKER will appear on your AT&T telephone bill. Payment for LINE-BACKER has the same due date and is subject to the same late payment charges as other billed items. A one-time ordering charge may also apply. In addition, you are obligated to pay all applicable taxes assessed on your monthly bill. See the taxes section of your monthly bill. AT&T may allocate in any manner payments made against charges appearing on your phone bill.

Cancellation of LINE-BACKER Plan
You may cancel your LINE-BACKER Plan at any time. To cancel, call the customer service number on the local service portion of your telephone bill.

The monthly charge for the LINE-BACKER Plan will be credited, based on the requested removal date and your billing period. You may cancel LINE-BACKER within 10 days following the postmarked date of this Terms & Conditions at no charge. Afterward, the minimum contract period is 30 days. AT&T may cancel your LINE-BACKER for nonpayment of applicable charges at any time without notice.
Limitation of Liability
AT&T is not liable for delays or failure to perform services covered under your LINE-BACKER plan due to circumstances beyond its control, including, but not limited to, labor strikes, civil unrest, work stoppages or acts of nature.

If AT&T fails to properly perform a repair under the Terms & Conditions of the LINE-BACKER service, a technician will return to correct the problem. AT&T is not liable for expenses, losses or damages caused by mistakes, omissions, interruptions, delays or errors in the performance of the service, or the failure or malfunctions of your loaner phone or Telecommunications Wire.

AT&T SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS OR ANY OTHER EXPENSES, LOSS OR DAMAGE DIRECTLY OR INDIRECTLY ARISING FROM THE PERFORMANCE OR NONPERFORMANCE OF YOUR LINE-BACKER PLAN OR ANY SERVICE COVERED UNDER LINE-BACKER OR THE USE OR INABILITY TO USE THE TELEPHONE SERVICE TO WHICH LINE-BACKER APPLIES.

Changes to Terms and Conditions
AT&T may change any of the Terms & Conditions or discontinue the Plan, or increase the price of your LINE-BACKER Plan by notifying you in writing at least 30 days before its effective date.

Important: Your agreement to these Terms & Conditions is indicated by your payment of the LINE-BACKER charges on your next AT&T bill.

Nota a los clientes de habla hispana: Para cualquier consulta, por favor llame al 1-800-621-4533 de lunes a viernes, de 7 a.m. a 10 p.m. o los sábados de 7 a.m. a 7 p.m. (hora central).

Helpful Hints: Troubleshooting You Can Perform Yourself

If you have a problem with your telephone service, try these simple steps before calling AT&T. You will need a screwdriver and a telephone that you know is working properly.

1. Find your telephone network interface. It's a gray box approximately 9” x 7” x 3” (businesses and multi-tenant buildings have a larger interface). This is the point where your inside wiring meets the AT&T network. The interface is usually located on an exterior rear or side wall. In some cases, this interface will be located in your basement or within 12” of an outside wall.

2. Unscrew and open the left side of the box. Find the test jack for each of your lines. If there are multiple lines in your home or business, each line should be tested.

3. Each line has a test point. Unplug your test jack for each line and wait at least one minute. Plug in your phone at the test point. To make sure your phone is working properly, dial a local number to see if you can complete a call.

4. If the original problem still exists, contact AT&T. If the trouble disappears, it’s caused by your inside wire or telecommunications equipment. To determine if the problem is in your inside wire, continue with the next step.

5. If you have a cordless telephone, unplug it from the jack and power supply. Wait one to two minutes and pick up another phone. If the dial tone returns or the noise disappears, the problem was in the cordless phone. If the problem still exists, unplug the phone again from the jack and power supply and go to the next telephone.

6. Continue to unplug each telephone or piece of equipment (e.g., phone, fax, modem, etc.), wait one to two minutes, leave the equipment unplugged and check the next phone to see if the problem has cleared. If the dial tone returns or the noise disappears, this means that the problem existed on the last piece of equipment unplugged from the jack and power supply.

7. If the problem still exists, call AT&T at the appropriate number listed on your telephone bill. LINE-BACKER includes Service Calls to diagnose a problem, and repair of the Telecommunications Wire and jacks, if necessary. (NOTE: AT&T may be able to diagnose the problem without a visit.) Even if AT&T discovers that the problem is in your telephone, there will be no charge for the visit.

Please keep this with your important papers.