

CallNotes®

Voice Mail

Business User Guide



at&t

# Welcome to AT&T CallNotes® Voice Mail

Welcome to CallNotes® Voice Mail, an easy to use, easy to set up business messaging tool. Before CallNotes® Voice Mail can work for you, you will need to set up and personalize your voice mailbox. Please refer to your Welcome Letter for important information you'll need to get started. The letter contains your access number and temporary passcode. If you don't have your Welcome Letter, call Customer Service at 1-800-798-6689 to get the important information you will need to set up and use CallNotes® Voice Mail.

Using this detailed instruction guide, you'll be able to set up your voice mailbox and learn some timesaving shortcuts.

Record your CallNotes® Voice Mail access number and passcode here for easy reference.

## CallNotes® Voice Mail Access Number

## Passcode

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## Getting Started

### How Does CallNotes® Voice Mail Work?

Think of CallNotes® Voice Mail as your own message manager. When you're away from your desk, on your phone or on the Internet, CallNotes® Voice Mail answers all incoming calls. Your callers will hear your personal greeting and can leave a detailed private message, which is recorded by a computer and stored in your own mailbox. That means you'll get clear, accurate messages all the time.

CallNotes® Voice Mail also makes it easy to keep in touch when you're on the go. You can retrieve your messages at any time by dialing your access number from a touch-tone phone and following the recorded instructions to retrieve your messages.

CallNotes® Voice Mail is provided by AT&T Messaging.

Services	Features
CallNotes®/ CallNotes®Direct	<ul style="list-style-type: none"> <li>• 30-message capacity</li> <li>• 2-minute message length</li> <li>• 45-second greeting length</li> <li>• 15-day message retention</li> <li>• Local messaging</li> </ul>
CallNotes® Plus	<ul style="list-style-type: none"> <li>• 50-message capacity</li> <li>• 2-minute message length</li> <li>• 45-second greeting length</li> <li>• 15-day message retention</li> <li>• Reminders</li> <li>• Message delivery</li> <li>• 4 extension mailboxes</li> <li>• Local messaging</li> </ul>
CallNotes® Direct Plus	<ul style="list-style-type: none"> <li>• 40-message capacity</li> <li>• 2-minute message length</li> <li>• 45-second greeting length</li> <li>• 15-day message retention</li> <li>• Message delivery</li> <li>• 4 extension mailboxes</li> <li>• Local messaging</li> </ul>
CallNotes® Deluxe	<ul style="list-style-type: none"> <li>• 100-message capacity</li> <li>• 3-minute message length</li> <li>• 90-second greeting length</li> <li>• 30-day message retention</li> <li>• Reminders</li> <li>• Message delivery</li> <li>• 4 extension mailboxes</li> <li>• Local messaging</li> <li>• Direct reply*</li> </ul>
CallNotes® Direct Deluxe	<ul style="list-style-type: none"> <li>• 100-message capacity</li> <li>• 5-minute message length</li> <li>• 120-second greeting length</li> <li>• 30-day message retention</li> <li>• Message delivery</li> <li>• 4 extension mailboxes</li> <li>• Local messaging</li> </ul>

\*Not available in all areas.

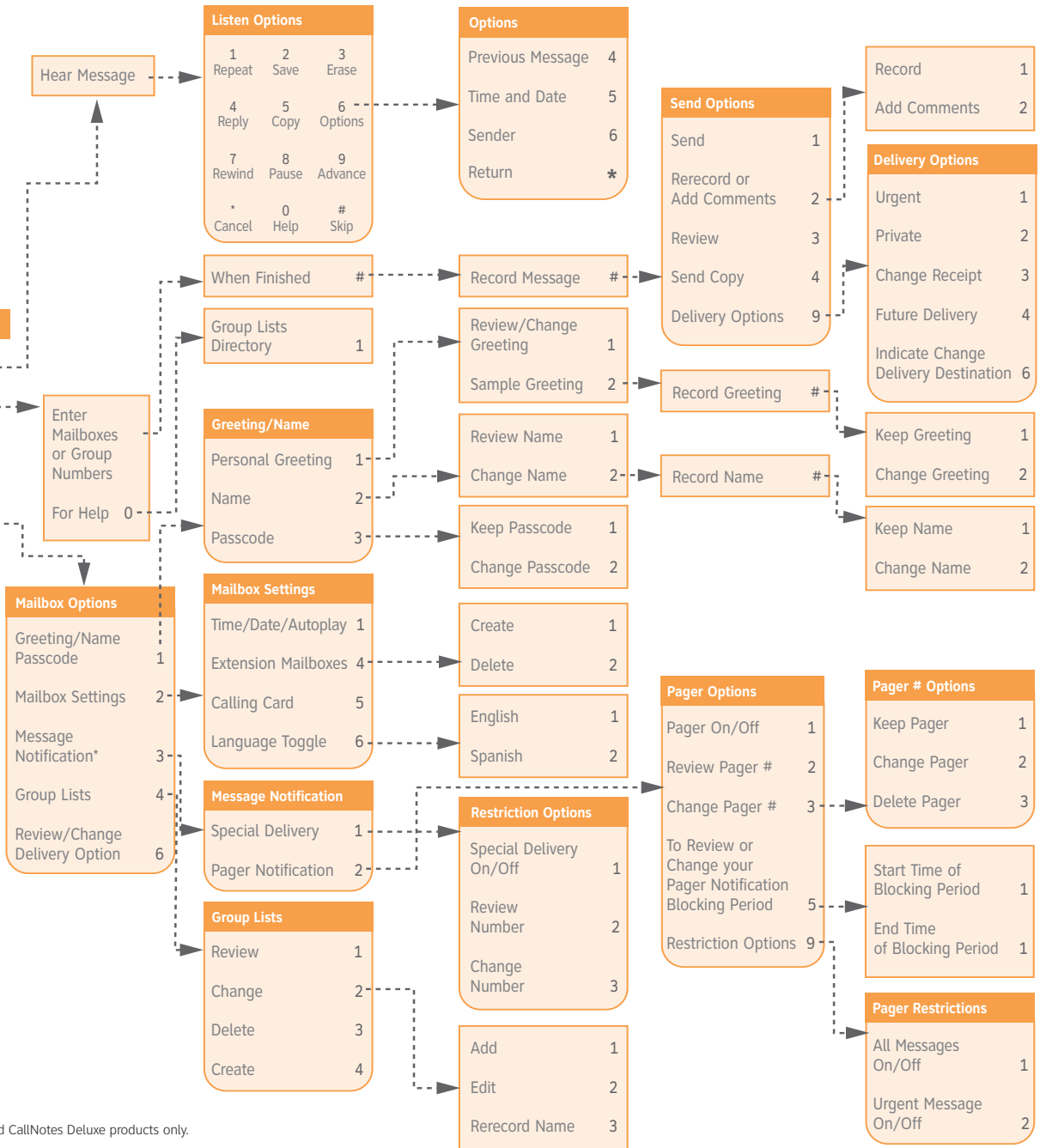
# Navigation Map

1. Access number  
( \_\_\_ - \_\_\_ )
2. If you're away from your office, press \* then your telephone number
3. Enter your passcode

**Main Menu**

- Listen 1
- Send\* 2
- Reminders 3
- Other Mailboxes 7
- Mailbox Options 9
- Exit \*

1. Call access number
2. Press \*
3. Enter business number
4. Enter passcode



\*Available with CallNotes Plus and CallNotes Deluxe products only.

# Setting Up Your CallNotes® Voice Mail for the First Time

Follow the simple steps below to set up your mailbox. Refer to your Welcome Letter for your access number and temporary passcode. (If you've already set up your mailbox, please see page 7.)

- Calling from your business line, dial your access number.\*
- Enter your temporary passcode.

If you've misplaced your access number, call 1-800-798-6689.

\*If your local service is billed on a per-call or per-minute basis, you will be charged for all local calls associated with the use of your Voice Messaging Service. You will be charged for a local call every time you retrieve a message or otherwise access your mailbox using your local telephone number. You will also be charged for a local call every time a caller leaves or attempts to leave you a message. For customers on calling plans, such calls will be counted against your monthly allowance. If you access your mailbox from outside your local calling area, you will incur applicable local toll, long distance, or other usage charges.

## Setting Up Your Mailbox for the First Time

The first time you enter your mailbox, you will need to complete these three steps:

1. Change your passcode – a temporary passcode has been assigned.
2. Record a personal greeting – the greeting callers hear when your phone is answered by CallNotes® Voice Mail.
3. Record your name – your first and last name or company name.

## Step 1 – Change Your Passcode

Your CallNotes® Voice Mail passcode will keep your messages private, just as your ATM PIN number keeps your banking information private.

**Voice Mail Security:** For your security, you should change your temporary passcode immediately, even if you are not yet using your mailbox. When choosing a passcode, do not use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of the passcode. Do not repeat digits (e.g. 444444), do not use sequential digits (e.g. 123456) and do not use easily identifiable numbers (e.g. ZIP code, street address, etc). Treat your passcode as you would your ATM PIN number. Select a passcode of at least six digits, up to a maximum of 10. For added security, you should change your passcode periodically and check your greetings to make sure they have not been changed.

## Step 2 – Record Your Personal Greeting

When CallNotes® Voice Mail answers your phone, callers will hear your personalized greeting.

## Step 3 – Record Your Name

Your recorded name is what other voice mailbox users will hear when they send you a message from their mailbox. Record the name that will identify your mailbox within the CallNotes® Voice Mail system – your first and last name or your company name; for example: "Tom Smith, the ABC Group."

## Sample Personal Greetings

### Conservative Greeting

"Hello, this is Jennifer at Customer Management Services. This message is for Friday, May 2. I'll be away from my desk in the morning. Please leave your name, number and a brief message after the tone, and I'll return your call later today."

### Friendly Greeting

"Hi, this is Jill Jones with XYZ Company. I'm sorry I'm not able to take your call right now, but your call is very important to me. Please leave your name, number and a brief message after the tone, and I'll get back to you soon. Thanks for calling."

### Using CallNotes® Voice Mail

CallNotes® Voice Mail is the right way to do business. You'll never have to worry about replacing tapes, untangling cords, power failures or listening to your partner's messages. CallNotes® Voice Mail never takes a lunch break or becomes victim to coffee spills. It answers even when you're already on the phone or away from your desk. Best of all, no one else hears your messages – unless you want them to.

## Accessing Your Mailbox

To access your mailbox to check messages, change your greeting or set up additional messaging features:

With CallNotes® Voice Mail Products:

1. Dial \*98 (where applicable) from your business phone and enter your passcode.
2. If \*98 is not available in your area or you are away from your office, dial your access number, press \* and enter your business phone number, including your area code, and then your passcode.

With CallNotes® Direct Voice Mail Products:

1. Dial your CallNotes® mailbox number from any touch-tone phone.
2. Press \* to interrupt the system greeting.
3. At the prompt, enter your passcode, then press #.

## Opening Choices

From the Main Menu, you can access a variety of functions for the voice mail system.

Review Messages – Press 1 to listen to messages.

Send – Press 2 to send messages directly to another CallNotes® Voice Mail user's mailbox in your calling area.

Reminders – Press 3 to set up daily and one-time reminders.

Other Mailboxes – Press 7 to access other voice mailboxes and services.

Mailbox Options – Press 9 to access other mailbox options.

If you ever get lost, just keep pressing \* until you return to the Main Menu. Pressing \* cancels what you're doing and sends you back one step. Press \* if you make a mistake.

## Reviewing Your Messages

Reviewing your messages is easy. From the Main Menu, press 1. Any messages marked urgent are played first. Your messages will be played one at a time, noting the date and time the message was sent. You will have the opportunity to respond to each message.

## Review Options

Repeat – Press 1 to replay a message.

Save – Press 2 to save a message you've already heard. Depending on your mailbox, messages may be saved from 15 to 30 days from the date delivered into voice mail.

Erase – Press 3 to erase a message.

Reply – Press 4 to reply to a message sent by another CallNotes® Voice Mail user through the voice mail system.

Copy/Forward – Press 5 to forward a copy of a message to another CallNotes® Voice Mail user.\*

Rewind to Previous Message – Press 64.

Repeat Time and Date of Message – Press 65 to repeat the time and date a message was sent.

\*If the recipient does not have CallNotes® Voice Mail, you will be notified by the system. Messages cannot be forwarded long distance outside the service area.

## Sending a Voice Mail Message to Another CallNotes® Mailbox (Local Messaging)

With Local Messaging you can send, reply to, or forward a copy of a message to other CallNotes® subscribers in your local calling area. You can set up a group list to send a voice message to several other CallNotes® users at once. In each case, your message is sent directly to the other person's mailbox without causing their telephone to ring. For instructions on how to set up Group Lists, see page 14 in this User Guide.

- Press 2 at the Main Menu.
- Enter the voice mailbox number of the person to receive the message and press #.
- After you press #, you will hear the name or number of the person you're addressing.
- Press 1 to send the message.

If the number you enter is not correct or not a valid mailbox number, the system will tell you the number is not accepted.

- To add recipients, enter the mailbox number and press \* after each one.
- Press # again when you have finished entering all the recipients' mailbox numbers.
- Begin recording the message you want to send. When you're done recording, press #.
- Press 2 to send the message, or you can also do one of the following:
  - Press 3 to review your recording.
  - Press 9 to select one of four special delivery options:
    1. Urgent Delivery – Ensures your message is played before messages that are sent via normal delivery.
    2. Private – Ensures the message can't be copied/forwarded to other mailboxes.
    3. Return Receipt.
    4. Future Delivery – Lets you specify the date and time the message is to be delivered, up to one year in the future.

If you don't like the recording you just made, it's easy to change it. Press # to erase your entire message and record a new one.

You may send messages only to other mailboxes within your local service area. If you have questions about your local service area, please call your local AT&T business office.

This feature works only within your service area.

## Changing Your Passcode

Protect the privacy of your voice mail messages by changing your passcode frequently.

- From the Main Menu, press 9 for mailbox options, then press 1 for greeting/name/passcode, then press 3 for passcode. The recorded prompts will walk you through the process to change your passcode.
- Press 1 to keep your newly entered passcode.
- Press 2 to change your new passcode.

## Changing Your Voice Mailbox Recorded Name

Change the name your callers hear when they send messages to your voice mailbox whenever you need to. You can easily customize your mailbox for an employee or department.

- From the Main Menu, press 9 for mailbox options, then press 1 for greeting/name/passcode.
- Press 2 to choose name.
- Press 1 again to review or 2 to change.

Sample recorded name:

“Bob Jones, XYZ Company. Pager number 555-1212.”

## Changing Your Personal Greeting

Your customers hear your personal greeting whenever your phone is answered by CallNotes® Voice Mail. It's a good idea to frequently change your message.

- From the Main Menu, press 9 for mailbox options, then press 1 for greeting/name/passcode.
- Press 1 to choose personal greeting.
- Press 1 to review.
- Press 2 to change.

Q. Do my frequent callers have to listen to my entire greeting every time they call?

A. No. You can tell your callers at the start of your personal greeting to press # to skip the rest of your greeting and go straight to the record tone.

Sample greeting: “This is Jane Smith of the ABC Group. To skip this greeting and leave a message, press #. This message is for Tuesday. I will be in meetings in the morning but will return your call later today. Please leave a message after the tone.”

## Optional Features to Make CallNotes® Voice Mail More Valuable

### Message Delivery

#### Special Delivery

Special delivery notifies you via a phone call to a local phone number, including a cellular number, where you want to be notified of messages. You can choose whether you want to be notified of all or only urgent messages.

Special Delivery settings:

- From the Main Menu, press 9 for mailbox options.
- Press 3 for message notification.
- Press 1 for special delivery.

#### Pager Notification

Pager notification works in the same manner as special delivery. Tone, digital or voice pagers can be used with pager notification.

Note: You must have a pager and have pager notification on your service for this feature to be active. Please call 1-800-499-7928 to order the feature. Pager notification will transmit the voice mailbox number to your pager. Pager not included.

#### Pager Notification Settings

You can choose to be paged for all messages or just for urgent ones.

- Press 9 to change the type of message notification.
- Press 2 for notification of urgent messages only.

Be sure to mention in your personal greeting that you'll be paged when messages are left in your mailbox. If you're paged only for urgent messages, depending on your service, tell callers to press #911, #1911 or #2911 after recording their message if they want you paged.

Sample: “This is Bob Smith for Tuesday, January 19. Please leave a message after the tone. If this is urgent, press #911 after leaving your message and I will be paged.”

## Extension Mailboxes

Extension mailboxes allow your customers to leave detailed messages for any of your associates or employees. They're an easy way to sort messages for multiple employees or departments that share one line.

To set up the extension mailboxes:

- Press 9 for mailbox options and press 2 for mailbox settings.
- Press 4 for extension mailboxes.

**Do you want to give your associates all the benefits of voice mail while sharing one telephone line? Extension mailboxes are the solution – each extension has its own personal greeting as well as its own private passcode.**

## Sample Extension Mailbox Greeting

"Thank you for calling Smith Landscaping Company. To leave a message for John Smith, press 1 now. For Mary Smith, press 2 now."

## Message Delivery to Non-Subscribers (MDNS)\*

Send messages to anyone, anywhere. MDNS allows you to record and send messages to both subscribers and non-subscribers – locally or long distance – either on an individual basis or through a large distribution list.\*\*

MDNS sets up a temporary mailbox with your recorded message and then dials each of the individuals for you. When non-subscribers answer the phone, a message informs them that they have a message from you. (You have recorded your name or company name.) When the recipients accept the message, they hear it immediately. If an answering device picks up, MDNS deposits the message there. The system will continue to call a busy or unanswered number for up to six hours.

\*Available for an additional charge.

\*\*Calls other than local will require use of a calling card. You are only charged for messages that are successfully delivered. If for some reason your messages are not received, you will be notified by voice mail and will not be charged. Must subscribe to CallNotes® Voice Mail or CallNotes® Plus Voice Mail or CallNotes® Deluxe Voice Mail. Not available in all areas.

## How to Use MDNS

When replying to a non-subscriber, press 4 after listening to the message, record a reply and then follow the prompts to send the message.

When sending a new message to a non-subscriber, press 2 from the main menu to record a message, then follow the prompts to send the message.

## Direct Reply

Direct reply is a service that allows you to listen to your CallNotes® Voice Mail or CallNotes® Plus voice messages and respond without writing down phone numbers, disconnecting out of voice mail or feeding all your change into pay phones. Available with CallNotes® and CallNotes® Plus for an additional charge.

## How to Use Direct Reply

After listening to a voice mail message in your mailbox, choose option 4. Press 1 to reply with a recorded message or press 2 to reply in person.

In most cases (unless the calling party has blocked the number), CallNotes® Voice Mail will recall the number left in your voice mail so you can connect without having to redial. Then, when you complete your conversation, the system will take you right back into your mailbox to continue listening to your messages.

## CallNotes® Plus Reminders

You can create a daily reminder and 15 one-time reminders that are delivered to your phone at specific times or time intervals.

## Toll Saver (Optional Feature with CallNotes® Direct Voice Mail Products)

With Toll Saver you can check for messages from out of the local calling area without incurring a long-distance charge when there are no messages waiting.

## Message Waiting Indicators

CallNotes® Voice Mail offers two types of message indicators. Both are provided at no additional charge and cannot be offered separately.

Intermittent tone – A broken dial tone alerts you that you have messages when you pick up the phone.

Visual message waiting indicator\* – A light alerts you that you have messages. This indicator requires telephone equipment that is compatible with telephone company CLASS features. This equipment must be purchased separately. Please check with your local retailer or call 1-800-499-7928 to order.

\*Not available in all areas.



## Advanced Features

CallNotes® Voice Mail has a variety of advanced features that can make business messaging even easier.

### Group Broadcast Lists

Save time by sending the same message to a number of CallNotes® Voice Mail users simultaneously with group lists. You can create and store up to five group lists.

To Create a Group List:

- From the Main Menu, press 9 for mailbox options.
- Press 4 for group lists.
- Press 4 again to create a group list.
- Enter a group number.
- Record a name for the group.
- Press 1 to keep the group name.

You will be asked to enter the mailbox number of each person to be included in the group. Press 0 for help.

To Send a Message to a Group List:

- From the Main Menu, press 2 to send a message.
- Enter the group list number. Select the appropriate group.
- Follow the prompts to record and send a message to your group list.

You can send to both group lists and individuals on the same call.

## Frequently Asked Questions

Q. What's the difference between my recorded name greeting and my personal greeting?

A. Your recorded name is just that: your name or your business name. It is played when other CallNotes® Voice Mail users send a message directly to your mailbox from within the system. Your personal greeting is what callers hear when they reach your voice mailbox by calling your business number. Personal greetings include a name, company name and request for caller to leave a message. You can record greetings of up to two minutes. (See page 10.)

Q. How do I access my messages when I'm out of the office?

A. Dial your access number. Press \* and enter your business telephone number, or if you have a telephone that forwards calls directly to your voice mailbox, dial that number and press \* when you hear your personal greeting. Then enter your passcode.

Q. How do I activate pager notification?

A. To activate pager notification, press 932 at the Main Menu. Then, press 1 to turn paging on. Select whether you want to be paged for all messages or only for those marked urgent. The voice prompts will walk you through the steps.

Q. How long are messages saved?

A. This is dependent on the type of mailbox and ranges from 15 to 30 days from the date the messages were delivered.

Q. Can I change the number of times my phone rings before CallNotes® Voice Mail answers a call?

A. Yes. We can adjust your ring cycle for no charge. Call 1-800-499-7928.

Q. Sometimes CallNotes® Voice Mail doesn't seem to recognize the buttons that I push on the phone. Why is this?

A. Make sure that the tone/pulse button on your phone is set to tone. CallNotes® Voice Mail cannot recognize pulse signals. Also, some cellular phones do not send a signal clear enough to be recognized by CallNotes® Voice Mail.

## Voice Mail Terms and Conditions of Service

BEFORE USING YOUR NEW VOICE MAIL SERVICE, PLEASE READ THE FOLLOWING. Your use of our Voice Mail service represents your agreement to these Terms and Conditions. If you are unwilling to abide by these Terms and Conditions, please contact us immediately.

### 1. Description of the Service

Voice Mail products are provided by For SW use: AT&T Messaging (a d/b/a for AT&T Messaging, LLC). Please see the User Guide for more information on your voice mail service.

These Terms and Conditions apply to your mailbox only. The voice mail service described herein requires some regulated services such as: touch-tone telephone service; call forwarding features for Call Forward/Busy Line-Don't Answer (CF/BLDA); and, Customer Alerting Enablement (CAE) or Message Waiting Indicator (MWI). In some cases, the call forwarding and message waiting features may be included as part of your voicemail service. If not, when you order voicemail, unless otherwise informed, an order is placed on your behalf with AT&T for these services. You can check with our office to verify if the services are included. The Busy/Don't Answer call forwarding feature may prevent reception of operator interrupt calls.

### 2. Prices

A monthly recurring charge and a one-time non-recurring charge apply. Monthly recurring charges are subject to change. If you subscribe to the service under a term agreement, (1-3 years) monthly prices are not subject to change during the term. If you have signed a Voice Mail Term Agreement, the terms and conditions of that agreement will control in the event those terms conflict with the Terms and Conditions herein. In the event the Voice Mail Term Agreement is silent as to a provision, term or condition which is set forth herein, the provision, term or condition set forth herein controls. Detailed rates and charges appear on your AT&T local telephone bill. Depending on your Local Exchange Carrier/Competitive Local Exchange Carrier (LEC/CLEC), local and toll usage charges may apply when retrieving mailbox messages and each time a call is forwarded to your mailbox if you subscribe to a usage sensitive service plan. In addition, if you have purchased an AT&T Messaging Business Voice Mail Call-in-One or Universal CallNotes® product, calls forwarded to your mailbox from your wireless phone (referring to wireless services from AT&T). Airtime charges will apply when using your wireless handset to retrieve messages (wireless services from AT&T). Contact your provider for rate information. If you access your mailbox from outside your local calling area, applicable local toll or long distance charges apply. AT&T Messaging reserves the right to modify these Terms and Conditions, including changing charges, or discontinue the provision of voice mail at any time. AT&T Messaging will notify you of any price change or discontinuance before its effective date. No sales representative, independent or other, has the authority to change these Terms and Conditions. Customer may not incur any charges against a VM Access Number or against a mailbox number assigned to the Customer.

### 3. Availability

Voice Mail is available on most business local classes of service. Residential voice mail products are not available on business lines. Voice mail may be periodically unavailable for general maintenance. Customer understands that AT&T Messaging may upgrade, change or modify its voicemail technology architecture or equipment, which may result in customer experiencing lost messages or service disruptions or may require a change in telephone number to continue receiving voice mail service. If stored messages reach the capacity of the mailers and your mailbox becomes full, additional messages will not be accepted.

### 4. Payment

If your local service is provided by one of the AT&T local telephone companies, your Voice Mail charges will appear on your AT&T local telephone bill. In all other cases or if requested, you will receive a bill from AT&T Messaging for your voice mail charges. Payment is due on the date specified on the bill. If any portion of payment is received after the payment due date, a monthly late charge may apply. The monthly late charge will be administered according to applicable state tariffs/guidebooks and/or AT&T standard billing procedures and will not exceed the highest amount allowed by law. Telecommunications services cannot be disconnected solely for non-payment of your voice mail charges.

### 5. Cancellation of Services

You may cancel your mailbox at any time. If you have purchased a package or grouping of services from your AT&T local service provider, cancellation of your voicemail service may impact your package/grouping. If you cancel your mailbox, you agree to pay a pro-rated amount for the used portion of the final month of your mailbox service. AT&T Messaging may cancel your mailbox service for non-payment of applicable charges. All Voice Mail products are designed and provided as a voice mail service—not an announcement service. Use of this service as an announcement service, and/or other improper or excessive use, may impair AT&T Messaging's ability to provide reasonable service to other customers. AT&T Messaging reserves the right to cancel your voice mail service at any time, with or without notice, if your mailbox is (1) being used

in an improper manner, including, but not limited to using it as an announcement service or for unlawful purposes, (2) generating excessive usage (as determined solely by AT&T Messaging based on its network/service design and usage experience, and applied in a nondiscriminatory manner), (3) affecting AT&T Messaging's ability to provide reasonable service to other customers, or, (4) being used to interfere with another's use of the telephone/voice mail system.

### 6. Pager Notification

Pager Notification allows your pager to notify you when a message is received in your mailbox. Paging service and equipment must be purchased separately. Pager number must be in the same Service Area as your mailbox or be a toll free paging service. Other restrictions may apply.

### 7. Limitation of Liability

AT&T MESSAGING SHALL MAKE REASONABLE EFFORTS TO PROVIDE CONTINUOUS, UNINTERRUPTED AND ERROR-FREE SERVICES TO VOICE MAIL CUSTOMERS, BUT THE LIABILITY OF AT&T MESSAGING, ITS PARENT AND AFFILIATES FOR FAILURE TO DO SO SHALL BE LIMITED TO A REFUND OF THE FEES PAID BY THE CUSTOMER FOR THE SERVICE FOR THE PERIOD OF INTERRUPTED OR ERRONEOUS SERVICE (THE PRORATED AMOUNT). NEITHER AT&T MESSAGING NOR ANY OF ITS AFFILIATES SHALL BE LIABLE TO THE CUSTOMER OR ANY THIRD PARTY FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, THE LOSS OF INFORMATION, PROFITS OR BUSINESS OPPORTUNITY, ARISING FROM THE PERFORMANCE OR FAILURE TO PERFORM VOICE MAIL SERVICE. WHILE AT&T MESSAGING CAN MONITOR AND MAINTAIN ACCEPTABLE SERVICE LEVELS BETWEEN ITS VOICE MAIL SERVICE AND AN INVOLVED PAGER COMPANY, WE CANNOT ENSURE ACCEPTABLE SERVICE LEVELS FROM THE PAGER SERVICE PROVIDER. ANY CONCERNS OR QUESTIONS ABOUT YOUR PAGING SERVICE MUST BE ADDRESSED TO YOUR PAGER SERVICE PROVIDER. THE PURPOSE OF THIS PROVISION IS TO LIMIT AT&T MESSAGING'S, ITS PARENT AND ITS AFFILIATES' LIABILITY ARISING OUT OF THIS AGREEMENT AND/OR PROVISION OF SERVICES.

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### Information Contacts

AT&T messaging  
Customer Service: 1-800-798-6689  
Website: att.com

For more information or to upgrade, change or discontinue a business CallNotes® service, call a CallNotes® representative at 1-800-499-7928.

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Your world. Delivered.