



Questions from our Customers

Take a look below to find the answers to your questions about upgrading, preordering, launch day and more. We'll continue to update this information as more questions come in ... thanks for all of the great questions!

Will AT&T offer MMS and tethering?

Yes. Later this summer, as part of the 3.0 software, AT&T will make multimedia messaging (MMS) available at no extra cost to customers with a text messaging bundle. And, in the future, AT&T will offer tethering capability for iPhone 3GS and iPhone 3G.

As background, whenever we offer new features, we want to offer best possible customer experience. For these particular features, we need to do some additional fine tuning to our systems and networks so that we do deliver a great experience. We probably have more iPhone customers than any other carrier in the world, so we err on the side of caution. We want the experience to be right from the beginning.

Again, we absolutely will offer these features. MMS is coming late summer, and we'll be offering tethering in the future too.

Will all iPhone 3GS models be equally available or will some models be hard to come by?

That's hard to predict. However, customers can avoid lines on June 19 by preordering iPhone 3GS at www.att.com/iPhone or at one of our company-owned AT&T stores.

Will AT&T have more inventory of the iPhone 3GS than other non-AT&T stores?

We can't speak for inventory at other stores. If you are interested in iPhone 3GS, we highly encourage you to preorder at www.att.com/iPhone or visit one of our AT&T stores.

Why should I preorder?

For customers who preorder at www.att.com/iPhone, their device will be shipped to their home (or designated address) to arrive on or after June 19. They can then synch it to iTunes to activate.

For customers who preorder through a store, we'll notify them via e-mail when their device is ready to pickup. On June 19, we'll open our stores early, at 7:00 a.m. local time, for those who preordered through an AT&T store and received a notification that their device is ready.

For customers who visit a store on the 19th to place their order, they'll be admitted to the store beginning at normal opening time. We'll work on a first-come, first-serve basis.

Can I preorder iPhone 3GS on an individual plan, pick it up on June 19 then buy a second iPhone 3GS on June 19 and move to a FamilyTalk plan?

Yes, you can, as long as we have stock available.



My kids and I are on a FamilyTalk plan. I'm not eligible for an upgrade for iPhone 3GS but one of my kids is upgrade ready. Can I swap lines and take his upgrade eligibility on the 19th? Will I need to start a new two-year service agreement?

Yes, you can rearrange your account to take advantage of your child's upgrade eligibility – and yes, you will need to sign a new 2-year service agreement.

If I'm switching from a competitor, what do I need to do?

Check out our iReady fact sheet for specifics on preordering as a new AT&T customer: www.att.com/iphone_news

Am I eligible for an upgrade?

Upgrades are based on a number of factors including the outstanding time left on your service agreement, payment history and other factors. Check online, visit our store, or dial *639# from your AT&T handset for information about if or when you may be eligible for an upgrade.

Even if you're not yet eligible, you still have a number of choices:

- Wait until you are eligible...
- Pay the early-upgrade price for iPhone 3GS...
- Purchase iPhone 3GS at the no commitment price...
- Or, continue to use your current iPhone 3G, which is eligible for the free upgrade to the new software on June 17 and has many compelling new features. Learn more by visiting <http://www.apple.com/hotnews/>

What are the new features of iPhone 3GS?

Read about iPhone 3GS in Apple's announcement here: <http://www.apple.com/hotnews/>

It sounds like I don't need a contract to buy iPhone 3GS. Can I buy it and use it on another carrier?

We do offer No Commitment pricing, however, iPhones sold in the United States are configured to work only with the wireless services provided by AT&T. Here's the No Commitment pricing for both devices:

- iPhone 3GS (16 GB): \$599
- iPhone 3GS (32 GB): \$699
- iPhone 3G (8 GB): \$499
- iPhone 3G (16 GB): \$549 (while supplies last)