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Notice To AT&T U-Verse® TV Service Customers
Concerning Customer Service Standards
March 2017

AT&T places the highest priority on providing you with the best customer service. We have established general U-verse TV service standards for customer care that not only meet applicable legal requirements but are designed to exceed customer expectations. Listed below are general customer service standards we intend to meet.

Several customer service options are available to use.
You can find answers to your questions online at att.com/uversesupport or call our Customer Care at 800.288.2020. Knowledgeable and qualified representatives are available as follows:

• Technical support and problem reporting is available twenty four (24) hours a day, seven (7) days a week toll-free at 800.288.2020.
• For ordering, billing, and other inquiries, representatives are available Monday through Friday from 8:00 A.M. to 7:00 P.M. and Saturdays from 8:00 A.M. to 5:00 P.M. After these hours, your call will be answered by an automated response system.
• We will respond to messages no later than the next business day.

AT&T employees and representatives will carry identification.
AT&T employees and representatives carry an identification card with their name and photograph.

We will schedule service appointments with respect for your time.
Appointment Hours for Installations and Service Calls
The appointment window alternatives for installations, service calls, and other installation activities that we provide will be, at a maximum, a four-hour time block during normal business hours. We may schedule service calls and other installation activities outside of normal business hours for your express convenience. We will not cancel an appointment with you after 5 p.m. on the business day before the scheduled appointment. If our representative is running late for an appointment with you and will not be able to keep the appointment as scheduled, we will contact you and you will be offered the next available two (2) hour appointment window convenient for you.

Installation Intervals
A standard installation date is available within seven (7) business days after the order has been placed. Customers may also choose from available dates and times outside of the standard interval.

We will provide all estimated costs for repairs or service prior to any work.
During your order process, sales representatives will disclose applicable installation service charges and promotional pricing. If any additional service or repair work needs to be performed once your technician is on-site, he/she will state orally the estimated cost of any additional service. You must authorize the charges before service is delivered or work is performed.

We will handle service repairs promptly.
Excluding conditions beyond our control, we will begin working on U-verse TV service interruptions promptly, but no later than 24 hours after the interruption is reported by you or becomes known to us. Service interruption means the loss of picture or sound on one or more channels. We will take action to correct other service issues the next business day after being notified of the problem. We will interrupt your TV service only if necessary.

We will notify you of any changes in rates or deletions in programming.
When it is within our control, we will provide you with a minimum of thirty (30) days written notice before increasing rates, changing channel position, or deleting programming. If an increase in rates, changing channel position, or deletion of programming is outside of our control, we will make reasonable efforts to provide as much notice as possible.

We will clearly outline how deposits, bill disputes, and termination of service will be handled.

Deposits
Any deposits or advance payments may be applied toward any unpaid balance on your bill, or as otherwise set forth in your Terms of Service. Interest will not be paid on deposits or advance payments unless required by law. Upon our sole determination of satisfactory payment history, or as required by law, we may begin refunding deposits or advance payments through bill credits, cash payments, or as otherwise permitted by law.

Bill Inquiries & Disputes
If you believe you have been billed in error for services, please notify us within sixty (60) days of the billing date by contacting Customer Care at 800.288.2020. We will respond within 30 (thirty) days. Refunds and credits will be issued promptly. We will not, except as required by law, issue refunds or credits if you fail to notify us with sixty (60) days of the billing date.
Termination of Service
You may terminate your service by calling us at 800.288.2020. If AT&T proposed to terminate your service, we will provide you fifteen (15) days notice and will terminate your service only on a day you can contact us. We will restore your service without charge if it was terminated in error.

Return of Equipment
Upon termination of services, for whatever reason, you must return any equipment provided by AT&T, undamaged, within twenty one (21) calendar days. If the equipment is not returned within twenty one (21) calendar days, or is returned damaged, you will be charged for the value of the equipment. If the equipment is returned within ninety (90) days of termination, any fees charged for the equipment will be refunded (other than fees for damages). No refunds will be made for any equipment returned more than ninety (90) days after termination.

We will provide accurate, understandable bills.
We will provide you with an itemized, complete monthly bill for your service that is accurate and easy to understand. You should remit payment by the due date indicated on your bill, which will be at least fifteen (15) days from the date of billing. If payment is not received by the indicated due date, a late fee may be assessed no earlier than twenty-two (22) days after billing. Payment may be made by mail, online at att.com, and at most AT&T stores and Western Union locations.

We will provide you with assistance in resolving any service or billing issues.
If you have questions or complaints regarding your service or bills, please contact Customer Care online at att.com/uversesupport or call 800.288.2020. If you are dissatisfied with our resolution, you may contact the appropriate government or regulatory authority for your area. This information is available in the Municipal Contact List for California and Nevada provided separately. If your city or county is not included on the list, please contact us at 800-791-6661. Further rights and remedies are outlined in the Terms of Service available online at att.com/u-verse/att-terms-of-service.jsp; a copy is also attached.

U-verse TV Services and other Terms and Conditions
A listing of U-verse TV services and prices can be found on the included price sheet. The terms and conditions applicable to your service are outlined in the Terms of Service provided at installation and available online at att.com/u-verse/att-terms-of-service.jsp; a copy is also attached.

We remain committed to meeting these customer service standards, and we continually listen to you to gather feedback on our performance. Overall customer satisfaction with our installations continues to be very positive, and we are pleased to report that it meets or exceeds the vast majority of these standards.
AT&T U-VERSE® TV AND AT&T PHONE
GENERAL TERMS OF SERVICE
Effective March 2017

1. GENERAL AGREEMENT
The following Terms of Service (referred to as “TOS”) are between you, the customer, and one of the following AT&T companies, depending upon your service address: Southwestern Bell Telephone Company; Pacific Bell Telephone Company; Illinois Bell Telephone Company; Indiana Bell Telephone Company, Incorporated; Michigan Bell Telephone Company; Nevada Bell Telephone Company; The Ohio Bell Telephone Company; Wisconsin Bell, Inc.; or BellSouth Telecommunications, LLC (each individually and collectively referred to as “AT&T”). The TOS constitute a legal document that details your rights and obligations as a purchaser of AT&T Phone service (f/k/a AT&T U-verse Voice) and/or AT&T U-verse TV service (individually and collectively referred to as “Services”). If you purchase AT&T Phone service, your TOS include the General Terms of Service set forth herein, and the attached Schedule 1. If you purchase AT&T U-verse TV service, your TOS include the General Terms of Service set forth herein and the attached Schedule 2. Your TOS also include the Acceptance Form for Terms of Service for Purchase and Use of AT&T Phone service and/or AT&T U-verse TV provided to you when Services are installed. Your TOS will continue to apply to your Services when they are transferred from one location to another.

PLEASE READ THIS AGREEMENT CAREFULLY TO ENSURE THAT YOU UNDERSTAND EACH PROVISION. THIS AGREEMENT REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS OR CLASS ACTIONS, AND ALSO LIMITS THE REMEDIES AVAILABLE TO YOU IN THE EVENT OF A DISPUTE.

You must accept this TOS as a condition of receiving the Services. For purposes of these TOS, “you” and “your” refer to the person purchasing the Services. “We,” “our,” “us,” refer to AT&T.

AT&T will comply with all applicable federal, state and local laws, to the extent that such laws apply to AT&T and its obligations under the TOS. If there is any conflict between the TOS and such applicable law, such applicable law controls. These conflicts could include, but are not limited to, fees and charges for service, billing and payments, notices, and your rights and remedies.

Legal Authority. You must be at least 18 years of age to purchase the Services as an individual or to accept these TOS as an authorized representative for the person or entity who purchases the Services. By accepting these TOS, you confirm you are an adult of at least 18 years of age. If you are an entity, by accepting these TOS, you confirm (through your duly authorized representative) that you are a corporation, partnership, or other legal entity duly formed (and incorporated if applicable) in good standing where required to do business with all legal authority and power to accept these TOS; and you are also confirming that these TOS constitute a valid and binding obligation of yours. All use of the Services, whether or not authorized by you, shall be deemed for your use. You are responsible for ensuring that all use of the Services complies with these TOS.

By enrolling in, activating, using, or paying for the Services, you agree to the terms and conditions in these TOS, including but not limited to the prices, charges, and terms and conditions provided to you in marketing and informational materials associated with the Services and on the AT&T U-verse website, all of which are incorporated herein by reference. If you do not agree to all of the aforementioned terms and conditions, do not use the Services, and cancel the Services immediately by calling AT&T at 800.288.2020.

Updates. These TOS may be updated or changed from time to time. You can review the most current version of these TOS at any time at: att.com/uversetermsofservice. If AT&T makes a change to these TOS and that change has a material impact on the Services, you will be provided notice of that change, and such notice will be provided consistent with Notice provisions of this TOS. Your continued use of the Services following such notice constitutes your acceptance of those changes.

Special Arrangements. Some customers may receive the Services through a special arrangement with their property owner or manager. If you have such an arrangement, these TOS shall apply to the Services, except that AT&T may not directly charge you for Services (including Equipment) provided to you as part of the special arrangement, and the Equipment return provisions may not apply to you even though Equipment remains AT&T-owned. You will be responsible for fees and charges associated with additional Service orders. You may have an additional agreement or contract with your property owner or manager that covers any applicable special arrangement. Any such additional agreement or contract is outside these TOS and AT&T is not responsible for nor bound by the terms of any agreement you may have with your property owner or manager. If the special arrangement with your property owner or manager terminates, you will continue receiving Service under standard billing terms and these TOS unless you notify AT&T.
2. ACCEPTABLE USE AND PRIVACY POLICIES

Use of the Services is subject to the AT&T Acceptable Use Policy (available at http://www.corp.att.com/aup), which is incorporated herein by reference. Once you have purchased the Services you will have an account with AT&T (“AT&T Account”). Your AT&T Account will include information applicable to the Services including but not limited to billing information and charges related to the Services (whether recurring or one-time). If you have, or later obtain, an AT&T Access ID, you are subject to the AT&T Access ID Terms and Conditions (available at http://www.att.com/accessidterms), which are incorporated herein by reference. The AT&T Privacy Policy, which is incorporated herein by reference. The AT&T Privacy Policy, which is incorporated herein by reference and is available online at http://www.att.com/privacy, addresses AT&T’s use of account information and other information specific to your use of AT&T Services.

AT&T U-verse Services are provided for your non-commercial personal use only, and for your enjoyment in a private residential dwelling/office unit. You agree not to reproduce, duplicate, copy, sell, transfer, trade, resell or exploit for any commercial purposes any portion of the Services, use of the Services, or access to the Services. Further, you agree that the AT&T U-verse TV service will not be viewed in areas open to the public or in commercial establishments and that your AT&T U-verse TV service may not be rebroadcast, nor performed, nor may admission be charged for watching or viewing AT&T U-verse TV service.

3. INSTALLATION/SERVICE

You will be responsible for payment of service charges for visits by AT&T or its subcontractors to your premises when a service request results from causes not attributable to AT&T or its subcontractors, including, but not limited to, when you are unwilling to complete troubleshooting steps requested by AT&T. You will provide AT&T and its subcontractors with reasonable access to your premises in order to install, maintain, and repair the Service and you authorize any other adult resident or guest at your residence to grant access to your premises for these purposes. You understand and agree that AT&T may drill, cut, and otherwise alter improvements on the premises (including walls, flooring, and/or other surfaces) in order to install, maintain, or repair the Service. If you do not own your premises or your unit is part of a multi-tenant environment (e.g., apartment building, condominium, private subdivision), you warrant that you have obtained permission from any necessary party, including but not limited to the owner, landlord, or building manager, to allow AT&T and its subcontractors reasonable access to install, maintain, and repair the Service and to make any alterations AT&T deems appropriate for the work to be performed.

You acknowledge that AT&T may use existing wiring, including altering the wiring and removing accessories, located within your unit (“Inside Wiring”). You warrant that you own or control the Inside Wiring, and give AT&T permission to use, alter, and remove equipment from, such wiring. Without limiting any other provisions of this TOS, you agree to indemnify AT&T from and against all claims by an owner, landlord, building manager, or other party in connection with installation, maintenance, repair, or provision of the Services.

4. FEES AND CHARGES

Agreement to Pay. You agree to pay all fees and charges for the Services associated with your AT&T Account, including recurring and nonrecurring charges, taxes, fees, surcharges, and assessments applicable to the Services, associated equipment, installation and maintenance, and including all usage and other charges associated with your account. For a list of additional charges and fees that could apply to the Service, please see Schedule 3 (Fee Schedule), which is incorporated by reference. In order to provide you with the Services, AT&T may pay taxes, fees, and surcharges to municipalities and other governmental entities, which AT&T may pass on to you.

Late Payment Charge and Dishonored Check or Other Instrument Fee. You agree that for each bill not paid in full by the payment due date, a late payment charge of $9 will be assessed, and if your Service is suspended for non-payment, we may charge you a Restoration Fee to resume Service. You will be charged a fee of up to $30 (depending on applicable law) for any check or other instrument (including credit card charge backs) returned unpaid for any reason.

Unpaid Past Due Charges and Consent to Contact. In the event you fail to pay AT&T or AT&T is unable to bill charges to your credit card, AT&T may assign unpaid late balances to a collections agency. You expressly authorize, and specifically consent to allowing, AT&T and/or its outside collection agencies, outside counsel, or any other agents acting by or on behalf of AT&T to contact you with informational messages regarding your account, including but not limited to contact in connection with any and all matters relating to unpaid past due charges billed by AT&T to you. You agree that such contact may be made to any mailing address, telephone number, cellular phone number, e-mail address, or any other electronic address that you have provided, or may in the future provide, to AT&T and to any and all telephone numbers billed on your account. You expressly consent and agree that such contact may be made using, among other methods, pre-recorded or artificial voice messages delivered by an automatic telephone dialing system, text messages delivered by
an automated system, pre-set e-mail messages delivered by an automatic e-mailing system, or any other pre-set electronic messages delivered by any other automatic electronic messaging system. You agree to provide true, accurate, current and complete contact information to AT&T and its authorized agents and to promptly update your contact information to keep it true, accurate and complete.

**Changes to Fees & Charges.** If you signed up for Services for a specified term, you agree that if you cancel your plan before the end of the term, you will pay any applicable Early Termination Fee. At the conclusion of your term, AT&T will automatically begin charging the applicable month-to-month fee. If you purchased the Services as part of a bundled offering with one or more other products and are receiving a discount based upon that bundled offering, your discount may cease and you may be billed the standard monthly rate for the Services if you change or disconnect one or more of the services in the applicable bundle. AT&T may, upon notice required by applicable laws, at any time charge the amount of or basis for determining any fee or charge or institute new fees or charges.

**Data Usage.** Use of certain services, including but not limited to AT&T U-verse TV features and apps, AT&T Digital Life, home security, home automation and medical alarm systems, will count towards your internet usage allotment. For more information about the use of your residential High Speed Internet Service and the data plans that may apply to your service, how much data you use, and management of your data usage, please refer to www.att.com/internet-usage.

**5. BILLING AND PAYMENTS**

**Credit Card Authorization.** You may be asked to provide us with a valid email address and a credit card number from a card issuer that we accept in order to activate your Services. You hereby authorize AT&T to charge and/or place a hold on your credit card with respect to any unpaid charges related to the Services. You authorize the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree that these TOS are to be accepted as authorization to the issuer of the credit card to pay all such amounts. You authorize AT&T and/or any other company who bills products or services, or acts as billing agent for AT&T to continue to attempt to charge and/or place holds with respect to all sums described herein, or any portion thereof, to your credit card until such amounts are paid in full.

You agree to provide AT&T with updated credit card information upon AT&T’s request and any time the information you previously provided is no longer valid. You are solely responsible for maintaining and updating the credit card information. Without limiting the applicability of any other provisions of this TOS, you acknowledge and agree that neither AT&T nor any AT&T affiliated company will have any liability whatsoever for any non-sufficient funds or other charges incurred by you as a result of such attempts to charge, and/or place holds on, your credit card. If you mistakenly provide a debit card number, instead of a credit card number, you authorize all charges described herein to be applied to such debit card unless and until you provide a credit card number. In the event you are enrolled, or later enroll, in an automatic payment or electronic funds transfer plan, you agree that all sums described herein may be charged, at AT&T’s option, to the account number provided for such automatic payment or electronic funds transfer plan.

**Advance Payments, Deposits, Fees and Limits.** We may require you to make deposits or advance payments for Services, which we may use to satisfy your initial bill for Services, to offset against any unpaid balance on your account, or as otherwise set forth in these TOS or permitted by law. Interest will not be paid on advance payments or deposits unless required by law. We may require additional advance payments or deposits if we determine that the initial payment was inadequate. Upon determination solely by AT&T of satisfactory payment history or as required by law, AT&T may begin refunding of the deposit or advance payment through bill credits, cash payments, or as otherwise determined solely by AT&T. Based on your creditworthiness, a non-refundable fee may be required to establish service and we may require you to enroll, and remain enrolled, in an automatic payment or electronic funds transfer plan. We may establish additional limits and restrict service or features as we deem appropriate. If your account balance goes beyond the limit we set for you, we may immediately interrupt or suspend service until your balance is brought below the limit. Any charges you incur in excess of your limit become immediately due.

**Payment Cycle and Cancellation.** Billing for the Services commences when AT&T has provisioned the Services. Recurring charges for each month’s Services will be billed one month in advance. Billing is based on a 30-day cycle. Non-recurring and usage-based charges for the Services generally will be billed in the billing cycle following the transaction. Your first bill for Services may include pro-rated charges for a partial monthly period prior to the beginning of your first monthly billing cycle. Upon termination you will be charged for the pro-rated number of days for which you had Services in that billing cycle and, if applicable, you will receive a credit for any balance of payments for Services billed in advance. A downgrade fee may apply if you make changes to your Service within thirty (30) days of Service provisioning or later programming orders.
Method of Billing/Payment. Fees and charges for the Services will be billed to your AT&T Account. You will receive an online bill for the Service, unless you specifically notify us that you want to receive a paper bill for the Services (at 800.288.2020). You must register online to establish a personal AT&T My Account and provide a billing email address. You will then be able to view and pay your bill online by logging on to your personal AT&T My Account (username and password required). You understand that you have sole responsibility for the security of your password and you are solely responsible for notifying AT&T if your password is lost or stolen. AT&T is not liable for any claims, costs, damages, or expenses arising from a lost, misplaced, or stolen password. If you forgot your password or want to change your password for any reason, you may request to reset your password online. It is your responsibility to notify AT&T immediately if your contact information changes.

Bill Inquiries and Refunds. If you believe you have been billed in error for the Services, please notify us within 60 days of the billing date by contacting Customer Service (800.288.2020). AT&T will not issue refunds or credits after the expiration of this 60-day period, except where required by law or regulation. Any amounts refunded in the form of bill credits, cash payments or any other form shall be inclusive of all applicable taxes, fees and surcharges that were originally paid on such amounts. Credit amounts, such as customer loyalty rewards, that do not represent a refund of, or a discount to, the price paid for any good or service will not result in the refund of any tax, fee, or surcharge previously paid by the customer.

Refunds. You authorize AT&T to use outside payment processing agencies or other companies for purposes of paying any refund owed to you, and you further authorize AT&T to sell, assign or otherwise transfer its refund rights and obligations under this Agreement to outside payment processing agencies or other companies. You agree that we or the outside payment processing agency or other company that is responsible for your refund may determine in our or, if applicable, their sole and absolute discretion the form of any refund that we issue to you under this Agreement, and such form may include a credit on your next statement, a check, or a prepaid debit card that may be subject to monthly service fees not to exceed $2.95 per month and that are deducted from the amount of the refund.

Promotions and Contingent Benefits. You may receive or be eligible for certain discounts, features, promotions, and other benefits associated with your purchase of the Services as offered to you in marketing and informational materials, on the AT&T U-verse website, or in other materials ("Benefits"). Any and all such Benefits are provided to you so long as you continue to meet qualification requirements; provided, however, such Benefits may be modified or terminated at any time as set forth in these TOS or if you change your Services after installation. Unless otherwise set forth in Benefits materials, standard monthly rates will be charged at the conclusion of the Benefits period or when you no longer qualify for the Benefits.

6. EQUIPMENT

Equipment provided by AT&T may be new or fully inspected and tested. Any equipment or software that was not provided to you by AT&T, including batteries, is not the responsibility of AT&T, and AT&T will not provide support, or be responsible for ongoing maintenance of such equipment. Depending on your service address, your Services will include one of the following Equipment configurations:

a. A Wi-Fi® Gateway ("WG") located inside your premises, and certain service-specific equipment set forth in Schedule 1 and/or Schedule 2 that is required for the Services to function (the WG and service-specific equipment herein collectively referred to as “Equipment”). If you do not purchase the Equipment from AT&T, you agree to pay a monthly equipment fee for the Equipment as part of your purchase of the Services for the duration of your receipt of the Services. Equipment fees may be included in your monthly charge for the Services or be charged separately (different taxes and surcharges may apply to the equipment fees, Service fees, and/or the equipment fee portion of the Service fees). Equipment fee/purchase options depend on the AT&T U-verse Services you order and installation options you choose. The Equipment requires electrical power from your premises to operate, which you are responsible for providing.

b. If you have a WG inside your premises, you may also have an Optical Network Terminal ("ONT"), which is a box that may be located inside your premises, on the outside of your premises, in a central location in a multi-tenant building, or in your garage, where AT&T’s fiber network terminates. The ONT also requires electrical power from your home to operate, which you are responsible for providing. AT&T will install your ONT device. The ONT power supply box converts the AC power in your home to the DC power required by the ONT.

c. If you do not have a WG located inside your premises, your service is provided by an Intelligent Network Interface Device ("iNID") and certain service specific equipment set forth in Schedule 1 and/or Schedule 2 that is required for the Services to function (the iNID and certain service-specific equipment therein collectively referred to as “Equipment”). If you do not purchase the Equipment from AT&T, you agree to pay a monthly equipment fee for the Equipment as part of your purchase of the Services for the duration of your receipt of the Services. Equipment fees may be included in your monthly charge...
Battery Backup for WG. It is your responsibility to provide for your own battery backup. You may choose to purchase battery backup for your WG from third party manufacturers or retailers. For more information and minimum specifications visit att.com/batterybackup also see Schedule 1, section IV, for more information on Power Outages and No Battery Backup.

Battery Backup for ONT. It is your responsibility to provide for your own battery backup. You may choose to purchase battery backup for your ONT from third party manufacturers or retailers. You agree to read and follow all manufacturer or vendor directions for the replacement and recycling of battery backup. For more information and minimum specifications visit att.com/batterybackup.

Battery Backup for iNID. If there is an iNID at your premises, AT&T provided the initial battery backup. All subsequent battery backups are the responsibility of the customer at the premises. For more information and minimum specifications visit att.com/batterybackup also see Schedule 1, section IV, for more information on Power Outages and No Battery Backup.

AT&T reserves the right to manage the AT&T installed Equipment during the time you are an AT&T customer and retains exclusive rights to data generated by the Equipment. Neither you nor a third party may change, interfere with, or block access to the Equipment data or settings. AT&T will repair or replace damaged Equipment as AT&T deems necessary. You understand that repair or replacement of the Equipment may delete stored content, reset personal settings, or otherwise alter the Equipment. If the Equipment was damaged due to your intentional acts, negligence, or use inconsistent with the TOS as determined by AT&T, you will be responsible for the price of repair or replacement. Any tampering with the Equipment, including, for example, opening and attempting to modify the Equipment, or attempting to connect the Equipment to other hardware, will be treated as damage due to your intentional acts or negligence. You agree that you will use the Equipment only for its intended residential use, and not for any other purpose (such as on another AT&T network, or on another provider’s (non-AT&T) network). You agree to use appropriate and reasonable care in using any and all Equipment.

AT&T will not provide support for, or be responsible for, ongoing maintenance or management of, customer-owned equipment, including the battery backup equipment used by AT&T customers. For more information and minimum specifications visit att.com/batterybackup.

Return of Equipment. Upon termination of the Services for whatever reason, you must return the Equipment, undamaged, within 21 calendar days to AT&T. If the Equipment is not returned within 21 calendar days, or is returned damaged, you will be charged for the value of the Equipment. We may retain any advance payment or deposit, or portion thereof that previously had not been refunded, if you fail to return the Equipment within this time period. If the Equipment is returned within 90 days of termination, any fees charged for the Equipment will be refunded (other than fees for damages). No refunds will be made for any Equipment returned more than 90 days after termination. In addition to termination of service, these return of equipment provisions apply if your existing equipment is replaced or upgraded for any reason.

7. INDEMNITY
You agree to indemnify and hold AT&T and its subsidiaries, affiliates, directors, officers, agents, and employees harmless from any claim, demand, action, citation, or legal proceeding, including, but not limited to, those arising out of or resulting from the death or bodily injury of any person, or the damage, loss, or destruction of any real or tangible personal property, or for reasonable attorneys’ fees (except as provided in paragraph 11(e) below), made by any party against AT&T, its subsidiaries, affiliates, directors, officers, agents, and employees arising out of or related to your use of or inability to use the Services, your connection to the Services, the provisioning or alleged failure to provision the Services, a violation of any provision of this TOS, or your violation of any rights of another.

8. INTERRUPTIONS, LIMITATIONS, AND MODIFICATIONS TO SERVICE
Service may be temporarily interrupted or otherwise limited for a variety of reasons; some beyond the control of AT&T. AT&T reserves the right to refuse credit allowances for interruptions of Service. AT&T also reserves the right to modify or discontinue, temporarily or permanently, at any time and from time to time, the Services
(or any function or feature of the Services or any part thereof) without liability. You acknowledge that AT&T may establish general practices and limits concerning use of the Services, including without limitation, the limits set forth in the attached Schedule 1 and Schedule 2.

**IP Network Interruptions.** You acknowledge and understand that the Services will not function in the event of an IP network interruption.

### 9. ACCOUNT SECURITY

**Customer Duty.** You agree to keep confidential all passwords, user IDs, IP addresses, and other account identifiers and are solely responsible for any liability or damages resulting from your failure to maintain that confidentiality. You are solely and fully responsible and liable for all activities that occur under your AT&T Account, password, user ID, or IP address. You agree to: (a) immediately notify AT&T if you suspect any breach of security such as loss, theft, public use (unrestricted, open, communal or shared use by third parties unrelated and/or not affiliated with the Customer either for profit or not for profit) or unauthorized disclosure or use of your AT&T Account, password, user ID, or any credit or charge card number provided to AT&T by calling 800.288.2020; (b) ensure you exit from your account as applicable at the end of each session; and (c) periodically change your password.

**Account Access.** You authorize AT&T to provide information about and to make changes to your AT&T Account, including adding new service, upon the direction of any person able to provide information we deem sufficient to identify you.

**Assumption of Risk.** There is a risk that other users may attempt to access your Services, such as through the Internet or connected networks. You acknowledge this risk as inherent to the shared nature of the Services and you agree to take full responsibility for taking adequate security precautions and safeguarding your data.

**Theft of AT&T Equipment or Service.** You agree to notify AT&T immediately, in writing or by calling the AT&T customer support line, if the Equipment is stolen or if you become aware at any time that Services are being stolen or fraudulently used. When you call or write, you must provide your AT&T Account number and a detailed description of the circumstances of the Equipment theft, including documentation of theft (e.g., a copy of a police report) or stolen or fraudulent use of the Services. You will be responsible for all charges incurred on your AT&T Account until you report the theft or fraudulent use of the Services. You will be responsible for stolen Equipment, however, AT&T may in its sole discretion waive or reduce charges for stolen Equipment upon submission of documentation of theft or other circumstances. Failure to provide notice to AT&T of theft in a timely manner may result in the termination of your Services and additional charges to you. Unless notified otherwise by AT&T, after you report the theft or fraudulent use of the Services, you will remain responsible for paying your monthly fees for Services not stolen or fraudulently used.

### 10. SUSPENSION AND TERMINATION

**Reduction/Suspension/Termination by AT&T.** Your Services may be reduced, suspended or terminated if your payment is past due. AT&T may also reduce, suspend or terminate your Services if it is determined that there is previously unpaid, undisputed and outstanding debt for U-verse service. Such reduction, suspension or termination may continue until satisfactory arrangements have been made for the payment of all past unpaid charges. When your Service is suspended for non-payment, you will be placed in a minimum service package with reduced programming, for a one-time flat fee of $6.00. While your Services are suspended you will not receive automatic credit balances (if any are due) and billing will continue for your monthly charges, and any applicable promotional offers may be discontinued and revoked as determined solely by AT&T. If AT&T reduces or suspends your Service for non-payment, you must pay all past due amounts in order to resume Service at any level above the minimum service package. In addition, to resume Service at any level above the minimum service package you must also pay an account Restoral Fee of $49. The Restoral Fee will be assessed on the next monthly bill you receive following the resumption of Service from the minimum service package. In addition, AT&T may immediately terminate all or a portion of your Service or reduce or suspend Service, without notice, for conduct that AT&T believes (a) is illegal, fraudulent, harassing, abusive, or intended to intimidate or threaten; (b) constitutes a violation of any law, regulation, or tariff (including, without applicable policies or guidelines (including the Acceptable Use Policy), and AT&T may refer such use to law enforcement authorities without notice to you. Termination of suspension or reduction by AT&T of the Services also constitutes termination or suspension (as applicable) of your license to use any Software, if applicable.

**Contacts to Terminate Service.** You may terminate the Services at any time by calling 800.288.2020. You must pay service fees and other charges incurred through the termination date, including any early termination fees that apply. If you elect not to purchase your Equipment, you may also be charged the value of any Equipment that is not returned in accordance with Section 6.
11. DISPUTE RESOLUTION WITH AT&T BY BINDING ARBITRATION
PLEASE READ THIS CAREFULLY. IT AFFECTS YOUR RIGHTS.

Most customer concerns can be resolved quickly and to the customer’s satisfaction by calling AT&T at 800.288.2020. In the unlikely event that AT&T’s customer service department is unable to resolve a complaint you may have to your satisfaction (or if AT&T has not been able to resolve a dispute it has with you after attempting to do so informally), we each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction. Arbitration is more informal than a lawsuit in court. Arbitration uses a neutral arbitrator instead of a judge or jury, allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief that a court can award. Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. For any nonfrivolous claim that does not exceed $75,000, AT&T will pay all costs of the arbitration. Moreover, in arbitration you are entitled to recover attorneys’ fees from AT&T to at least the same extent as you would be in court.

In addition, under certain circumstances (as explained below), AT&T will pay you more than the amount of the arbitrator’s award and will pay your attorney (if any) twice his or her reasonable attorneys’ fees if the arbitrator awards you an amount that is greater than what AT&T has offered you to settle the dispute.

Arbitration Agreement:

a. AT&T and you agree to arbitrate all disputes and claims between us. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:
   - claims arising out of or relating to any aspect of the relationship between us, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
   - claims that arose before this or any prior Agreement (including, but not limited to, claims relating to advertising);
   - claims that are currently the subject of purported class action litigation in which you are not a member of a certified class; and
   - claims that may arise after the termination of this Agreement.

References to “AT&T,” “you,” and “us” include our respective subsidiaries, affiliates, agents, employees, predecessors in interest, successors, and assigns, as well as all authorized or unauthorized users or beneficiaries of Services under this or prior Agreements between us. Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude you from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against us on your behalf. YOU AGREE THAT, BY ENTERING INTO THIS AGREEMENT, YOU AND AT&T ARE EACH WAIVING THE RIGHT TO A TRIAL BY JURY OR TO PARTICIPATE IN A CLASS ACTION. This Agreement evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This arbitration provision shall survive termination of this Agreement.

b. A party who intends to seek arbitration must first send to the other, by certified mail, a written Notice of Dispute (“Notice”). The Notice to AT&T should be addressed to: Office for Dispute Resolution, AT&T, 1025 Lenox Park Blvd., Atlanta, GA 30319 (“Notice Address”). The Notice must (1) describe the nature and basis of the claim or dispute; and (2) set forth the specific relief sought (“Demand”). If AT&T and you do not reach an agreement to resolve the claim within 30 days after the Notice is received, you or AT&T may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by AT&T or you shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or AT&T is entitled.

You may download or copy a form Notice and a form to initiate arbitration from here: www.att.com/arbitration-forms.

c. After AT&T receives notice at the Notice Address that you have commenced arbitration, it will promptly reimburse you for your payment of the filing fee, unless your claim is for greater than $75,000. (The filing fee currently is $200 but is subject to change by the arbitration provider. If you are unable to pay this fee, AT&T will pay it directly upon receiving a written request at the Notice Address.) The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, “AAA Rules”) of the American Arbitration Association (“AAA”), as modified by this Agreement, and will be administered by the AAA. The AAA Rules are available online at http://www.adr.org, by calling the AAA at 800.778.7879, or by writing to the Notice Address. (You may obtain information that is designed for non-lawyers about the arbitration process at att.com/arbitration-information.) The arbitrator is bound by the terms of this agreement. All issues are
for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision are for the court to decide. Unless AT&T and you agree otherwise, any arbitration hearings will take place in the county (or parish) of your billing address. If your claim is for $10,000 or less, we agree that you may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If your claim exceeds $10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided for herein, AT&T will pay all AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all such fees will be governed by the AAA Rules. In such case, you agree to reimburse AT&T for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules. In addition, if you initiate an arbitration in which you seek more than $75,000 in damages, the payment of these fees will be governed by the AAA rules.

d. If, after finding in your favor in any respect on the merits of your claim, the arbitrator issues you an award that is greater than the value of AT&T’s last written settlement offer made before an arbitrator was selected, then AT&T will:

- pay you the amount of the award or $10,000 (“the alternative payment”), whichever is greater; and
- pay your attorney, if any, twice the amount of attorneys’ fees, and reimburse any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration (“the attorney premium”).

If AT&T did not make a written offer to settle the dispute before an arbitrator was selected, you and your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards you any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within fourteen (14) days of the arbitrator’s ruling on the merits.

e. The right to attorneys’ fees and expenses discussed in paragraph (d) supplements any right to attorneys’ fees and expenses you may have under applicable law. Thus, if you would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding you that amount. However, you may not recover duplicative awards of attorneys’ fees or costs. Although under some laws AT&T may have a right to an award of attorneys’ fees and expenses if it prevails in an arbitration, AT&T agrees that it will not seek such an award.

f. The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party’s individual claim. **YOU AND AT&T AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both you and AT&T agree otherwise, the arbitrator may not consolidate more than one person’s claims, and may not otherwise preside over any form of a representative or class proceeding. If this specific provision is found to be unenforceable, then the entirety of this arbitration provision shall be null and void.

g. Notwithstanding any provision in this Agreement to the contrary, we agree that if AT&T makes any future change to this arbitration provision (other than a change to the Notice Address) during the period of time that you are receiving Services, you may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any future change, you are agreeing that you will arbitrate any dispute between us in accordance with the language of this provision.

12. SOFTWARE
The Services use and include certain software and/or firmware (the “Software”). Some Software resides on the Equipment.

*End User License Agreement.* If you downloaded or installed Software, your use of that Software is subject to the End User License Agreement that accompanied that Software. With regard to any Software (including
Software upgrades, changes, or supplements) which is not accompanied by an End User License Agreement, AT&T, or its applicable third party licensors, grants you a limited, personal, nontransferable, and nonexclusive right and license to use the object code of its Software on the Equipment; provided that you do not (and do not allow any third party to) copy, modify, create a derivative work of, reverse engineer, reverse assemble, or otherwise attempt to discover any source code or structure, sequence and organization of, sell, assign, sublicense, distribute, rent, lease, grant a security interest in, or otherwise transfer any right in the Software. You acknowledge that this license is not a sale of intellectual property and that AT&T or its third-party licensors, providers, or suppliers continue to own all right, title, and interest to the Software and related documentation. The Software is protected by the copyright laws of the United States and international copyright treaties.

Export Limits. You shall comply with all export laws and restrictions and regulations of the Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control (“OFAC”), or other United States or foreign agency or authority, and shall not export, or allow the export or re-export of the Software in violation of any such restrictions, laws or regulations. By downloading or using the Software, you agree to the foregoing and represent and warrant that you are not located in, under the control of, or a national or resident of any restricted country or on any such list.

Restricted Rights. The Software is provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraphs (a) through (d) of the Commercial Computer Restricted Rights clause at 48 CFR 52.227-19 when applicable, or in subparagraph (c)(1)(ii) of The Rights in Technical Data and Computer Software clause of DFARS 252.227-7013 and in similar clauses in the NASA FAR Supplement.

Non-AT&T Software, Services or Applications. Your use of the Services may also include access to and use of software, services and/or applications which interact with the Services and which are provided by non-AT&T third parties, and, when applicable, those third-parties terms and conditions apply to your access to and use of such non-AT&T software, services and/or applications. AT&T is not liable to you for any loss or injury arising out of or caused, in whole or in part, by your use of any such software, services, and/or applications accessed through, or in conjunction with, the Service.

NOTICE ABOUT AUTOMATIC SOFTWARE UPGRADES. AT&T, or its applicable third-party licensors may provide Software upgrades, updates, or supplements (such as, but not limited to, adding or removing features or updating security components). You understand and agree that AT&T, or the applicable third-party licensor, have the unrestricted right, but not the obligation, to upgrade, update, or supplement the Software on the Equipment at any time. Although unlikely, Software upgrades, updates, or supplements could reset your Equipment and erase saved preferences and stored content.

13. DISCLAIMER OF WARRANTIES
YOU EXPRESSLY UNDERSTAND AND AGREE THAT:
1. YOUR USE OF THE SERVICES IS AT YOUR SOLE RISK. THE SERVICES ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS. AT&T EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT.
2. AT&T MAKES NO WARRANTY THAT (i) THE SERVICES WILL MEET YOUR REQUIREMENTS, (ii) THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, (iii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES WILL BE ACCURATE OR RELIABLE, (iv) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICES WILL MEET YOUR EXPECTATIONS, OR (v) THE SERVICES WILL NOT CONFLICT OR INTERFERE WITH OTHER SERVICES FROM AT&T OR THIRD PARTIES THAT YOU RECEIVE AT YOUR PREMISES.
3. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM AT&T OR THROUGH OR FROM THE SERVICES WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THESE TOS.

14. LIMITATION OF LIABILITY
YOU EXPRESSLY UNDERSTAND AND AGREE THAT, UNLESS PROHIBITED BY LAW, AT&T SHALL NOT BE LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR PERSONAL INJURY, PROPERTY DAMAGE, LOSS OF REVENUE OR PROFITS, BUSINESS OR GOODWILL, USE, DATA, OR OTHER INTANGIBLE LOSSES (EVEN IF AT&T HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), RESULTING FROM: (a) USE OF THE SERVICES (WHICH INCLUDES EQUIPMENT, SOFTWARE, AND INSIDE OR OUTSIDE WIRING), (b) THE PERFORMANCE OR NONPERFORMANCE OF THE SERVICES, (c) THE INSTALLATION, MAINTENANCE, REMOVAL, OR TECHNICAL SUPPORT OF THE SERVICES, EVEN IF SUCH DAMAGE RESULTS FROM THE NEGLIGENCE OR GROSS NEGLIGENCE OF AN AT&T INSTALLER, TECHNICIAN, OR OTHER REPRESENTATIVE, (d) ANY INABILITY TO REACH 911 EMERGENCY SERVICES, ANY ALLEGED INTERFERENCE WITH ALARM OR MEDICAL MONITORING SIGNALS, OR ANY FAILURE
OF ALARM OR MEDICAL MONITORING SIGNALS TO REACH THEIR INTENDED MONITORING STATIONS ALLEGEDLY AS A RESULT OF THE SERVICES AND/OR (e) BATTERY BACKUP.

IN ANY EVENT, YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE WITH AT&T IN CONNECTION WITH THE SERVICE IS A REFUND NOT TO EXCEED THE TOTAL AMOUNT OF SERVICE FEES PAID DURING THE IMMEDIATELY PRECEEDING TWELVE MONTH PERIOD.

15. EXCLUSIONS AND LIMITATIONS
SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES. ACCORDINGLY, SOME OF THE ABOVE LIMITATIONS OF SECTIONS 13 AND 14 MAY NOT APPLY TO YOU.

16. NOTICE
Unless otherwise specified in these TOS, notices to you may be made via email, regular mail, posting online at att.com/phone/att-terms-of-service.jsp, recorded announcement, bill message, bill insert, newspaper ad, postcard, letter, or call to your billed telephone number. In addition, if you purchase AT&T U-verse TV service, AT&T may also provide notices of changes to these TOS or other matters by displaying notices on AT&T U-verse TV. It is your responsibility to check for such notices.

Unless otherwise specified in these TOS or required by applicable law, notices by you to AT&T must be given by calling 800.288.2020 and such notices are effective as of the date that our records show we received your call.

17. INTELLECTUAL PROPERTY
All portions of the Services and Equipment and any firmware or software used to provide the Services or provided to you in conjunction with providing the Services, or embedded in the Equipment, and all Services, information, documents, and materials on related website(s) are the property of AT&T or third-party providers and are protected by trademark, copyright, or other intellectual property laws and international treaty provisions. All websites, corporate names, service marks, trademarks, trade names, logos, and domain names (collectively “Marks”) of AT&T or third-party providers are and shall remain the exclusive property of AT&T or third-party providers, and nothing in this Agreement shall grant you the right or license to use such Marks.

18. CREDIT REPORTING AUTHORIZATION
As permitted under applicable laws and without limitation to other rights provided in these TOS or other applicable policies, you authorize AT&T to (a) disclose your account information, including your payment history and confidential information, to credit reporting agencies or private credit reporting associations, and (b) periodically obtain and use your credit report and other credit information from any source in connection with AT&T’s offering of the Services and other services. You understand that if you fail to fulfill the terms of your obligations under these TOS, AT&T may report your failure to a credit reporting agency.

19. ASSIGNMENT
AT&T may assign these TOS and its rights and obligations pertaining to the provision of the Services, or parts thereof, to a parent or affiliated company without notice to you. You may not assign these TOS or your rights or obligations pertaining to the Services or any parts thereof without the written consent of AT&T.

20. MISCELLANEOUS PROVISIONS
1. These TOS do not provide any third party with a remedy, claim, or right of reimbursement.
2. These TOS, any policies, guidelines, or other documents referenced herein, the provisions set forth in any marketing and informational materials or promotional offers for the Services, and the terms and conditions posted on the AT&T U-verse website constitute the entire agreement between AT&T and you and supersede any prior agreements between you or AT&T with respect to the subject matter of these TOS.
3. These TOS and the relationship between you and AT&T will be governed by the law of the state of your billing address except to the extent such law is preempted by or inconsistent with applicable federal law.
   In the event of a dispute between us, the law of the state of your billing address at the time the dispute is commenced, whether in litigation or arbitration, shall govern except to the extent that such law is preempted by or inconsistent with applicable federal law.
4. The failure of AT&T to exercise or enforce any right or provision of these TOS will not constitute a waiver of such right or provision.
5. If any provision of these TOS is found by a court or agency of competent jurisdiction to be unenforceable, the parties nevertheless agree that the remaining provisions of these TOS shall remain in full force and effect. The foregoing does not apply to the prohibition against class or representative actions that is part of the arbitration clause; if that provision is found to be unenforceable, the arbitration clause (but only the arbitration clause) shall be null and void.
6. To the fullest extent permitted by law, you and AT&T agree that regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to use of the Service or these TOS must
be filed within one (1) year after such claim or cause of action arose or be forever barred.

7. The section titles and paragraph headings in these TOS are for convenience only and have no legal or contractual effect.

SCHEDULE 1
AT&T PHONE

I. Service Description
AT&T Phone is a residential enhanced voice communication service that converts voice communications into Internet Protocol (IP) packets that are carried over AT&T's IP network. It may be generically referred to as “voice over IP” or “VoIP.” The Service includes direct-dialed calling and certain calling and call management features or advanced features associated with the Service, including additional features or advanced features which may be offered at additional costs, all of which AT&T, in its sole discretion, may add, modify, or delete from time to time. The Service also includes a telephone number or numbers that will be included in printed directories and/or directory assistance databases, and options, available at additional costs, to have numbers withheld from printed directories and/or directory assistance databases. The Service is not available for business use. It is not mobile or nomadic and will function only in your home.

When you accept these TOS, you become the main account holder for each telephone number assigned to the AT&T Phone service and all plans, features, and functionalities associated with each telephone number, whether those telephone numbers, plans, features, and functionalities are purchased initially or are added subsequently. These TOS apply to all such telephone numbers, and to the Service and the plans, features, and functionalities associated with the Service, for both the main account and all sub accounts. You will be asked to choose a unique name for the main account (your main account ID).

Subaccounts. You may create up to ten subaccounts under your main account, for others in your household (each subaccount will have a separate password and ID). Main account holders are responsible for all activity on their main account and on any and all subaccounts. Violations of these TOS in a main account or in a subaccount can result in suspension or termination of the main account and all associated subaccounts. Call histories (call logs for outgoing, answered, and missed calls) for each telephone number are accessible in the main account and in each subaccount created under the telephone number. Main account holders can reset subaccount passwords and IDs by contacting Customer Service and can delete and recreate subaccounts. You agree to advise all subaccount holders that the main account holder can have access to all aspects of their subaccount, including, but not limited to, feature settings, voicemail messages, and address books. All subaccount holders can therefore have no expectation of privacy vis-à-vis the main account holder with regard to any aspect of the subaccount.

II. Billing And Payments
For AT&T Phone service, nonrecurring and usage-based charges generally billed in the billing cycle following the transaction include, but are not limited to, international calling (including surcharges for international termination to a wireless phone number), Operator Services, Directory Assistance (411 or xxx.555.1212), call trace, and overage minutes associated with defined minutes-of-use plans (e.g. Phone200 plan). Partial minutes are rounded up for per-minute usage charges.

III. Service-Specific Equipment
AT&T Phone service requires a regular touchtone landline telephone, which you must supply and which must be connected to the WG or iNID, either directly or through your home's inside wiring. (Rotary and pulse phones will not work). The WG or iNID will support up to two AT&T Phone lines (telephone numbers used for inbound and outbound calling).

You agree that neither you nor a third party will move Equipment used for AT&T Phone service within your premises or to any other physical location outside of the premises where it was installed by AT&T. AT&T Phone service is not designed to be nomadic and will not function properly if the WG is moved or altered by a non-AT&T employee. If you require the WG to be moved, you must contact AT&T. Failure to do so may result in a failure of the Service and/or in AT&T's termination of your Service.

IV. Interruptions, Limitations, And Modifications to Service
Since voice over IP is dependent on the IP network, the availability of an adequate power source, and correct Equipment configuration, AT&T does not guarantee that AT&T Phone service will be continuous or error-free. You acknowledge and understand that AT&T cannot guarantee that voice over IP communication is completely secure.

You also acknowledge that AT&T may establish general practices and limits concerning use of the AT&T Phone service, including without limiting other limitations set forth in these TOS or otherwise, AT&T Phone service cannot be used to make operator-assisted collect or third-party billing calls (Note: a AT&T Phone
customer can make a Collect call through a third party Collect Call company that separately handles and bills for the Collect call), nor can AT&T Phone service be used to make 900/976 calls; area code 500, 700, and 710 calls; 10-10-XXX dial-around calls; or international operator or directory assistance calls. Also, the ability to call certain N11 services (211, 311, 511) may not be available.

AT&T also limits the maximum number of days that messages will be retained; the maximum number messages that will be retained by the Service; the maximum size of any message; and the maximum disk space that will be allotted on AT&T’s servers on your behalf. You agree that AT&T will have no responsibility or liability for the deletion, for failure to store or to deliver any messages and other communications, for the modification or malfunction of communications over the AT&T Phone service, or for other content maintained or transmitted by AT&T Phone service. You acknowledge that AT&T reserves the right to log off accounts or disconnect sessions that are inactive for an extended period of time. You further acknowledge that AT&T reserves the right to change these general practices and limits at any time without advance notice.

If you also purchase AT&T U-verse TV call history, information for all missed and answered calls can be displayed on your TV screen and cannot be PIN protected. Call history for dialed calls cannot be displayed on your TV screen. Also, Caller ID information may be displayed on your TV screen at the time you purchase AT&T Phone and AT&T U-verse TV or in later iterations of the Services.

Power Outages and No Battery Backup. YOU ACKNOWLEDGE AND UNDERSTAND THAT AT&T PHONE REQUIRES ELECTRICAL POWER TO FUNCTION. AT&T DOES NOT PROVIDE BATTERY BACK UP FOR YOUR SERVICE. YOU MAY CHOOSE TO PURCHASE BATTERY BACKUP FOR YOUR INID, WG, IAD* AND YOUR ONT (IF YOU HAVE ONE) FROM THIRD PARTY MANUFACTURERS OR RETAILERS. YOU ACKNOWLEDGE AND UNDERSTAND THAT IT WILL TAKE TIME TO CHARGE AN INITIAL BATTERY BACKUP AFTER AT&T PHONE IS INSTALLED AND/OR AFTER A REPLACEMENT BATTERY IS INSTALLED. YOU ACKNOWLEDGE AND UNDERSTAND THAT TO CONSERVE BATTERY POWER DURING A POWER OUTAGE, YOU SHOULD NOT ATTEMPT TO USE THE BATTERY BACKUP FOR ANY PURPOSE OTHER THAN TO POWER YOUR AT&T PHONE SERVICE (OR TO POWER YOUR INTERNET CONNECTION, FOR THE PURPOSE OF POWERING YOUR PREMISES ALARM, IF YOU HAVE AN IP-BASED PREMISES ALARM THAT USES AT&T INTERNET). YOU ACKNOWLEDGE AND UNDERSTAND THAT THE BATTERY BACKUP DOES NOT PROVIDE POWER FOR CORDLESS PHONES AND THAT, IF YOU ARE USING A CORDLESS PHONE WITH YOUR AT&T PHONE SERVICE, A SEPARATE BATTERY BACKUP OR OTHER POWER SOURCE MAY BE REQUIRED IF THERE IS A POWER OUTAGE. YOU ACKNOWLEDGE AND UNDERSTAND THAT YOU ARE SOLELY RESPONSIBLE FOR DETERMINING WHEN THE INID, WG, IAD* AND ONT BATTERY BACKUP REQUIRES REPLACEMENT AND FOR REPLACING AND RECYCLING USED BATTERIES IN ACCORDANCE WITH MANUFACTURER OR VENDOR DIRECTIONS. YOU ALSO ACKNOWLEDGE AND UNDERSTAND THAT YOU ARE SOLELY RESPONSIBLE FOR OBTAINING AND MAINTAINING BATTERY BACKUP OR OTHER SOURCES OF POWER FOR ANY CORDLESS PHONES YOU USE WITH YOUR PONE SERVICE. FOR MORE INFORMATION AND MINIMUM SPECIFICATIONS VISIT ATTCOM/BATTERYBACKUP.

*IAD applies only in the AT&T U-verse TV and AT&T Phone Terms of Service for Business.

V. AT&T Phone 911 Limitations
YOU HEREBY ACKNOWLEDGE AND AGREE TO ALL OF THE INFORMATION BELOW REGARDING THE LIMITATIONS OF 911 SERVICE OVER AT&T PHONE SERVICE AND THE DISTINCTIONS BETWEEN 911 SERVICE OVER AT&T PHONE SERVICE AND 911 SERVICE OVER TRADITIONAL WIRELINE TELEPHONE SERVICE. YOU AGREE TO ADVISE ALL INDIVIDUALS WHO MAY PLACE CALLS OVER AT&T PHONE SERVICE OF THE 911 LIMITATIONS DESCRIBED BELOW.

AT&T MAKES NO WARRANTY THAT AT&T PHONE SERVICE FOR ACCESS TO 911 WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE OR BATTERY BACKUP POWER WILL BE SUFFICIENT TO MAINTAIN THE SERVICE THROUGHOUT ANY AND/OR ALL POWER OUTAGES.

911 SERVICE OVER AT&T PHONE SERVICE IS ONLY AVAILABLE AT YOUR SERVICE ADDRESS, WHILE CONNECTED TO A PROPERLY POWERED INID, OR WG (AND A PROPERLY POWERED ONT, IF APPLICABLE) AND AFTER AT&T PHONE HAS BEEN ACTIVATED.

911 SERVICE OVER AT&T PHONE SERVICE WILL NOT FUNCTION IF YOUR INID OR WG FAILS OR IS NOT CONFIGURED CORRECTLY OR IF YOUR AT&T PHONE SERVICE IS INTERRUPTED OR NOT FUNCTIONING FOR ANY REASON, INCLUDING, BUT NOT LIMITED TO, IN THE EVENT OF A POWER OUTAGE (UNLESS YOU HAVE WORKING BATTERY BACKUP POWER), NETWORK OUTAGE, BROADBAND CONNECTION FAILURE, OR DISCONNECTION OF YOUR SERVICE BECAUSE OF BILLING ISSUES. IF THERE IS A POWER OUTAGE, YOU MAY BE REQUIRED TO RESET OR RECONFIGURE THE EQUIPMENT PRIOR TO BEING ABLE TO USE YOUR SERVICES, INCLUDING USE FOR 911 CALLING. YOU ACKNOWLEDGE THAT AT&T STRONGLY RECOMMENDS YOU MAINTAIN AT ALL TIMES AN ALTERNATIVE MEANS OF ACCESSING 911 SERVICES, SUCH AS VIA CELLULAR TELEPHONE SERVICE.

YOU ACKNOWLEDGE AND UNDERSTAND THAT AT&T WILL NOT BE LIABLE FOR ANY LOSSES INCURRED DIRECTLY OR INDIRECTLY AS A RESULT OF SERVICE OUTAGE AND/OR INABILITY TO DIAL 911 USING YOUR
AT&T PHONE SERVICE OR INABILITY TO ACCESS EMERGENCY SERVICE PERSONNEL FOR ANY REASON, INCLUDING BUT NOT LIMITED TO THE 911 CHARACTERISTICS AND LIMITATIONS SET FORTH IN THIS DOCUMENT AND/OR THE CHARACTERISTICS, LIMITATIONS, AND/OR FAILURE OF THE 911 NETWORK ITSELF.

WITHOUT LIMITING ANY PROVISIONS OF THE TOS, YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD HARMLESS AT&T, ITS SUBSIDIARIES, AFFILIATES, OFFICERS, AGENTS, DIRECTORS, EMPLOYEES, AND ANY OTHER SERVICE PROVIDER WHO FURNISHES SERVICES TO YOU IN CONNECTION WITH THE AT&T PHONE SERVICE, FROM ANY AND ALL CLAIMS, LOSSES (INCLUDING LOSS OF PROFITS OR REVENUE), LIABILITIES, DAMAGES, FINES, PENALTIES, DEMANDS, ACTIONS, COSTS, AND EXPENSES (INCLUDING, WITHOUT LIMITATION, REASONABLE ATTORNEY FEES) BY, OR ON BEHALF OF YOU OR ANY THIRD PARTY OR USER OF THE AT&T PHONE SERVICE, REGARDLESS OF THE NATURE OF THE CLAIM, INCLUDING WITHOUT LIMITATION CLAIMS RELATED TO 911 DIALING, ARISING FROM OR IN CONNECTION WITH ANY FAILURE OR OUTAGE AT&PHONE SERVICE OR ANY FAILURE OR OUTAGE OF THE 911 NETWORK ITSELF.

VI. Premise Alarm Systems and Other Device Compatibility
AT&T MAKES NO WARRANTY THAT (i) AT&T PHONE SERVICE USED AS A COMMUNICATIONS PATHWAY FOR MONITORED PREMISE ALARM SYSTEMS, (INCLUDING BURGLAR ALARMS, MONITORED FIRE ALARMS, AND/OR MEDICAL MONITORING SYSTEMS OR DEVICES), WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, (ii) THE SERVICE WILL BE COMPATIBLE WITH ANY PARTICULAR OR ALL MONITORED PREMISE ALARM SYSTEMS (INCLUDING BURGLAR ALARMS, MONITORED FIRE ALARMS, AND/OR MEDICAL MONITORING SYSTEMS OR DEVICES) OR (iii) ANY BATTERY BACKUP POWER EQUIPMENT YOU MAY PURCHASE WILL BE SUFFICIENT TO MAINTAIN YOUR AT&T PHONE SERVICE THROUGHOUT ANY AND/OR ALL POWER OUTAGES. SEE MANUFACTURER INFORMATION FOR BATTERY LIFE DURING A POWER OUTAGE. YOU ARE RESPONSIBLE FOR PURCHASING AND MAINTAINING ANY DESIRED BATTERY BACKUP EQUIPMENT.

Potential Incompatibility with Monitored Fire Burglar Alarm, Monitored Fire Alarm, and Medical Monitoring Systems, and Other Devices. MONITORED FIRE ALARM AND BURGLAR ALARM SYSTEMS AND MEDICAL MONITORING DEVICES MAY NOT BE COMPATIBLE WITH AT&T PHONE SERVICE.

IF YOU HAVE OR PURCHASE A MONITORED FIRE ALARM OR BURGLAR ALARM SYSTEM OR A MEDICAL MONITORING DEVICE THAT YOU INTEND TO USE WITH AT&T PHONE SERVICE AS THE COMMUNICATIONS PATHWAY, YOU AGREE TO CONTACT YOUR PROVIDER FOR THOSE SYSTEMS/DEVICES TO DETERMINE COMPATIBILITY WITH AT&T PHONE SERVICE AND TO ARRANGE FOR YOUR PROVIDER TO TEST SUCH SYSTEMS/DEVICES AFTER INSTALLATION OF AT&T PHONE SERVICE. YOU ALSO ACKNOWLEDGE AND UNDERSTAND THAT EVEN IF SUCH SYSTEMS AND DEVICES ARE COMPATIBLE WITH AT&T PHONE SERVICE, THEY WILL NOT BE ABLE TO COMMUNICATE WITH MONITORING STATIONS DURING A POWER OUTAGE UNLESS YOU MAINTAIN BATTERY BACKUP POWER FOR AT&T PHONE AS DESCRIBED IN THIS TOS. IF YOU PURCHASE A MONITORED BURGLAR ALARM OR MONITORED FIRE ALARM SYSTEM AFTER AT&T PHONE SERVICE HAS BEEN INSTALLED, YOU ALSO AGREE TO CALL AT&T PRIOR TO INSTALLATION OF ANY SUCH SYSTEM. SUBSEQUENT INSTALLATION OF THESE SYSTEMS MAY Require RE-WIRING OF AT&T PHONE SERVICE, WHICH MAY ALSO RESULT IN TIME AND MATERIAL CHARGES. (AT&T DOES NOT PROVIDE SUPPORT FOR, OR RE-WIRING OF AT&T PHONE IN SUPPORT OF, MEDICAL MONITORING SYSTEMS OR DEVICES).

ONCE AT&T PHONE SERVICE HAS BEEN INSTALLED FOR USE WITH A MONITORED FIRE ALARM OR MONITORED BURGLAR ALARM SYSTEM, YOU AGREE THAT YOU WILL NOT CHANGE OR MODIFY THE INSIDE WIRING OF YOUR HOME OR MOVE OR RECONFIGURE YOUR RG IN ANY WAY WITHOUT CONTACTING AT&T AND YOUR ALARM SERVICE PROVIDER. YOU ALSO AGREE THAT YOU WILL NOT PLUG ANY TELEPHONE EQUIPMENT INTO THE BACK OF THE W.G. YOU ACKNOWLEDGE AND UNDERSTAND THAT IF YOU CHANGE OR MODIFY YOUR INSIDE WIRING, MOVE OR RECONFIGURE YOUR W.G IN ANY WAY, OR PLUG ANY TELEPHONE EQUIPMENT INTO THE BACK OF THE W.G IT COULD RESULT IN A FAILURE OF YOUR MONITORED BURGLAR ALARM OR MONITORED FIRE ALARM SYSTEM.

BY ACCEPTING THESE TOS, YOU USE AT&T PHONE SERVICE AT YOUR OWN RISK AND WAIVE ANY CLAIM AGAINST AT&T FOR INTERFERENCE WITH OR DISRUPTION OF A MONITORED FIRE ALARM OR BURGLAR ALARM SYSTEM, A MEDICAL MONITORING DEVICE, OR OTHER SUCH SYSTEMS OR DEVICES DUE TO THE AT&T PHONE SERVICE.

VII. Local Number Portability
In the event you are transferring an existing phone number for your AT&T Phone service (i.e., porting a number to AT&T Phone service), you hereby authorize AT&T to process your order for AT&T Phone and to notify your existing provider of your decision to switch your local, local toll, and long distance services to AT&T Phone service, and you represent that you are authorized to take this action. Not all telephone numbers are eligible for porting to AT&T Phone service.

VIII. Voicemail
AT&T Phone service includes Voicemail, a full-featured voicemail service. If you access your Voicemail voice...
mailbox from outside your local calling area, you may incur applicable local toll or long distance charges.

In addition, the Voicemail service allows you the option to integrate your AT&T wireless service voice mailbox with your AT&T Phone Voicemail mailbox. (Wireless service from AT&T must be separately purchased.) Calls forwarded to your Voicemail voice mailbox from your wireless phone will not incur airtime charges. However, airtime charges may apply when using your wireless handset to retrieve messages. Pager notification allows your pager to notify you when a message is received in your Voicemail voice mailbox. Your pager can have either an email address or your pager can have a telephone number associated with it and must be set up through the Voicemail mailbox. Paging service and equipment must be purchased separately. Other restrictions may apply.

Voicemail may include a Voicemail-to-Text (VMTT) feature that provides automated transcription of your voicemail. AT&T is not responsible nor liable for: 1) errors in the conversion of or its inability to transcribe voicemail messages to text/email; 2) lost or misdirected messages; or 3) content that is unlawful, harmful, threatening, abusive, obscene, tortious, or otherwise objectionable. We do not filter, edit or control voice, text, or email messages, or guarantee the security of messages. We can interrupt, restrict or terminate VMTT without notice, if your use of VMTT adversely impacts AT&T’s network, for example that could occur from abnormal calling patterns or an unusually large number of repeated calls and messages; or if your use is otherwise abusive, fraudulent, or does not comply with the law.

You are solely responsible for and will comply with all applicable laws as to the content of any text messages or emails you receive from VMTT that you forward or include in a reply to any other person. You authorize AT&T or a third party working on AT&T’s behalf to listen to, and transcribe all or part of a voicemail message and to convert such voicemail message into text/email, and to use voicemail messages and transcriptions to enhance, train and improve AT&T’s speech recognition and transcription services, software and equipment. You agree that the results of benchmarking VMTT against competing products or services is AT&T confidential information requiring AT&T written consent to disclose in accordance with the BSA or RSA as may be applicable to you. Additional charges may apply to receiving email on your wireless device from VMTT, as well as, replying to or forwarding VMTT messages via SMS (text) or email, depending on your plan. Transcription times cannot be guaranteed. You are responsible for providing a correct email address and updating the email address when changes to the email account are made.

IX. Prohibited Uses of AT&T Phone Service
You agree that you will NOT use AT&T Phone service:

1. As a business service or for a business purpose.

2. To engage in auto-dialing, continuous or extensive call forwarding, telemarketing, fax broadcasting or fax blasting, or for uses that result in excessive usage inconsistent with normal residential usage patterns. In addition, connection of your AT&T Phone service to a device which converts use of the Service to an outbound trunk line by more than one individual is prohibited. If AT&T determines, in its sole discretion, that you are reselling or transferring AT&T Phone service or that you are using AT&T Phone service for any of the aforementioned activities, AT&T reserves the right, without advance notice, immediately to terminate or modify the Service, or to change your call plan to a different offer on a prospective basis, and in addition, to assess additional charges for each month in which excessive usage occurred. If you subscribe to a calling plan which includes unlimited calling of any type, unless otherwise specified by your specific plan in marketing materials associated therewith, consistent monthly use in excess of 5,000 aggregate minutes per month, taking into account all types of calling in your plan which are provided on an unlimited basis, shall be presumed to be inconsistent with these restrictions and shall be subject to the conditions above.

3. As an announcement service, particularly with regard to Voicemail, which is provided as an integral component of AT&T Phone service and is designed as a voice-mail, not an announcement, service. Use of Voicemail service as an announcement service and/or other improper or excessive use may impair AT&T’s ability to provide reasonable service to other customers. AT&T reserves the right to cancel your AT&T Phone service at any time, with or without notice, if as determined solely by AT&T based on its network/service design and usage experience, your messaging service is (1) being used in an improper manner including, but not limited to, using it as an announcement service or for unlawful purposes, (2) consistently generating excessive usage, (3) affecting AT&T’s ability to provide reasonable service to other customers, or (4) being used to interfere with another’s use of the voicemail system.

X. Suspension/Termination
Without limiting other rights set forth in these TOS, AT&T may either terminate your AT&T phone service or transfer your AT&T Phone service to a different telephone number without penalty, upon reasonable notice, if AT&T stops providing AT&T Phone service either generally or in your area, if at any time 911 service over AT&T Phone service is not available, or for other reasons associated with the provisioning of 911 service to your premises. AT&T also may terminate your order for Service if you do not activate the Service or if you do not formally acknowledge information about 911 service limitations in accordance with directives from AT&T.
Service suspension may, and cancellation will, result in your loss of the number associated with the AT&T Phone service. Suspension (but not termination) of AT&T Phone service still allows (assuming working battery backup during power outage) for the following dialing privileges: outbound calling to 911, outbound calling to Operator Services (for emergency assistance only), and inbound calling (intended to maintain a call back path for emergency service providers). AT&T has no responsibility for retaining or delivering messages that are located in any voice mailbox at the time of the suspension or termination, or that are addressed to any main account holder or subaccount holder thereafter.

**XI. What Terms Only Apply To Specific States?**
North Carolina. If you reside in Durham or Concord, your Service may not include a telephone number or numbers in printed directories and/or directory assistance databases, and you may not have the option to have numbers withheld from printed directories and/or directory assistance databases.

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**SCHEDULE 2**

**AT&T U-VERSE TV SPECIFIC TERMS OF SERVICE**

**I. Service Description**
AT&T U-verse TV includes content available via AT&T U-verse TV, Equipment (see Section 6 of the General Terms of Service), Software (see Section 12 of the General Terms of Service), accessories, and tools (including a “remote access” tool which allows you to access portions of your AT&T U-verse TV service from a website or other medium).

**II. Billing And Payments**
For AT&T U-verse TV service, nonrecurring and usage-based charges generally billed in the billing cycle following the transaction include, but are not limited to, Video on Demand and Pay Per View. As long as payments are current, you will have a limit (up to a maximum of $150) per bill cycle on such one-time orders billed to your account. This limit will vary based on creditworthiness or for other reasons. A downgrade fee may apply if you make changes to your Service within 30 days of Service provisioning or later programming orders.

**III. Service-Specific Equipment**
Equipment for AT&T U-verse TV service includes an AT&T U-verse TV Receiver (“Receiver”), which is valued at $10 per month and included in the service fee on your monthly invoice, and, if applicable, a Wireless Access Point (“WAP”) to provide connection for a wireless Receiver. You may request additional Receivers and limits on the number of available Receivers for a household may apply. Additional equipment fees or other fees may apply to all AT&T U-verse TV equipment, including, but not limited to, the Receiver(s). Receivers are subject to all applicable taxes, fees and surcharges.

**IV. Interruptions, Limitations, And Modifications To Service**
Some programming may not be available in certain areas due to legal, regulatory, and contractual prohibitions, including restrictions of the Federal Communications Commission and sports blackouts. If you also purchase AT&T Phone service, Caller ID information for AT&T Phone calls can be displayed on your TV screen. In addition, call history information for all missed and answered calls can be displayed on your TV screen and cannot be PIN protected. Call history for dialed calls cannot be displayed on your TV screen.

As permitted under applicable law, in addition to other rights provided for in this TOS, in the event a payment is past due, AT&T may restrict your account to prevent access to Video on Demand, Pay Per View, and other usage-based services and content.

**V. Disclaimer of Warranties**
YOU EXPRESSLY UNDERSTAND AND AGREE THAT AT&T MAKES NO WARRANTY THAT THE SERVICE WILL ALLOW YOU TO RECORD, VIEW, OR TRANSFER ANY PARTICULAR PROGRAM OR CONTENT.

**VI. Intellectual Property**
AT&T U-verse TV is provided for your non-commercial personal viewing, use, and enjoyment in a private residential dwelling/office unit. You agree that the AT&T U-verse TV service will not be viewed in areas open to the public or in commercial establishments, and that admission will not be charged for listening to or viewing the Service. Your AT&T U-verse TV Service may not be copied, transmitted, reproduced, published, broadcast, rewritten, redistributed, or performed except as permitted by the “fair use” provisions of the U.S. copyright laws.
Schedule 3 – Fee Schedule
In addition to any amounts due for your Services and Equipment, the following fees may apply. AT&T reserves the right to change these fees, increase or decrease these fees, or impose additional fees without notice. Additional fees may apply for non-standard installations or for equipment upgrades. If you have any questions, please call 800.288.2020.

### Monthly Fees

<table>
<thead>
<tr>
<th>Fee</th>
<th>U-verse TV</th>
<th>AT&amp;T Phone</th>
<th>When You Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadcast TV Surcharge</td>
<td>$4.99 - $5.99</td>
<td></td>
<td>Fee to help recover a portion of the amount local broadcasters charge AT&amp;T to carry their channels.</td>
</tr>
<tr>
<td>Equipment Fee: DVR Receiver</td>
<td>$15</td>
<td></td>
<td>Monthly recurring charge for set-top box when not already included in package price.</td>
</tr>
<tr>
<td>Equipment Fee: Additional Receiver</td>
<td>$10</td>
<td></td>
<td>Monthly recurring charge for additional receivers.</td>
</tr>
<tr>
<td>Installation Fee</td>
<td>Up to $99</td>
<td></td>
<td>Monthly recurring charge for access to HD programming.</td>
</tr>
<tr>
<td>Refrigeration Fee</td>
<td>$5 per line</td>
<td></td>
<td>Monthly recurring charge if you put your service on a temporary hold while on vacation (up to 9 months). If you have U-verse TV, AT&amp;T Phone and Internet you will be required to put all three on hold, including all phone line(s).</td>
</tr>
<tr>
<td>Premium Package Downgrade</td>
<td>$5</td>
<td></td>
<td>Monthly recurring charge for additional receivers.</td>
</tr>
<tr>
<td>NSF/Returned Check Fee</td>
<td>Up to $30</td>
<td>Up to $30</td>
<td>If you make a payment by check or other method that is declined.</td>
</tr>
<tr>
<td>Late Payment Fee</td>
<td>$9</td>
<td>$9</td>
<td>If you don’t pay your bill by the due date.</td>
</tr>
<tr>
<td>Bill Reprint Fee</td>
<td>$5 per bill</td>
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<tr>
<td>Payment Convenience Fee</td>
<td>$5 per bill/payment</td>
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<td>If you make your payment with the assistance of an Authorized Retail Agent, Customer Service or Collections Representative.</td>
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<tr>
<td>Early Termination Fee</td>
<td>Up to $180 (pro-rated by number of months completed)</td>
<td>Up to $180 (pro-rated by number of months completed)</td>
<td>If you terminate your service prior to completing your agreed upon term.</td>
</tr>
<tr>
<td>411/Directory Assistance</td>
<td>$2.25/per use</td>
<td></td>
<td>Charges for National Directory Assistance on the AT&amp;T network, including telephone numbers and addresses of business, government and residential listings throughout the United States.</td>
</tr>
<tr>
<td>Minimum Service Charge</td>
<td>Non-refundable flat rate of $6</td>
<td>Non-refundable one-time fee if we place your account in minimum service status due to non-payment.</td>
<td></td>
</tr>
<tr>
<td>Non-Return Equipment Fee</td>
<td>Up to $150</td>
<td></td>
<td>If you fail to return your equipment after canceling service.</td>
</tr>
<tr>
<td>Premium Package</td>
<td>$5</td>
<td></td>
<td>If you change your programming package to a lower priced package within the first 30 days of ordering.</td>
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<tr>
<td>Service Repair Dispatch</td>
<td>$99 ($149 for Dispatch on Demand)</td>
<td>$99 ($149 for Dispatch on Demand)</td>
<td>If we have to dispatch a truck to repair your service. If you refuse to troubleshoot, the fee of $149 applies. Additional charges apply for new wiring, new jack or wall drop ($55 per outlet + $20 if a wall drop is required).</td>
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<td>Installation Fee</td>
<td>Up to $199 for U-verse TV, up to $99 for AT&amp;T Phone</td>
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<td></td>
<td>One-time charge that covers the work to set up your account and activate the service.</td>
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<tr>
<td>Restoral Fee</td>
<td>$49 per account</td>
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Pricing, fees and features are subject to change at any time without notice. Effective March 2017.
About Our Privacy Policy
Whenever you do something like buy one of our products, watch a show or download an app, information is created. Because we know your privacy is important, we have a Privacy Policy to explain how we collect, use and protect that information. There’s a quick summary below, and the actual policy is written in an easy to understand “Frequently Asked Questions (FAQ) format. We want to simplify this explanation, so you can make informed choices about your privacy, and then spend the rest of your time enjoying our products and services.

Effective July 24, 2015
A Quick Summary of Our Privacy Policy
Our privacy policy applies to your use of all products, services and websites offered by AT&T and our AT&T affiliates, such as DIRECTV, unless they have a different privacy policy. We will always provide you with notice of material changes to this Policy. In order to do things like constantly improve our services, products and relationship with you, we may collect different types of information that help us learn more about how our offerings are used.

Our privacy commitments

• We don’t sell your Personal Information to anyone for any purpose. Period.
• We keep your Personal Information in our business records while you are a customer, or until it is no longer needed for business, tax or legal purposes.
• We will keep your information safe using encryption or other appropriate security controls.

Here’s some of the information we collect:

• **Account Information** includes your name, address, telephone number, e-mail address, service-related details such as payment data, security codes, service history and other information like that;
• **Network Performance & Usage Information** tells us how you use our networks, our products and our services, and how well our equipment and networks are performing;
• **Web Browsing & Wireless Application Information** tells us about the websites you visit and the mobile applications you use on our networks;
• **Location Information** tells us where your wireless device is located, as well as your ZIP-code and street address;
• **TV Viewing Information** tells us about which programs you watch and record and similar information about how you use our video services and applications.

Here are the three basic ways we collect it:

• We get information from you when you do things like make a purchase from us;
• We collect it from how you use our products and services;
• We obtain information from other sources, like credit agencies, marketing companies, and other service providers.

Here are just some of the ways we use it. To:

• Provide services and improve your customer experience;
• Send you bills for your services;
• Respond to your questions;
• Address network integrity, help in fraud prevention and network and device security issues;
• Do research and analysis to maintain, protect, develop and improve our networks and services;
• Let you know about service updates, content, offers and promotions that may be of interest to you;
• Improve entertainment options;
• Deliver Relevant Advertising;
• Create External Marketing & Analytics Reports;
• Assist in the prevention and investigation of illegal activities and violations of our Terms of Service or Acceptable Use Policies.

Some examples of who we share your Personal Information with:

• **Across our companies** to give you the best customer experience and to help you get everything we have to offer.
• **With other, non-AT&T companies that perform services on our behalf** only as needed for them to perform those services. We require them to protect your information consistent with our Policy.
• **With other companies and entities, to:**
  • Respond to 911 requests and other emergencies or exigencies;
  • Comply with court orders and other legal process;
  • Assist with identity verification, and preventing fraud and identity theft;
  • Enforce our agreements and property rights; and
  • Obtain payment for products and services including the transfer or sale of delinquent accounts to third parties for collection

Understanding Personal, Anonymous & Aggregate Information

• What is Personal Information? Information that identifies or reasonably can be used to identify you.
• What is Anonymous Information? This is information that doesn’t identify you and can’t reasonably be used to identify you specifically.
• What is Aggregate Information? We take a whole bunch of people’s data and combine it into anonymous groups or categories.
• How do we use this information? We use and share this information in many ways including research, analysis, retail marketing, and Relevant Advertising. This data is also included in External Marketing & Analytics Reports.
• Want to learn more? Please visit att.com/aggregatefaq.

Our Online Privacy Policy for Children
• We want you to know that we don’t knowingly collect personally identifying information from anyone under the age of 13 unless we first obtain permission from the child’s parent or legal guardian.

Your Choices & Controls
• For information about children’s safety and parental controls, view our AT&T Smart Controls at att.net/smart controls and DIRECTV Parental Controls at https://support.directv.com/app/answers/detail/a_id/1766/kw/parental%20control
• You have choices about certain types of advertising you get from us;
• You can control whether your anonymous information is used in our External Marketing & Analytics Reports;
• You can choose whether to receive marketing calls, e-mails or text messages from us;
• You have a choice about how we use your Customer Proprietary Network Information;

Visit our Privacy Policy sections for more information.
• Definitions
• Scope of this Policy
• The Information We Collect, How We Collect It, And How We Use It
• Information Sharing
• Online Activity Tracking and Advertising
• Location Information
• Aggregate and Anonymous Information
• External Marketing & Analytics Reports
• Online Privacy Policy for Children
• Data Protection & Security
• Changes
• Choices & Controls
• How to Contact Us

Your California Privacy Rights
California Civil Code Section 1798.83 entitles California customers to request information concerning whether a business has disclosed Personal Information to any third parties for their direct marketing purposes. As stated in this Privacy Policy, we will not sell your Personal Information to other companies and we will not share it with other companies for them to use for their own marketing purposes without your consent.

California Web Site Data Collection & “Do Not Track” Notices
Web Site Data Collection: We do not knowingly allow other parties to collect personally identifiable information about your online activities over time and across third-party web sites when you use our websites and services. We provide information about the opt-out choices available to customers, and the opt-outs choices provided by certain third-party website and mobile application analytics companies we use at att.com/yourchoices.

“Do Not Track” Notice: Because the providers of “do not track” and similar signals do not yet operate according to common, industry-accepted standards, we currently do not respond to those signals. For more information on Do Not Track, please visit www.allaboutdnt.com.

California customers who wish to request further information about our compliance with these requirements, or have questions or concerns about our privacy practices and policies may contact us at privacypolicy@att.com, or write to us at AT&T Privacy Policy, Chief Privacy Office, 208 S. Akard, Room 1033, Dallas, TX 75202.

AT&T Privacy Policy
Our AT&T Privacy Policy in easy to understand, FAQ format.
We understand that everyone thinks that privacy policies are long, complicated and difficult to understand. So we’re going to try to make this as simple as possible.

What is the purpose of AT&T’s Privacy Policy?
Whenever you do something like buy or use one of our products or services or visit our websites, information is created. Because we know privacy is important to you, we have the AT&T Privacy Policy to explain how we collect, use, protect, and share that created information. Thus, the main purpose of the Policy is to help you understand our relationship and how we are able to deliver and improve the services we offer.

How should this Policy be used?
We encourage you to read the whole policy so you will understand fully our relationship.
DEFINITIONS

Let’s start with what we mean when we say:

**Aggregate Information:** We combine individual information into anonymous groups of customers or users. One way to think of it is in terms of a survey or opinion poll. Aggregate information would tell you that 80 percent of the people voted for a candidate, but not who actually voted. These groups are large enough to reasonably prevent individuals from being identified.

**Anonymous Information:** Information that doesn’t directly identify and can’t reasonably be used to identify an individual customer or user.

**AT&T:** Throughout this Policy, references to “AT&T,” “we,” “us,” and “our” include the family of AT&T companies around the world except affiliates who have a separate privacy policy.

**Customer:** Anyone who purchases or uses our products or services. When a customer purchases retail products or services for use by others, like a family account, those family members also are customers.

**Mobile Application:** A software application that runs on smartphones, tablet computers or other mobile devices and that allows users to access a variety of services and information.

**Personal Information:** Information that directly identifies or reasonably can be used to figure out the identity of a customer or user, such as your name, address, phone number and e-mail address. Personal Information does not include published listing information.

**Relevant Advertising:** Creates aggregate audience segments based on non-personally identifiable information about customers (like age, ethnicity, income range, a particular geographic area, and their interests) to serve advertising that is more likely to be useful to those audience segments. “Online behavioral advertising” is one type of Relevant Advertising. It uses interest categories based on the websites visited by people who are not personally identified to deliver advertising online.

**User:** Anyone who visits our websites or uses our mobile applications.

**Website:** And other terms like “Internet site,” “site” and “web page” all mean the same thing, namely any page or location on the Internet, no matter what device (cell phone, tablet, laptop, PC, etc.) or protocol (http, WAP, ftp or other) is used to access the page or location.

QUESTIONS ABOUT THE SCOPE OF THIS POLICY

1. To whom does the Policy apply?
   This Privacy Policy applies to customers and users of AT&T products, and services, except customers and users of products or services provided by an affiliate with a different privacy policy.

2. What does this Policy cover?
   This Privacy Policy covers our practices regarding the information we collect about our customers and users (how we collect it and how we use it). Use of our products and services, as well as visits to our websites, are subject to this Privacy Policy.

3. Do you have any Privacy Policies other than this one?
   Yes. Some AT&T affiliates may have separate privacy policies that describe how they collect, use and share information they collect from their customers and users. When we share Personal Information with those affiliates we require them to protect it in a way consistent with this Privacy Policy.

   Additionally, some of our applications may have terms and conditions that describe other privacy commitments or choices in addition to those in this Privacy Policy.

   Some areas outside the United States require us to work a little differently. In that case, we may adopt separate privacy policies as necessary to reflect the requirements of applicable local laws. Satellite TV subscribers in certain U.S. Territories also may have separate privacy policies.

   The Joint AT&T EchoStar Privacy Policy for AT&T/DISH Network Customer Account Information remains in effect for AT&T/DISH subscribers.

4. What about my family members and other users of my AT&T account? Does this Policy apply to them?
   Yes. You’re responsible for making sure all family members or other users under your account understand and agree to this Policy. Get everyone together and talk about it. Or, send it by e-mail to make sure they’re on board. Hang it on the fridge. Up to you, just share it!

5. When is information not covered by this Policy?
   If you purchase or use the products or services of an AT&T affiliate that has a different privacy policy than this one, that privacy policy will apply.

   Additionally, this Privacy Policy does not apply any time you give information to companies other than AT&T. Some examples are:

   o When you use a non-AT&T Wi-Fi service;
   o When you download applications or make purchases from other companies while using our Internet or wireless services;
When you go to a non-AT&T website from one of our websites or applications (by clicking on a link or an advertisement, for example);

If you use public forums - such as social networking services, Internet bulletin boards, chat rooms, or blogs - the information is publicly available, and we cannot prevent distribution and use of that information by other parties;

Information about your location, usage and the numbers you dial when you're out and about and roaming on the network of another company;

When you purchase or use non-AT&T products (such as wireless devices, internet browsers and mobile applications) in combination with our services;

When we license our brand to other companies for their use in marketing and selling certain non-AT&T products and services, information you give those companies is not covered by this Policy.

6. Can my information be covered by this policy and other privacy policies at the same time?

Yes, that can happen. For example:

Sometimes we will work with other, unaffiliated companies to provide a service. In that case your information may be subject to this Policy and that of the other company. For example, if you use AT&T High Speed Internet services “powered by’ Yahoo! Inc., your information may be covered by both this Policy and the Yahoo! Privacy Policy.

If you purchase one of our products or services from a retailer like Best Buy or Amazon.com, for example, any information you provide to them may be subject to both their policy and ours.

If you connect to our Wi-Fi service through another network, such as one provided in a hotel, airport or other venue, any information collected from your use of that network could be subject to either the AT&T Privacy Policy or the venue policy, and sometimes both. The same thing applies if you connect to our network through your employer’s corporate network, or any network operated by a non-AT&T company.

We think it’s a great idea to take a look at the privacy policies of any companies you do business with to learn how they use your information.

7. What about business customers?

We may have written product or service agreements with our business customers that contain specific provisions about confidentiality, security or handling of information. When one of these agreements differs from or conflicts with this Policy, the terms of those agreements will apply. In all other instances, the terms of this Policy apply.

QUESTIONS ABOUT THE INFORMATION WE COLLECT, HOW WE COLLECT IT AND HOW WE USE IT

1. What information do you collect?

We may collect different types of information based on your use of our products and services and on our business relationship with you.

- **Account Information:**
  - Contact Information that allows us to communicate with you. We get this information when you order or register for our services. This would include information like your name, address, telephone number and e-mail address.
  - Billing Information related to your financial relationship with us, such as the services we provide to you, the telephone numbers you call and text, your payment history, your credit history, your credit card numbers, Social Security number, security codes and your service history.

- **Technical & Usage Information** related to the services we provide to you, including information about how you use our network, services, products or websites. Some examples include:
  - Equipment Information that identifies the equipment on our networks, such as equipment type, device identifiers, device status, serial numbers, settings, configuration and software.
  - Network Performance & Usage Information about the operation of the equipment, services and applications you use on our networks. Examples of this might include wireless device location, the number of text messages sent and received, voice minutes used, calling and texting records, bandwidth used, and resources you use when uploading, downloading or streaming data to and from the Internet. We also collect information like transmission rates and delays, data associated with remote monitoring services and security characteristics.
  - Some Network Performance & Usage Information and some Billing Information is Customer Proprietary Network Information or “CPNI.” Unique rules apply to CPNI. Go to att.com/yourcpni to learn more about what it is, how we use it and the choice you can make about that use.
  - Web Browsing & Mobile Application Information such as IP addresses, URLs, data transmission rates and delays. We also learn about the pages you visit, the time you spend, the links or advertisements you see and follow, the search terms you enter, how often you open an application, how long you spend using the app and other similar information.
Location Information includes your ZIP-code and street address, as well as the whereabouts of your wireless device. Location information is generated when your device communicates with cell towers, Wi-Fi routers or access points and/or with other technologies, including the satellites that comprise the Global Positioning System.

TV Viewing Information is generated by your use of any of our satellite or IPTV (U-verse) services. These services may include video on demand, pay per view, DVR services, applications to watch your TV on the go for tablet or smartphone (such as the TV Everywhere app) and similar AT&T services and products, including the programs and channels you and those in your household watch and record, the times you watch and how long you watch. It also includes information like the interactive channels and games provided by U-verse or DirectTV. We also collect information related to your use and interaction with the equipment in your home, including the TV receivers, set top boxes, remotes and other devices you may use to access our services.

2. How Do You Collect Information?
In three basic ways:
- **You Give It To Us** when you make a purchase or set up an account with us;
- **We Automatically Collect Information** when you use our networks, products and services. For example, we use network tools to collect your call records; we collect wireless device location from our network and from your device; and we also use cookies, web server logs and other technologies.
- **We Obtain Information from Outside Sources** like credit reports, marketing mailing lists, and commercially available geographic and demographic information along with other publicly available information, such as public posts to social networking sites. For more information, visit att.com/cookie technology.

3. How Do You Use This Information?
We use your information to improve your experience and to make our business stronger. Some examples include:
- Providing and managing your services, responding to your questions and addressing problems;
- Delivering customized content or advertising, such as personalized offers for products and services that may be of interest to you;
- Communicating service updates, offers and promotions;
- Protecting network integrity and security, ensuring quality control, optimizing capacity and preventing misuse;
- Network enhancement planning, engineering and technical support;
- Conducting research and analysis for maintaining, protecting and developing our networks and our services;
- Preventing illegal activities, suspected fraud, and potential threats to our networks and our customers’ networks;
- Investigating violations of our Terms of Service, Acceptable Use Policies, or other service conditions or restrictions; and
- Protecting the safety of any person.

4. Do you use the information I store using one of your cloud services?
We only use it to provide you with that service, unless we first get your permission to use it for something different.

QUESTIONS ABOUT INFORMATION SHARING
1. Do you provide information for phone books and Caller ID?
Yes and No.

Yes, we share the names, addresses and telephone numbers of our wireline telephone and U-verse Voice customers with businesses that publish directories and provide directory assistance services. We are required by law to do that. We honor your request for non-published or non-listed phone numbers. Once we provide published listing information to those businesses, they may use, sort, package, repackage and make it available again in different formats to anyone.

Yes, we also provide wireline and wireless calling name and number information for Caller ID, and related services like Call Trace, which allow a person receiving a call to obtain the name and number of the party calling them.

No, we do not give listing information for wireless numbers to phone book publishers or directory assistance services without your permission.

2. Do you share my Personal Information internally?
Yes. Our products and services are developed, managed, marketed and sold by a variety of our affiliated companies. We may share Personal Information internally, including to our affiliated companies that have a different privacy policy. When we share information with affiliates having a different privacy policy, we require them to protect it in a way consistent with this Privacy Policy. Sharing this information helps us offer you the high quality, seamless and innovative range of products you have come to expect from us. Some of these include:

- Wireless voice, data, Internet, home security, automation and remote monitoring services provided by AT&T Mobility and AT&T Digital Life; and
The suite of satellite and IPTV services, Voice and High Speed Internet Access services offered by our companies. If one of our subsidiaries does not operate under the AT&T brand, information sharing with that subsidiary is handled as though it is a non-AT&T company.

3. Do you share my Personal Information with other non-AT&T companies for them to market to me? We will only share your Personal Information with other non-AT&T companies for them to use for the marketing of their own products and services when we have your consent.

4. Are there any other times when you might provide my Personal Information to other, non-AT&T companies or entities? Yes. We share your Personal Information with other, non-AT&T companies that perform services for us, like processing your bill. Because we take our responsibility to safeguard your Personal Information seriously, we do not allow those companies to use it for any purpose other than to perform those services, and we require them to protect it in a way consistent with this Privacy Policy.

Companies that perform these services may be located outside the United States or the jurisdiction where you reside. If your Personal Information is shared with these companies, it could be accessible to government authorities according to the laws that govern those jurisdictions.

There are also occasions when we provide Personal Information to other non-AT&T companies or other entities, such as government agencies, credit bureaus and collection agencies, without your consent. Some examples include sharing to:

- Comply with court orders, subpoenas, lawful discovery requests and other legal or regulatory requirements, and to enforce our legal rights or defend against legal claims;
- Obtain payment or make refunds for products and services that appear on your AT&T billing statements, including the transfer or sale of delinquent accounts or refund obligations to third parties for collection or payment;
- Enforce our agreements and protect our rights or property;
- Assist with identity verification and e-mail address validation;
- Notify, respond or provide information (including location information) to a responsible governmental entity in emergency or exigent circumstances or in situations involving immediate danger of death or serious physical injury; and
- Notify the National Center for Missing and Exploited Children of information concerning child pornography of which we become aware through the provision of our services.

5. Do you share my personally identifiable TV Viewing Information with other, non-AT&T companies? We don't share your personally identifiable TV Viewing Information with other, non-AT&T companies for them to use for the marketing of their own products and services without your consent. We are required to notify you about the special requirements we must follow when it comes to sharing your personally identifiable TV Viewing Information in response to a Court Order:

Notice Regarding Disclosure of Personally Identifiable Information of Satellite and IPTV Subscribers in Response to Court Order

- In the case of a court order obtained by a non-governmental entity, we are authorized to disclose personally identifiable information collected from TV subscribers as a result of the subscriber’s use of TV service only after providing prior notice to the subscriber.
- In the case of a court order obtained by a governmental entity, we are authorized to disclose personally identifiable information collected from TV subscribers as a result of the subscriber’s use of TV service only if, in the court proceeding relevant to the order:
  - The governmental entity offers clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case; and
  - The subject of the information has an opportunity to appear and contest the governmental entity’s claim; and
  - We have provided notice to the subscriber as required by applicable state law.

QUESTIONS ABOUT MY INFORMATION & ADVERTISING

1. Do you use my information to send me advertising? Yes. We may use information like the preferences you have expressed and interests you have demonstrated on our websites, in our stores and through use of our products and services, to provide you with marketing information and advertisements for our products and services. Those ads may be delivered on our websites and mobile applications. This is called “first party” advertising. It is part of our service relationship and you are not able to opt-out from this type of advertising. We or our advertising partners may use anonymous information gathered through cookies and similar technologies (available at att.com/cookietechnology), as well as other anonymous and aggregate information that either of us may have to help us tailor the ads you
see on non-AT&T sites. For example, if you see an ad from us on a non-AT&T sports-related website, you may later receive an ad for sporting equipment delivered by us on a different website. This is called Online Behavioral Advertising, which is a type of Relevant Advertising.

2. Do you use my information for other types of Relevant Advertising?
Yes. We may also use information we get through your use of our products and services, from our advertising partners, and information like your age and gender to deliver Relevant Advertising that is not Online Behavioral Advertising. We combine your anonymous information with that of other users into aggregate “audience segments.” These segments are based on particular interests and/or factual characteristics that everyone in that audience segment is likely to share. We might use that information to send you advertisements that are relevant to those interests or characteristics.

We are careful to only use non-personally identifiable information to create Relevant Advertising with aggregate audience segments that are large enough that you can't be identified individually.

3. Do you use the location of my device for advertising purposes?
Yes. We use information about the locations you visit in order to create combined wireless location interest characteristics that can be used to provide Relevant Advertising to you and others like you.

Location characteristics are types of locations - like “movie theaters.” People who live in a particular geographic area (a city, ZIP-code or ZIP+4 code, for example) might appear to have a high interest in movies, thanks to collective information that shows wireless devices from that area are often located in the vicinity of movie theaters. We might create a “movies characteristic” for that area, and deliver movie ads to the people who live there.

We may associate your wireless device with a particular geographic area, such as a city, ZIP-code, or ZIP + 4 code, based on your billing address or the cell towers you connect with most frequently.

In addition to other privacy protections, the process we use to create our audience segment includes a requirement that the ZIP + 4 or other geographic area to which a wireless location is assigned must contain a minimum of 25 households. ZIP + 4 codes with less than 25 households are combined with other ZIP + 4 codes to satisfy this requirement.

4. What's in it for me?
Just like the name says, you get advertising that's more relevant to your interests. For example, if a particular audience segment, like adults between the ages of 21 and 25 with a certain income range, has demonstrated a greater interest in movies than other segments, we might send them a movie ad for a movie geared toward young adults. This is just one way we deliver content that's more relevant.

5. How do you use information about the programs I watch on TV to advertise to me?
We combine information about the shows that our customers are watching with their common interests to help us figure out what types of advertising they might be interested in seeing.

It sometimes works like this: We look at the group of people watching a particular show. We identify common characteristics within that group. We use those characteristics to identify and deliver advertising that might be most relevant to watchers of that TV show. We might also deliver that same advertising during shows that appear to have similar audiences.

6. Do I ever have a chance to tell you what I'm personally interested in?
Yes. With some programs offered or powered by AT&T you can sign up to receive text-message offers from businesses that are near your current location and match the interests you've selected. You can change your mind at any time and stop participating in these kinds of programs.

When we add new offers like Internet Preferences, we'll let you know, so you can decide if you'd like to participate. For example, we may offer you free or discounted services in exchange for the use of your Personal Information for advertising and other similar purposes. We promise, before we use any of your Personal Information (including information we gather as an Internet service provider) for such purposes, we will always give you the opportunity to make an informed choice about whether to participate.

7. What information do you provide to advertisers?
We may provide reports to advertisers and other business customers about the success of its advertising campaigns. Those reports contain aggregate information about the number of times a particular ad was viewed, when it was viewed, whether it was viewed on a TV, a mobile device or a computer, demographics associated with the viewing audience and other similar information. Your anonymous information will not be included in aggregate reports about the success of Relevant Advertising campaigns if you have opted-out of Relevant Advertising delivered by AT&T.

QUESTIONS ABOUT LOCATION INFORMATION

1. What is location information?
   Exactly what it sounds like! It includes your ZIP-code and street address, as well as the whereabouts of your wireless device.

2. How is it used?
We use it in all kinds of ways, here are some examples:

**We Provide Wireless Voice and Data Services:** We monitor, collect and use wireless location information, together with other information we get from our network and your wireless device, to maintain and improve our network. We also might use location information with your consent to provide you with a customized experience. For example, when you dial 411 Directory Assistance for a business telephone number, we might use your wireless location information to return the number of the business location closest to you.

**Location Based Services (LBS):** Your device can be used to access a ton of services based on location. We offer these services via applications that have been pre-loaded or downloaded by you on your device. LBS also may be provided via text message or other functionality. We'll give you prior notice and ask for your consent when your location is used or shared. The form of consent may vary, but will be appropriate for the type of LBS you use.

**LBS from other providers:** With your consent (to us or the other company) we also may enable LBS from other companies by providing location information to their developers or location service providers.

**We use it for Advertising.**

3. How accurate is wireless location information?
It depends on the technology we’re using. For example, we can locate your device based on the cell tower that’s serving you. The range could be up to 1,000 meters in any direction from the tower in urban areas, and up to 10,000 meters in rural areas. Wi-Fi networks provide more accurate location information, associating you with the place where the network is located - like a coffee shop - or to an area within or around that place. Services such as 411, 911, a “friend locator” application or a navigation/mapping application, require more precise information. So for those we develop a more precise estimate of location by associating the serving cell tower ID with other information, like the latitude and longitude of the tower, radio frequency parameters, GPS information and timing differences in radio signals. Depending on a variety of factors, those methods may estimate the location of your device to within 30 to 1000 meters.

4. Are you the only ones who can locate my wireless device?
Other companies may also be able to locate your device. For example, your handset manufacturer and your operating system provider may be able to locate your device. If you download mobile applications, those apps may be able to obtain your location directly from your handset or the operating system. Mobile applications that give you access to your employer’s network may also give your employer the ability to locate your device.

We urge you to review Policies of all providers.

QUESTIONS ABOUT AGGREGATE AND ANONYMOUS INFORMATION

1. Where do you get anonymous information?
Sometimes we’ll collect information about how you use our products using cookies and other similar technologies (visit att.com/cookieprivacy). This information doesn’t include your Personal Information and is considered anonymous.

When we collect information that identifies you personally, we may anonymize it for certain purposes. We remove data fields (such as name, address and telephone number) that can reasonably be used to identify you. We also use a variety of statistical techniques and operational controls to anonymize data. Anonymizing information is one of the tools we use to protect your privacy.

2. Tell me more about aggregate information.
Aggregate information is a form of anonymous information. We combine data that meet certain criteria into anonymous groups. For example, we might want to compare how customers in Beverly Hills, CA (or any city, county or ZIP-code) use their cell phones to how customers in Boulder, CO use their cell phones. In order to do that, we would combine customer data in each of the geographies into anonymous groups and look at all that aggregate data to understand how the two groups are different or similar.

3. Do you share anonymous or aggregate information?
Yes, we may share this information with other companies and entities for specific uses, which may include:

- Universities, laboratories, think tanks and other entities that conduct networking, social, behavioral, environmental and other types of scientific research, for the purpose of creating fundamental new knowledge;
- Municipalities, government or other entities that may use this data for purposes such as municipal and transportation planning, and emergency and disaster response coordination.

We share this information in external reports like our External Marketing & Analytics Reports and Metric Reports.

QUESTIONS ABOUT EXTERNAL MARKETING AND ANALYTICS REPORTS

1. Tell me more about the External Marketing & Analytics Program.
We use aggregate information to create External Marketing & Analytics Reports that we may sell to other
companies for their own marketing, advertising or other similar uses.

These reports may be a combination of information from wireless and Wi-Fi locations, TV Viewing, calling and texting records, website browsing and mobile application usage and other information we have about you and other customers. You have a choice about whether your anonymous information is included in the reports that we sell or provide to other companies.

Some examples of External Marketing & Analytics Reports include:

- Reports for retail businesses that show the number of wireless devices in or near their store locations by time of day and day of the week, together with demographic characteristics or other information about the users (such as device type, age or gender) in those groups.
- Reports that combine anonymous TV Viewing behaviors with other aggregate information we may have about our subscribers to create reports that would help a TV network better understand the audiences that are viewing their programs, those that are not, how frequently they watch, when they watch and other similar information; and
- Reports for device manufacturers that combine information such as device type, make and model with demographic and regional location information to reflect the popularity of particular device types with various customer segments.

2. Do you provide companies with individual anonymous data as part of your External Marketing & Analytics Program?

Yes. For example, we might share anonymous TV Viewing Information with media research companies that combine this data with other information to provide audience analysis services about what shows certain audience segments are watching. When we provide individual anonymous information to businesses, we require that they only use it to compile aggregate reports, and for no other purpose. We also require businesses to agree they will not attempt to identify any person using this information, and that they will handle it in a secure manner, consistent with this Policy.

3. Do you use my anonymous information in other types of external reports?

Yes, we may use your anonymous information to provide Metrics Reports to our business customers and service suppliers. These reports are considered part of the underlying service and we do not sell them to other customers or suppliers.

For example, if you connect to our Wi-Fi service in a hotel, airport or other venue you should know the operator of that venue is our business customer, and that we will provide that operator with Metrics Reports about usage of and communications with the Wi-Fi network in their location. Those reports contain statistical information like:

- The number of devices connecting to the Wi-Fi network, duration of Wi-Fi sessions and the amount of bandwidth used during those sessions; and
- Foot-traffic data, including the numbers of devices inside and outside the store at a given time; the number of new and frequent visitors; where visitors are located within the store (e.g., specific departments or other locations within the venue) and frequency of visits and time spent within the store.

**NOTE:** When your wireless device is turned on, it regularly sends out signals that enable it to connect to cell towers, Wi-Fi access points or other technologies so that we (and others) are able to provide you with services. These signals can be used to determine your device location. You can turn Wi-Fi to the “off” position on the “settings” feature of your device to prevent the collection of these signals by Wi-Fi equipment in retail stores and other public places.

Another example, we also license video programming from content providers. As part of our agreement, we provide them with Metrics Reports. These reports contain combined measurements and statistical information related to the number of TV subscribers who watched or accessed a particular program at a particular time and other similar measurements.

**QUESTIONS ABOUT OUR ONLINE PRIVACY POLICY FOR CHILDREN**

1. Do you collect information about my children’s use?
   We do not knowingly collect personally identifying information from anyone under the age of 13 unless we first obtain permission from the child's parent or legal guardian.

2. What happens when my child is using an account not registered to them?
   Internet and wireless devices and services purchased for family use may be used by children without our knowledge. When that happens, information collected may appear to us to be associated with the adult customer who subscribes to our services and will be treated as the adult's information under this Policy.

3. What can I do to help better protect my child's information?
   We encourage you to spend time online with your children, and to participate in and monitor their online activity. We have developed a website that offers safety and control tools, expert resources and tips designed to help you manage technology choices and address safety concerns. Please visit att.com/smartcontrols for more information.
4. What if my child has an AT&T e-mail sub-account?

If you create an AT&T e-mail sub-account for a child under the age of 13:

- With your permission we collect your child’s name, nicknames and aliases, alternative e-mail address, birth date, gender and ZIP-code.
- We use the information collected on sub-accounts to create and maintain those accounts, for research, to customize the advertising and content seen on our pages and for other marketing purposes. Your child can use their AT&T e-mail address and password to log onto websites and online services provided by us, like uverse.com. We and our advertising partners may collect and use information about customers who log onto those sites as described in the “Questions about the Information We Collect, How We Collect It and How We Use It” section of this Privacy Policy. A list of the advertising partners who collect information on our sites and the ability to opt-out of advertising provided by those partners is available at att.com/yourchoices. We will not contact a child under the age of 13 about special offers or for marketing purposes without parental consent. You or your child can review, edit, update, and delete information relating to your child’s sub-account and, if you no longer wish your child to have such an account, you can revoke your consent at any time, by logging on to manage your account at att.com/cmpchoice.

You may e-mail us at privacypolicy@att.com, call us at 800.495.1547 or write to us at AT&T Privacy Policy, Chief Privacy Office, 208 S. Akard, Room 1033, Dallas, TX 75202 with any questions or concerns you may have about our Children's Online Privacy Policy.

QUESTIONS ABOUT DATA PROTECTION AND SECURITY

1. Do we sell your Personal Information?
   No. We do not sell your Personal Information to anyone, for any purpose. Period.

2. How long do we keep your Personal Information?
   We keep your Personal Information as long as we need for business, tax or legal purposes. After that, we destroy it by making it unreadable or undecipherable.

3. What safeguards does AT&T have in place?
   We’ve worked hard to protect your information. And we’ve established electronic and administrative safeguards designed to make the information we collect secure. Some examples of those safeguards include:

   - All of our employees are subject to the AT&T Code of Business Conduct (COBC) and certain state-mandated codes of conduct. Under the COBC, all employees must follow the laws, rules, regulations, court and/or administrative orders that apply to our business - including, specifically, the legal requirements and company policies surrounding the privacy of communications and the security and privacy of your records. We take this seriously, and any of our employees who fail to meet the standards we’ve set in the COBC are subject to disciplinary action. That includes dismissal.

   - We’ve implemented technology and security features and strict policy guidelines to safeguard the privacy of your Personal Information. Some examples are:

     - Maintaining and protecting the security of computer storage and network equipment, and using security procedures that require employee user names and passwords to access sensitive data;
     - Applying encryption or other appropriate security controls to protect Personal Information when stored or transmitted by us;
     - Limiting access to Personal Information to only those with jobs requiring such access; and
     - Requiring caller/online authentication before providing Account Information so that only you or someone who knows your Account Information will be able to access or change the information.

   Although we strive to keep your Personal Information secure, no security measures are perfect, and we cannot guarantee that your Personal Information will never be disclosed in a manner inconsistent with this Policy (for example, as the result of unauthorized acts by third parties that violate the law or this Policy).

4. Will you notify me in case of a security breach?
   Laws and regulations guide us in how to give you notification when certain types of sensitive information are involved in a security breach. We will provide you with notice in accordance with these laws and regulations.

5. Can I review and correct my Personal Information?
   Yes. We are happy to help you review and correct the Personal Information we have associated with your account and billing records. Please contact us.

6. Have your privacy practices been certified?
   Yes, and we’re very proud of it! TRUSTe has awarded us the TRUSTe Privacy Seal. As an independent third party, TRUSTe’s mission is to accelerate online trust among consumers and organizations globally through its leading privacy Trustmark and innovative trust solutions.

   Our TRUSTe Privacy Seal signifies that TRUSTe has reviewed our Privacy Policy and practices for compliance with TRUSTe’s program requirements. These include transparency, accountability and choice regarding the collection and use of your Personal Information. The TRUSTe program covers only information that is collected through our certified web sites.
QUESTIONS ABOUT FUTURE CHANGES

1. What happens if there is a change in corporate ownership?
   Information about our customers and users, including Personal Information, may be shared and transferred as part of any merger, acquisition, sale of company assets or transition of service to another provider. This also applies in the unlikely event of an insolvency, bankruptcy or receivership in which customer and user records would be transferred to another entity as a result of such a proceeding.

2. Will I be notified if there are changes to this policy?
   We may update this Privacy Policy as necessary to reflect changes we make and to satisfy legal requirements. We will post a prominent notice of material changes on our websites. We will provide you with other appropriate notice of important changes at least 30 days before the effective date.

YOUR CHOICES & CONTROLS

1. You can choose not to receive some types of advertising online, on your satellite TV service or on your wireless device.
   - Opt-out of Relevant Advertising delivered by AT&T at att.com/internal/adchoices.
   - Opt-out of Online Behavioral Advertising provided by AT&T and other advertisers on your computer by clicking the “Advertising Choices” link at the bottom of our web pages.
   - Opt-out of interest-based advertising on att.net powered by Yahoo! by going to info.yahoo.com/privacy/us/yahoo/opt_out/targeting/details.
   - Opt-out of Online Behavioral Advertising from many other ad networks at www.networkadvertising.org/choices.
   - When you see online ads for AT&T products and services that display this icon , click and you will get information on how to opt-out.
   - To limit collection of data on web sites that may be used for advertising, go to att.com/cookieprivacy for information on how to manage cookies, and other similar technologies on your computer.

2. Do I have choices about receiving first party advertisements from AT&T?
   Because first party advertising is part of the service you receive when you visit our websites and use our mobile applications, we don’t offer an opt-out for first party advertising.

3. Can I choose not to receive other types of marketing from AT&T?
   We realize that unwanted marketing contacts can be a hassle and we’ve worked hard to meet the expectations of customers and potential customers who have expressed a desire to limit certain types of solicitation communications from us.

   E-Mail: Every marketing e-mail we send contains instructions and a link that will allow you to stop additional marketing e-mails for that product or service type. You also can unsubscribe from AT&T marketing e-mails by going to att.com/remove.

   Text Messages: Opt-out of AT&T marketing text message contacts by replying “stop” to any message.

   AT&T Consumer Telemarketing: Ask to be removed from our consumer telemarketing lists by contacting us at one of the numbers at the end of this policy. You also can ask the AT&T representative to remove you from our telemarketing lists when you receive a marketing or promotional call from us.

   AT&T Business Telemarketing: Where required by local laws and/or regulations, we honor requests to be removed from our telemarketing lists from business customers.

   Federal Do Not Call: The FTC maintains a National Do Not Call Registry at donotcall.gov, and some states in the United States may maintain its own Do Not Call Registry. Putting your number on these Registries also may limit our AT&T telemarketing calls to that number.

   Postal Mail: To review our Residential Do Not Mail Policy Statement and to limit postal mail solicitations, go to att.com/donotmail. You will still receive billing statements, legal notices, product updates and other similar correspondence, and you may still receive some promotional mailings.

   All of our practices are designed to satisfy state, provincial and federal legal requirements limiting marketing contacts. Those laws and regulations - such as the requirements governing the state and federal “Do Not Call” lists - generally permit companies to contact their own current and, in some cases, former customers, even when those customers are listed on the federal and state “Do Not Call” lists.

   Restricting our use of your CPNI will not eliminate all types of our marketing contacts.

4. Can I choose to exclude my anonymous information from your External Marketing & Analytics and other similar reports?
   Yes. Go to att.com/cmpchoice to opt-out. This opt-out also applies to the sharing of your anonymous information with other companies for their use in creating marketing and analytics reports. Although this opt-out does not apply to Metrics Reports, it will apply if we combine Metrics Report information with other customer information (like demographics) to create reports that we provide to our business customers or service suppliers.
5. What is DNS error assist?
   When you mistype a web address, or the address is not working, DNS Error Assist provides an automated list of similar pages – such as possibly the one you meant to type – for your consideration. The service is provided on your AT&T residential broadband connection, and you can opt-out at att.com/cmpchoice. You will get a standard “no results found” error message instead of the error-assist page.

6. Are there any other opt-out choices I should know about?
   We may use services provided by analytics companies to obtain information about website performance and how you use our mobile applications and other products and services. Go to att.com/yourchoices for more information about the opt-outs made available by some of those vendors, and to make choices about participation.

7. These Choices and Controls also are available at www.att.com/yourchoices.

HOW TO CONTACT US ABOUT THIS POLICY

• We encourage you to contact us directly at either of these addresses below for any questions about this Privacy Policy.
  o E-mail us at privacypolicy@att.com
  o Write to us at AT&T Privacy Policy, Chief Privacy Office, 208 S. Akard, Room 1033, Dallas, TX 75202.

• For questions not related to privacy click on the “Contact Us” link at the bottom of any att.com page. You also can access your online account from the upper right hand corner of our home page at att.com for additional service options.

• If you do not receive acknowledgment of your privacy inquiry or your inquiry is not addressed to your satisfaction, you may contact TRUSTe at feedback-form.truste.com/watchdog/request. TRUSTe will serve as a liaison to resolve your concerns.

• You also have the option of filing a complaint with the FTC Bureau of Consumer Protection, at www.ftccomplaintassistant.gov/#crnt&panel1-1 or by calling toll-free 877.FTC.HELP (877.328.4357; TTY: 866.653.4261). Other rights and remedies also may be available to you under federal or other applicable laws.

• If you are a satellite TV subscriber, you also have certain rights under Section 338(i) of the Federal Communications Act available online at www.gpo.gov/fdsys/pkg/USCODE-2011-title47/pdf/USCODE-2011-title47-chap5-subchapIII-part1-sec338.pdf.

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

What is CPNI?
“CPNI” is information about your phone service from us. Your phone service could be a cell phone or any sort of home or business phone. The “information” is things like what kind of services you have, how you use them, or billing information. (Your telephone number, name and address are not considered CPNI.)

Use and Disclosure of CPNI
We do not sell, trade or share your CPNI with anyone outside of the AT&T family of companies* or our authorized agents, unless required by law (example: a court order).

We do use your CPNI internally, however. We may share information about our customers among the AT&T companies and our agents in order to offer you new or enhanced services. For example, we might offer a discount or promotion for Internet or TV services based on your CPNI.

Restricting our use of your CPNI
AT&T uses technology and security features, and strict policy guidelines with ourselves and our agents, to safeguard the privacy of CPNI. It is your right and our duty under federal law to protect the confidentiality of your CPNI.

If you don’t want AT&T to use your CPNI internally for things like offers, here is what you can do:
You can “opt out” online, at att.com/ecpnioutil, or
You can call 800.315.8303, any time of day, and follow the prompts, or
You can speak to a service representative at 800.288.2020 (consumer) or 800.321.2000 (business).

For languages other than English and Spanish, please visit world.att.com.

If you choose to restrict our use of your CPNI, it won’t affect any of your services. You can change your mind at any time about allowing (or not allowing) us to use your CPNI, and we’ll honor your decision until you change it again. If you do restrict your CPNI use, you may still get marketing from us, but it won’t be from using CPNI.

* The AT&T Family of Companies are those companies that provide voice, video and broadband-related products and/or services domestically and internationally, including the AT&T local and long distance companies, AT&T Corp., AT&T Mobility, DIRECTV, and other subsidiaries or affiliates of AT&T Inc. that provide, design, market, or sell these products and/or services.
Customer Service Contact Numbers
Wireless - 800.331.0500
Business - 800.321.2000
Residential - 800.288.2020
Spanish Language - 800.870.5855
For assistance in other languages, please visit world.att.com.
Legacy AT&T Consumer - 800.222.0300
Customers of the following AT&T family of companies may contact us directly using the following:
AT&T Internet Services — Customers can manage newsletter subscriptions or other e-mail communications from Yahoo! by modifying their AT&T Yahoo! Marketing Preferences.
## AT&T U-verse® TV Standard Rates

### Packages

<table>
<thead>
<tr>
<th>Channels (including music and locals)¹</th>
<th>U450 Latino</th>
<th>U450</th>
<th>U300 Latino</th>
<th>U300</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 600</td>
<td>Over 600</td>
<td>Over 550</td>
<td>Over 530</td>
<td>Over 480</td>
</tr>
<tr>
<td>Equipment included</td>
<td>1 HD-ready receiver with DVR</td>
<td>1 HD-ready receiver with DVR</td>
<td>1 HD-ready receiver with DVR</td>
<td>1 HD-ready receiver with DVR</td>
</tr>
<tr>
<td>Additional equipment fees</td>
<td>Receiver $10/mo (Up to 7 additional)</td>
<td>Receiver $10/mo (Up to 7 additional)</td>
<td>Receiver $10/mo (Up to 7 additional)</td>
<td>Receiver $10/mo (Up to 7 additional)</td>
</tr>
<tr>
<td>Professional standard installation</td>
<td>Included</td>
<td>Included</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td>One-time service activation fee</td>
<td>$49</td>
<td>$49</td>
<td>$49</td>
<td>$49</td>
</tr>
<tr>
<td>Monthly price</td>
<td>$149</td>
<td>$139</td>
<td>$114</td>
<td>$104</td>
</tr>
</tbody>
</table>

### ALL IN Package²: Additional Features

<table>
<thead>
<tr>
<th>ALL IN Package: Monthly Price</th>
<th>+ 3 receivers included</th>
<th>3 receivers + HD Technology Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>$167</td>
<td>$157</td>
<td>$142</td>
</tr>
<tr>
<td>$157</td>
<td>$142</td>
<td>$132</td>
</tr>
</tbody>
</table>

### Optional AT&T U-verse® TV Services

#### High Definition

| HD Technology Fee | ✓ | ✓ | $10 | $10 |
| HD Premium Tier (HD Technology Fee Required) | $7 | $7 | $7 | $7 |
| Fox Soccer Plus HD (HD Technology Fee Required) | $15 | $15 | $15 | $15 |

✓ = Included  *= Included for credit qualified customers only. Non-credit qualified customers will qualify for service upon payment of a $449 non-refundable Credit Management Fee. ¹Specific channel lineups vary by market (ZIP code) and package and over time. Channel counts include HD channels. Current list of included channels are available at att.com/u-verse. ²ALL IN Packages include additional features at a discounted price. Available only in Retail Stores and Online.
Premium Packages

<table>
<thead>
<tr>
<th></th>
<th>U450 Latino</th>
<th>U450</th>
<th>U300 Latino</th>
<th>U300</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Movie Package</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>(Starz, Encore, Showtime, The Movie Channel &amp; Flix)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Showtime</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Starz</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Starz/Encore Package</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>The Movie Channel (TMC)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Flix</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Encore</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Showtime Unlimited</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>(Showtime, The Movie Channel &amp; Flix)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Sports Package</td>
<td>✔</td>
<td>✔</td>
<td>$10</td>
<td>$10</td>
</tr>
<tr>
<td>HBO &amp; Cinemax Package</td>
<td>✔</td>
<td>✔</td>
<td>$26</td>
<td>$26</td>
</tr>
<tr>
<td>HBO</td>
<td>✔</td>
<td>✔</td>
<td>$16</td>
<td>$16</td>
</tr>
<tr>
<td>Cinemax</td>
<td>✔</td>
<td>✔</td>
<td>$14</td>
<td>$14</td>
</tr>
<tr>
<td>EPIX</td>
<td>$8</td>
<td>$8</td>
<td>$8</td>
<td>$8</td>
</tr>
<tr>
<td>The Playboy Channel</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
</tr>
</tbody>
</table>

 Packages

<table>
<thead>
<tr>
<th>Channels</th>
<th>U200 Latino</th>
<th>U200</th>
<th>U-family</th>
<th>U-basic</th>
</tr>
</thead>
<tbody>
<tr>
<td>(including music and locals)</td>
<td>Over 420</td>
<td>Over 360</td>
<td>Over 200</td>
<td>Local channels only (dependent on market)</td>
</tr>
<tr>
<td>Genre/premium packages included</td>
<td>Paquete Español</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Equipment included</td>
<td>1 HD-ready receiver with DVR</td>
<td>1 HD-ready receiver with DVR</td>
<td>1 HD-ready receiver with DVR</td>
<td>1 HD-ready receiver (non-DVR)</td>
</tr>
<tr>
<td>Additional equipment fees</td>
<td>Receiver $10/mo (Up to 7 additional)</td>
<td>Receiver $10/mo (Up to 7 additional)</td>
<td>Receiver $10/mo (Up to 7 additional)</td>
<td>1 DVR $15/mo; Receiver $10/mo (Up to 7 additional)</td>
</tr>
<tr>
<td>Professional standard installation</td>
<td>Included</td>
<td>Included</td>
<td>Included</td>
<td>$199*</td>
</tr>
<tr>
<td>One-time service activation fee</td>
<td>$49</td>
<td>$49</td>
<td>$49</td>
<td>$49</td>
</tr>
<tr>
<td>Monthly price</td>
<td>$98</td>
<td>$88</td>
<td>$69</td>
<td>$19</td>
</tr>
</tbody>
</table>

ALL IN Package2: Additional Features

<table>
<thead>
<tr>
<th>ALL IN Package: Monthly Price</th>
<th>3 receivers + HD Technology Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL IN Package</td>
<td>$126</td>
</tr>
</tbody>
</table>

(Prices are monthly recurring charges in addition to AT&T U-verse TV & Internet package price or AT&T U-verse TV–only price.)

= Included  *= Included for credit qualified customers only. Non-credit qualified customers will qualify for service upon payment of a $449 non-refundable Credit Management Fee.

1 Specific channel lineups vary by market (ZIP code) and package and over time. Channel counts include HD channels. Current list of included channels are available at att.com/u-verse.

2 ALL IN Packages include additional features at a discounted price. Available only in Retail Stores and Online.
High Definition

<table>
<thead>
<tr>
<th></th>
<th>U200 Latino</th>
<th>U200</th>
<th>U-family</th>
<th>U-basic</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD Technology Fee</td>
<td>$10</td>
<td>$10</td>
<td>$10</td>
<td>$10</td>
</tr>
<tr>
<td>HD Premium Tier</td>
<td>$7</td>
<td>$7</td>
<td>Not Available</td>
<td>Not Available</td>
</tr>
<tr>
<td>(HD Technology Fee Required)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fox Soccer Plus HD</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
</tr>
<tr>
<td>(HD Technology Fee Required)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Premium Packages

<table>
<thead>
<tr>
<th>Package</th>
<th>U200 Latino</th>
<th>U200</th>
<th>U-family</th>
<th>U-basic</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Movie Package</td>
<td>$20</td>
<td>$20</td>
<td>$20</td>
<td>$20</td>
</tr>
<tr>
<td>(Starz, Encore, Showtime, The Movie Channel &amp; Flix)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Showtime</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
</tr>
<tr>
<td>Starz</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
</tr>
<tr>
<td>Starz/Encore Package</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
</tr>
<tr>
<td>The Movie Channel (TMC)</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
</tr>
<tr>
<td>Flix</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
</tr>
<tr>
<td>Encore</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
</tr>
<tr>
<td>Showtime Unlimited</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
</tr>
<tr>
<td>(Showtime, The Movie Channel &amp; Flix)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Sports Package</td>
<td>$10</td>
<td>$10</td>
<td>Not Available</td>
<td>Not Available</td>
</tr>
<tr>
<td>HBO &amp; Cinemax Package</td>
<td>$26</td>
<td>$26</td>
<td>$26</td>
<td>$26</td>
</tr>
<tr>
<td>HBO</td>
<td>$16</td>
<td>$16</td>
<td>$16</td>
<td>$16</td>
</tr>
<tr>
<td>Cinemax</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
<td>$14</td>
</tr>
<tr>
<td>EPIX</td>
<td>$8</td>
<td>$8</td>
<td>$8</td>
<td>$8</td>
</tr>
<tr>
<td>The Playboy Channel</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
</tr>
</tbody>
</table>

Specific channel lineups vary by market (ZIP code) and package and over time. Channel counts include HD channels. Current list of included channels are available at att.com/u-verse.

Geographic and service restrictions apply to AT&T U-verse services. Promotional pricing applies to service rates only and excludes taxes, equipment fees and other charges including a $49 service activation fee, a federal regulatory video cost recovery charge, city video cost recovery fees, where applicable, and a Broadcast TV Surcharge of up to $4.99/mo. Residential customers only. Pricing, programming, features and offers subject to change at any time without notice. Credit restrictions may apply. Channels not available in all areas and some programming excluded as subject to blackouts. Services provided by your local AT&T telephone company and available in limited areas. Effective 1/22/17.
<table>
<thead>
<tr>
<th>International channels and packages</th>
<th>U450</th>
<th>U300</th>
<th>U450/U300/U200 Latino</th>
<th>U200</th>
<th>U-family/U-basic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paquete Español</td>
<td>$15</td>
<td>$15</td>
<td>□</td>
<td>$15</td>
<td>$15</td>
</tr>
<tr>
<td>TV JAPAN</td>
<td>$25</td>
<td>$25</td>
<td>$25</td>
<td>$25</td>
<td>$25</td>
</tr>
<tr>
<td>Filipino TV Package</td>
<td>$25</td>
<td>$25</td>
<td>$25</td>
<td>$25</td>
<td>$25</td>
</tr>
<tr>
<td>(The Filipino Channel, GMA Pinoy TV, VivaTV Plus &amp; Filipino On Demand)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Filipino Channel</td>
<td>$12</td>
<td>$12</td>
<td>$12</td>
<td>$12</td>
<td>$12</td>
</tr>
<tr>
<td>GMA Pinoy TV</td>
<td>$12</td>
<td>$12</td>
<td>$12</td>
<td>$12</td>
<td>$12</td>
</tr>
<tr>
<td>South Asian Package</td>
<td>$35</td>
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<td>$35</td>
<td>$35</td>
<td>$35</td>
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<tr>
<td>(Aapka Colors, SET Asia, Zee TV, STAR India PLUS &amp; MTV India)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TV Asia</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
</tr>
<tr>
<td>SET Asia</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
</tr>
<tr>
<td>Zee TV</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
</tr>
<tr>
<td>STAR India PLUS</td>
<td>$12</td>
<td>$12</td>
<td>$12</td>
<td>$12</td>
<td>$12</td>
</tr>
<tr>
<td>Aapka Colors</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
</tr>
<tr>
<td>Vietnamese Package</td>
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<td>$20</td>
<td>$20</td>
<td>$20</td>
<td>$20</td>
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<tr>
<td>(SBTN &amp; TVBV)</td>
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<td></td>
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</tr>
<tr>
<td>SBTN</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
<td>$15</td>
</tr>
<tr>
<td>TVBV</td>
<td>$10</td>
<td>$10</td>
<td>$10</td>
<td>$10</td>
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✔ = Included
INSIDE WIRE PROTECTION PLANS and HOME WIRING PROTECTION SERVICES

Terms and Conditions

These Terms and Conditions ("Agreement" or "Plan") for INLINE®, WIREPRO®, & LINEBACKER, INSIDE WIRE SERVICE PLAN (as applicable to your location, and each referred to as "IWP"), and Home Wiring Protection Services for AT&T U-verse TV, AT&T Internet and AT&T Phone customers ("HWP") are each an optional plan offered, depending on your service location, by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin (referred to herein as "we," "us," "our," or "AT&T"), AT&T California, AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas (referred to herein as "we," "us," "our," or "AT&T") to provide trouble isolation and repair services for inside telephone/communications and coaxial cable wiring used to provide AT&T residential services (other than satellite TV services). They apply to all customers who purchase IWP or HWP Services (collectively, "IWP/HWP Services" or "Services").

Important Note: PLEASE READ THIS AGREEMENT CAREFULLY. THIS AGREEMENT CONTAINS AN ARBITRATION PROVISION THAT GOVERS DISPUTES BETWEEN YOU AND AT&T. THIS AGREEMENT ALSO ESTABLISHES LIMITATIONS OF LIABILITY IN THE EVENT OF A DISPUTE.

If you do not agree with these Terms and Conditions, please call us immediately to cancel IWP/HWP Services.

INTRODUCTION

AT&T is responsible for maintaining its network facilities. You are responsible for maintaining and repairing all telephone/communications wiring (twisted pair) and coaxial cable wiring inside your premises that is used to provide AT&T services and all associated equipment (e.g., phones/soft phones, faxes, modems, computers, monitors, televisions, etc.). "Inside Wire" is the telephone/communications and coaxial cable wiring on your side of the Network Interface Device (NID) or Optical Network Terminal (ONT), up to and including your communications jacks and coaxial cable outlets, that is used to provide AT&T services (other than satellite TV services). The NID/ONT is usually a box located on the outside of your home and is the line of demarcation between Inside Wire and AT&T network facilities. In multi-unit buildings, Inside Wire is the wire that is inside the walls of your unit and that is dedicated to your unit.1 "Standard Inside Wire" is Inside Wire that meets, and has been installed in accordance with, the specifications outlined in the National Electrical Code and the Electronic Industry Association standards. If something goes wrong with your Inside Wire, you have several choices. You can fix it yourself. You can have it fixed by a third party, such as an electrician. Alternatively, you can call AT&T to fix it. If you call AT&T, we will charge you for time and materials to fix the problem if you do not subscribe to IWP/HWP Services. If your AT&T service is located in rented or leased facilities, military housing, or a multi-unit building (apartment, dormitory, condominium, cooperative dwelling, nursing home or other group living facility), you should determine whether you or your landlord/property manager are responsible for repairs to your Inside Wire prior to subscribing to IWP/HWP Services. However, if your landlord/property manager permits, you may still choose to subscribe to IWP/HWP Services if you prefer AT&T diagnostic and repair services to those of others.

DESCRIPTION OF SERVICES

The IWP/HWP Plan is an optional service plan that protects AT&T residential customers against unexpected charges for repair of Standard Inside Wire, including repairs that result from normal wear and tear. If you report a problem with your AT&T service(s) and/or your Inside Wire and you subscribe to IWP/HWP Services, we will perform standard diagnostics to determine where the problem exists (trouble isolation). We will also repair, as necessary, your Standard Inside Wire, as well as certain connecting components used to provide AT&T U-verse TV, AT&T Internet and AT&T Phone services, such as jack faceplates, connectors, splitters, diplexers, baluns, short jumper cables, external adapters, and blocking filters, ("Covered Components")2 subject to the Exclusions listed below. Power supplies, back-up batteries, electrical wiring, residential gateways, telephone adapters, and set-top boxes are not covered.3 Components that are not used to provide AT&T U-verse TV, AT&T Internet and AT&T Phone services are not covered. Inside Wire that is not connected to AT&T network facilities is not covered. (See diagram next page.)

Under the IWP/HWP, we will repair or replace defective Standard Inside Wire and Covered Components at no additional cost to you. (You pay only your monthly IWP/HWP subscription charge.) At our discretion, we will determine the manner in which repairs will be made. We will also decide the color and specifications of replaced wire, communications jacks, cable outlets, and connecting blocks. Surface mounting is the standard for replacing communications wiring and jacks. Requests for replacement with concealed communications wiring requiring extra work may be subject to time and material charges. We reserve the right to dispatch a repairman at our discretion, since trouble isolation can often be performed through our remote testing facilities.

The IWP/HWP Plan covers Standard Inside Wire, for a single line (as defined below), at a single location on a single customer account. If you have multiple lines at one location, you must subscribe to IWP/HWP Services separately for each line. For purposes of this paragraph, a “line” is each outgoing telephone number used to provide AT&T local exchange telephone services. All AT&T U-verse TV, AT&T Internet and AT&T Digital Voice services and/or all AT&T DSL and dial-up Internet access services are considered one “line” and do not add to the total number of lines when both local exchange telephone services and other AT&T services are provided at a single location on a single customer account.
EXCLUSIONS
The following are NOT covered under the IW/P/HWP Plan:
- Inside Wire and Covered Components rendered defective by negligence, willful damage, vandalism, faulty equipment, and/or premises construction/repair/remodeling activities;
- Inside Wire and Covered Components that did not work when IW/P/HWP Services were ordered;
- Wiring for boat slips, special boat cords and jacks, and/or wiring for recreational vehicle locations;
- Jacks located outdoors, except for waterproof jacks located on the exterior of your premises;
- Shared tenant service locations (STS)—where tenants purchase services from the building owner/manager or other non-AT&T entity;
- For multi-unit dwellings, problems occurring in horizontal and/or riser cable or problems we are prevented from accessing, for example, by the owner of the property, by government or military authorities (i.e., you live on a military base), or by your landlord;
- Repair of complex Inside Wire associated with multiple lines that use common equipment. This includes Inside Wire associated with telephone stations that are a part of a key or PBX telephone system, repair of Inside Wire associated with Centrex, Dimension, CentraLink 2100, CentraLink 3100, CentraLink DC OSS type service, and lines connected to coin telephones;
- Inside Wire and Covered Components damaged by a catastrophic event (such as fire, flood, earthquake, terrorism, act of war, lightning, or wind) that also damages all or a portion of your premises, except that repair will be provided for Standard Inside Wire in any portion of your premises that is suitable for occupancy without reconstruction or repair of walls, floors or other structural features, so long as you do not disconnect all AT&T services at your premises. If repairs cannot be completed until after such reconstruction is completed, or if you disconnect all AT&T services at your premises, applicable charges will apply to install new or repair any existing wiring.
- Installation of additional (as opposed to replacement) wire, jacks, cable outlets and/or components, including connecting the wire at the NID/ONT or jacks/cable outlets;
- End-to-End replacement of wire (e.g., from the NID/ONT to one or more jacks/cable outlets) unless AT&T determines, in its sole discretion, that replacement is necessary;
- Main line extension wire to unattached structures (such as a separate garage or barn);
- Conversion of hard-wired phones and/or other customer equipment to modular jacks/outlets;
- Jacks/cable outlet rewiring, relocation, and/or rearrangements from one working line to another;
- Moving/rearranging Inside Wire at the NID/ONT;
- Jacks/cable outlets without wiring (non-modular) and/or conversion of non-modular jacks/outlets to modular ones;
- Wiring used for satellite TV services; and
- Requests to check for wire taps.
CUSTOMER’S RESPONSIBILITY
If the work you request requires conduit; cutting and patching of finished walls, floors and/or ceilings; or structure
modifications, you are responsible for arranging to have such work performed by other persons.

After each repair visit, you have the responsibility to reestablish the connection or verify proper functioning of any equipment (e.g., phones/soft phones, faxes, modems, computers, monitors, televisions, fire and burglar alarms, meters, sensors, automatic dialers, answering devices, etc.) connected to your inside wiring. It is your responsibility to reprogram any telephone numbers or codes that have been extinguished as a result of the diagnostic testing we perform, which may include disconnecting such equipment from inside wiring and/or disconnecting inside wiring from the network interface/optical network terminal. It is also your responsibility to ensure proper functioning of any services other than AT&T services, or to contact the company that provides such services.

**LIMITATION AND EXCLUSION OF LIABILITY**

Neither we nor any of our affiliated companies, nor any of our or their officers, directors, employees, or agents will be liable for delays or failure to perform repairs due to circumstances beyond our reasonable control, including labor strikes or disputes, natural catastrophes, civil disturbances, weather, material shortages, terrorism, unusual workloads, acts of God, fire, flood, acts of any governmental body, or any other cause beyond our or their reasonable control. Our liability and their liability, in total, for damages caused by or arising out of a failure to perform the service covered by the IWP/HWP Plan in a proper and timely manner, shall in no event exceed the lesser of (i)
A party who intends to seek arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). The Notice to us should be addressed to: Office for Dispute Resolution, AT&T, 1025 Lenox Park Blvd, Home Wiring Protection 41

$100, or (ii) the actual cost to repair, replace or install the Standard Inside Wire and Covered Components (except to the extent additional monetary remedies are provided for in the Dispute Resolution by Binding Arbitration provision below). Neither we nor any of our affiliated companies, nor any of our or their officers, directors, employees, or agents will be liable for defacement or damage to customer premises occasioned by drilling of holes, or in the attachment and removal of wiring and equipment with standard screws, staples, hooks, fasteners and adhesives when performed in a workmanlike manner.

NEITHER WE NOR ANY OF OUR AFFILIATED COMPANIES, NOR ANY OF OUR OR THEIR OFFICERS, DIRECTORS, EMPLOYEES, OR AGENTS WILL BE LIABLE UNDER ANY CIRCUMSTANCES FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS DIRECTLY OR INDIRECTLY ARISING FROM THE PERFORMANCE OR NONPERFORMANCE OF SERVICES COVERED UNDER THE IWP/HWP PLAN. IN ADDITION, NEITHER WE NOR ANY OF OUR AFFILIATED COMPANIES, NOR ANY OF OUR OR THEIR OFFICERS, DIRECTORS, EMPLOYEES, OR AGENTS WILL BE LIABLE UNDER ANY CIRCUMSTANCES FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS FOR THE MALFUNCTIONING OR NON-FUNCTIONING OF ANY APPARATUS CONNECTED TO YOUR INSIDE WIRE, SUCH AS AUTOMATIC DIALERS, FIRE AND BURGLAR ALARMS, METERS, SENSORS, ANSWERING DEVICES, TELEVISIONS, PERSONAL COMPUTERS, AND TELEPHONES.

EXCLUSIONS AND LIMITATIONS
SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ACCORDINGLY, SOME OF THE LIMITATIONS OR EXCLUSIONS IN THE SECTIONS ABOVE ENTITLED "LIMITED WARRANTY" AND "LIMITATION AND EXCLUSION OF LIABILITY" MAY NOT APPLY TO YOU.

DISPUTE RESOLUTION WITH AT&T BY BINDING ARBITRATION. PLEASE READ THIS CAREFULLY. IT AFFECTS YOUR RIGHTS.

All disagreements and disputes between you and AT&T, of every kind, if not resolved by negotiations, shall be resolved by arbitration.

Summary of Arbitration Agreement (which is set forth below in detail): Most customer concerns can be resolved quickly and to the customer’s satisfaction by calling AT&T’s customer service center. In the unlikely event that AT&T’s customer service center is unable to resolve a complaint you may have to your satisfaction (or if we have not been able to resolve a dispute we have with you after attempting to do so informally), we each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction. Arbitration is more informal than a lawsuit in court. Arbitration uses a neutral arbitrator instead of a judge or jury, allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief that a court can award. Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed $75,000, we will pay all costs of the arbitration. Moreover, in arbitration you are entitled to recover attorneys’ fees from us to at least the same extent as you would be in court. In addition, under certain circumstances (as explained below), we will pay you more than the amount of the arbitrator’s award and will pay your attorney (if any) twice his or her reasonable attorneys’ fees if the arbitrator awards you an amount that is greater than what we have offered you to settle the dispute.

Arbitration Agreement:

a) We and you agree to arbitrate all disputes and claims between us. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:

- claims arising out of or relating to any aspect of the relationship between us, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
- claims that arose before this or any prior Agreement (including, but not limited to, claims relating to advertising);
- claims that are currently the subject of purported class action litigation in which you are not a member of a certified class; and
- claims that may arise after the termination of this Agreement.

In this Arbitration Agreement, references to “we,” “us,” “our,” “you,” and “your” include our respective subsidiaries, affiliates, agents, officers, employees, predecessors in interest, successors and assigns, as well as all authorized or unauthorized users or beneficiaries of services or equipment under this or prior agreements between us. Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude you from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against us on your behalf. You agree that, by entering into this agreement, you and we are each waiving the right to a trial by jury and to participate in a class action. This Agreement evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This arbitration provision shall survive termination of this Agreement.

b) A party who intends to seek arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). The Notice to us should be addressed to: Office for Dispute Resolution, AT&T, 1025 Lenox Park Blvd,
Home Wiring Protection

Atlanta, GA 30319 ("Notice Address"). The Notice must (1) describe the nature and basis of the claim or dispute; and (2) set forth the specific relief sought ("Demand"). If we and you do not reach an agreement to resolve the claim within thirty (30) days after the Notice is received, you or we may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by us or you shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or we are entitled.

You may download or copy a form notice and a form to initiate arbitration from here: att.com/arbitration-forms.

c) After we receive notice at the Notice Address that you have commenced arbitration, we will promptly reimburse you for your payment of the filing fee, unless your claim is for greater than $75,000. (The filing fee currently is $200 but is subject to change by the arbitration provider. If you are unable to pay this fee, we will pay it directly upon receiving a written request at the Notice Address.) The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this Agreement, and will be administered by the AAA. The AAA Rules are available online at adr.org, by calling the AAA at 800.778.7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this Contract. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision are for the court to decide. Unless we and you agree otherwise, any arbitration hearings will take place in the county (or parish) of your billing address. If your claim is for $10,000 or less, we agree that you may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If your claim exceeds $10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided for herein, We will pay all AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all such fees will be governed by the AAA Rules. In such case, you agree to reimburse us for all monies previously disbursed by us that are otherwise your obligation to pay under the AAA Rules. In addition, if you initiate an arbitration in which you seek more than $75,000 in damages, the payment of these fees will be governed by the AAA Rules.

d) If, after finding in your favor in any respect on the merits of your claim, the arbitrator issues you an award that is greater than the value of our last written settlement offer made before an arbitrator was selected; then we will:
• pay you the amount of the award or $10,000 ("the alternative payment"), whichever is greater; and
• pay your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration ("the attorney premium").

If we did not make a written offer to settle the dispute before an arbitrator was selected, you and your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards you any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within fourteen (14) days of the arbitrator's ruling on the merits.

e) The right to attorneys' fees and expenses discussed in this arbitration agreement supplements any right to attorneys' fees and expenses you may have under applicable law. Thus, if you would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding you that amount. However, you may not recover duplicative awards of attorneys' fees or costs. Although under some laws we may have a right to an award of attorneys' fees and expenses if we prevail in an arbitration, we agree that we will not seek such an award.

f) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.**

Further, unless both you and we agree otherwise, the arbitrator may not consolidate more than one person’s claims, and may not otherwise preside over any form of a representative or class proceeding. If this specific proviso is found to be unenforceable, then the entirety of this Arbitration Agreement shall be null and void.

g) Notwithstanding any provision in this Agreement to the contrary, you agree that if we make any change to this arbitration agreement (other than a change to the Notice Address) during the period of time that the Agreement is in effect, you may reject any such change by sending us written notice within thirty (30) days of the change to the Arbitration Notice Address provided above. By rejecting any future change, you are agreeing that you will arbitrate any dispute between us in accordance with the language of this provision.
CHANGES TO TERMS AND CONDITIONS
We reserve the right to amend these Terms and Conditions and to change prices. We will notify you in advance of any increase in price or any amendment that would have a material effect on the IWP/HWP Plan, by a message on your AT&T bill or by any other reasonable means. If you do not cancel IWP/HWP Services prior to the effective date of such change, you will be bound by the new terms and/or charges until you do cancel.

GENERAL PROVISIONS
Except as provided in the Dispute Resolution by Binding Arbitration provision, in the event any of the provisions of this Agreement shall be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render unenforceable any other provision of this Agreement, and this Agreement shall be construed as if it did not contain such invalid or unenforceable provision.

TRANSFERABILITY
AT&T may sell, assign or transfer your IWP/HWP account and this Agreement to a third party without notice to you. You may not sell your IWP/HWP account or this Agreement, and you may not assign or transfer your IWP/HWP account or this Agreement without AT&T’s written consent.

ENTIRETY OF AGREEMENT
NO REPRESENTATIVE OF AT&T HAS THE AUTHORITY TO MAKE ANY REPRESENTATION, PROMISE, GUARANTEE, OR WARRANTY TO YOU OTHER THAN THAT STATED IN WRITING IN THIS AGREEMENT. THIS AGREEMENT CONSTITUTES THE COMPLETE AND EXCLUSIVE AGREEMENT AND UNDERSTANDING BETWEEN AT&T AND YOU CONCERNING THE PROVISION OF IWP/HWP SERVICES.

HELPFUL HINTS: Troubleshooting You Can Perform Yourself
Please ensure your equipment is connected to any required electrical power supply and to the residential gateway, jack, cable outlet, and/or other appropriate connecting component. Also, refer to the materials provided to you at time of service installation or to online help for assistance in trouble diagnosis.

1 Inside Wire does not include horizontal or riser cable in the building. If you live in a multi-demarc building, in which a separate NID is installed for each unit (as opposed to a single demarc for the entire building), Inside Wire does include the wiring from your NID to the wiring inside the walls of your unit.
2 Covered Components may include wireless adapters, but only if they were installed by AT&T, in its sole discretion, in lieu of installing additional wiring. Covered Components may also include patch panels, but only if installed by AT&T. Covered Components do not include any customer premises equipment.
3 Repair services for the residential/Wi-Fi gateway, telephone adapters, and set-top boxes may be included as part of a rental agreement in the Terms of Service for the applicable AT&T U-verse service or may be available separately if the equipment is purchased.
Battery Backup Information
Please retain for your records

Historically, telephone service has been powered by electrical power within the telephone network. Your AT&T Phone service, including 911 dialing, is an enhanced voice communications service that requires electrical power and will not function during a power outage without battery backup power at your premises. Therefore, you must at all times maintain a working backup battery for all of the following components that apply to your particular AT&T Phone installation. Please refer to the pictures below to determine which type of unit(s) you have.

You may have a **Wi-Fi® Gateway (WG)** inside your home. It is your responsibility to provide for your own battery backup. You may choose to purchase battery backup for your WG from third party manufacturers or retailers. For more information and minimum specifications see below or visit att.com/batterybackup.

**Wi-Fi Gateway (WG)**

You may have a **Optical Network Terminal (ONT)**. It is your responsibility to provide for your own battery backup. You may choose to purchase battery backup for your ONT from third party manufacturers or retailers. You agree to read and follow all manufacturer or vendor directions for the replacement and recycling of battery backup. For more information and minimum specifications see below or visit att.com/batterybackup.

If you have an ONT, the PSU will be located inside your home, apartment or garage (within 100 feet of the ONT), and will look like one of the following:

![Delta One Piece PSU](image1)

![Delta Two Piece PSU](image2)

![CyberPower PSU](image3)

![APC Power Shields PSUs](image4)

(Two models that look the same; model numbers CP24U12 & CP27U13)

You may have an **Intelligent Network Interface Device (iNID)**, in your home, apartment, or garage, or on the side of your home. If there is an iNID at your premises, AT&T provided the initial battery backup. All subsequent battery backups are the responsibility of the customer at the premises. For more information and minimum specifications see below or visit att.com/batterybackup.

If you have an iNID, the iPSU will be located in a sheltered area either inside your home or in an attached structure, such as a garage, closet, or basement within 100 feet of the iNID.
After you have determined which of these pieces of equipment you have, refer to the relevant sections below to learn more about how to monitor your specific type of backup battery or batteries, how to get new batteries, and how to install them.

Important Notes:

You are solely responsible for monitoring the battery backup of your applicable equipment to determine when they require replacement, and for replacing and recycling used batteries in accordance with manufacturer or vendor directions.

- **AT&T shall have no liability** for the failure of your service to function during a power outage, including failure due to the absence or insufficiency of battery backup power.
- **AT&T is not responsible** for ongoing maintenance or management of equipment.
- **You must properly dispose of your old battery.** You can visit call2recycle.org to find resources in your area for recycling rechargeable batteries.

If you have an ONT or iNID that is located in an area that you do not use regularly, check it periodically to ensure that you receive any visual or audible warnings regarding the status of its battery backup.

If there is a broadband network outage, your AT&T Phone service will not function and you will not be able to make 911 calls, since AT&T U-Verse Voice is provided to you over a broadband (Internet Protocol or “IP”) network.

You should always have an alternative means of dialing 911, such as via a cellular phone.

To conserve battery backup power for necessary calls during a power outage, AT&T recommends that you DO NOT use any AT&T service other than AT&T Phone. However, if you do want to use other AT&T services (high-speed Internet and/or TV) during a power outage, you must have battery backup power for the WG, ONT, and/or iNID (as applicable), as well as power for your devices. For example, to use your AT&T Internet service during a power outage, you must provide battery backup power for your computer (such as an Uninterruptible Power Source [UPS], available at certain home and electronics stores).

The backup batteries will not power cordless phones or other equipment, such as telecommunications devices used to assist customers with disabilities that are connected to the telephone line and require electricity from the customer’s premises.

- **If you have a monitored home alarm** that uses AT&T Phone or Internet service as the communications pathway, your monitored home alarm will not function during a power outage without battery backup power for your home alarm panel (if necessary) and for your AT&T Phone or Internet service, as applicable. If you have a monitored home alarm, you should never plug a multi-line phone directly into the WG as it could interfere with the alarm signals.
- **AT&T recommends that you have a corded single-line phone** to use with AT&T Phone during a power outage. This should be directly connected to your in-home wiring, or if you have a Wi-Fi Gateway, the corded phone can be directly connected to the WG. If you connect more than one corded phone, it will use more power. Remember that rotary and pulse phones do not work with AT&T Phone service.
- **If you connect a cordless phone,** it will not function without a separate battery backup, and not all cordless phones are so equipped. You are solely responsible for obtaining and maintaining backup batteries or other sources of power for any cordless phones you use with your AT&T Phone Service.

Incorrect or substitute battery connection replacement creates a risk of explosion. Batteries are intended for installation and operation in a controlled environment (e.g., inside the garage area, free of conductive contaminants).

Refer any repair issues only to qualified AT&T technicians. Monitoring and/or replacing batteries are not considered repair issues.

In the event of extended power outages, portable generators with 120-volt outlets and extension cords can power the WG, ONT, or iNID. See manufacturer details for operating and safety procedures before using a...
portable generator. Other 120-volt PSU backup solutions (e.g., Uninterruptible Power Sources [UPSs] and Duracell® Standby Power Plugs) may be available at certain home and electronics stores.

If you have any additional questions, please call 800.288.2020.

If you have a Wi-Fi Gateway (WG)
The WG is located inside your house and uses electrical power to deliver all your AT&T services. The backup battery unit for the WG must be installed inside your house within approximately 5 feet of the WG and should be easily accessible.

Backup Battery for WG: Your WG battery backup should provide approximately four or more hours of backup power, with one cabled, single-line touch-tone phone connected to the AT&T Wi-Fi Gateway directly or through your in-home wiring, and with no other equipment and no service other than AT&T Phone service drawing power from the WG backup battery. Actual results will vary, depending on, among other things, battery age, usage patterns, and environmental conditions, including temperature extremes and fluctuations. It takes approximately 18 hours at normal indoor temperatures to charge an initial battery after AT&T Phone is installed and/or after a replacement battery is installed.

When to replace the WG backup battery
When the battery is low, the yellow LED on the front panel will flash and the audible alarm will sound every second. You should purchase a new backup battery when this happens. The alarm will continue until the battery is depleted and the unit performs a forced shutdown. The red LED on the front panel will flash and the audible alarm will sound every two seconds when the battery has reached the end of its useful life — you must replace the battery as soon as possible to ensure proper operation of the WG backup battery.

How to replace the WG backup battery
Disconnect the WG battery backup unit from power and any connected devices. Remove the battery door on the rear of the device. Remove the battery from the enclosure; remove the wire connections from the battery. Connect the new battery (black-to-black, red-to red); place the battery into the enclosure. Securely reconnect the battery door.

Replacement Battery Model Numbers

- APC: BGE90M
- APC: BR1500G
- APC: SMT1500
- China Storage Battery: CP1500AV-RT

Replacement batteries are widely available at:

- Belkin (AT&T recommended provider): Call 866.539.5791 or visit belkin.com/gatewaybattery
- China Storage Battery
- Local hardware stores
- Batteries Plus

Note: Locations where batteries are available are subject to change.

Backup battery specifications

- Type/Rating: 12V/7.2Ah
- Size: not to exceed 5.94” length x 2.56” depth x 3.7” height, with F2 Faston connectors

For more information: visit att.com/batterybackup

If you have an Optical Network Terminal (ONT)
The ONT is a box that may be located on the inside of your premises, on the outside of your premises or in your garage, where AT&T’s fiber network terminates. If there is an ONT mounted on the outside of your premises AT&T provided the initial battery backup for the ONT power supply box. You are responsible for determining whether a replacement battery for the existing ONT power supply box is needed and, if one is needed, for purchasing it. You hereby agree to be solely responsible for determining when the battery backup requires replacement and for replacing and recycling used batteries.

If there is an ONT located inside your premises, a battery backup will not be provided by AT&T. You are responsible for determining if you require a battery backup, and if so, for purchasing it. You agree to read and follow all manufacturer or vendor directions for the replacement and recycling of backup batteries.

If a power outage occurs, you will not be able to make or receive calls, including 911 calls, unless you have backup power for both the ONT and the WG.

Backup Battery for ONT: A new, fully charged ONT battery backup will provide four or more hours of backup power. It takes approximately eight hours at normal temperatures to charge an initial or replacement battery.
Actual results will vary, depending on, among other things, battery age, usage patterns, and environmental conditions, including temperature extremes and fluctuations.

**When to replace the ONT backup battery**
For information about determining if a battery backup should be replaced, how and where to purchase a replacement and how to install the replacement backup battery, see below or go to att.com/batterybackup.

First, determine which type of power supply unit (PSU) your ONT has by checking the serial number on the front of the PSU (the serial number is designated with "S/N"). If the S/N starts with DAE, this is a Delta PSU. If the S/N starts with CYB this is a CyberPower PSU. Otherwise, it is an APC model. The two APC PowerShield PSU models look the same but have different features. To determine the model number, loosen the screws in the battery compartment located at the bottom left of the PSU, lift up the PSU, and look at the model number on the back of the unit. Also see the PSU images on page 42 for reference.

**Delta One Piece PSU**
The Replace Battery and Missing Battery status lights are on the front right of the Delta One Piece PSU. The Replace Battery status light will be red if the battery needs to be replaced. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. When the power supply begins using battery power, it will beep once and then remain silent. If the battery begins to run low while running on battery power, the alarm will beep four times per minute. The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply. The Missing Battery status light will be green if no battery is connected to the power supply.

**Delta Two Piece PSU**
There are status lights on the front right of the Delta Two Piece PSU. Refer to the Replace Battery status light, third down from the top. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. When the power supply begins using battery power, it will beep once and then remain silent. If the battery begins to run low while running on battery power, the alarm will beep four times every two minutes. The alarm can be silenced for 24 hours by pushing and holding the blue button on the front of the power supply for three seconds. This unit has a Missing Battery status light, which will be red if no battery is connected to the power supply.

**CyberPower PSU**
There are status lights on the front right of the CyberPower PSU. The Replace Battery status light on the right will be red if the battery needs to be replaced. An audible alarm also will sound with two beeps every three minutes when the battery needs to be replaced. If the battery begins to run low while running on battery power, the alarm will beep four times every two minutes. The alarm can be silenced for 24 hours by pushing and holding the blue button on the front of the power supply. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery.

**APC PowerShield PSU Model # CP24U12**
There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. There is no audible alarm on this unit. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery.

**APC PowerShield PSU Model # CP27U13**
There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery.

**How to replace the ONT battery**
Open the door, carefully pull the battery off the shelf, and remove the black and red wires. Connect the black (−) and red (+) wires to the new battery, noting the proper battery polarity. Slide the new battery onto the shelf and secure. Close the door.

**Replacement Battery Model Number**
GS Battery: PX12072-HG or GT12080-HG

**Replacement batteries are widely available at:**
- GS Battery (USA) Inc. (AT&T recommended provider): Call 800.472.2879 or visit gsbattery.com
- Batteries Plus
- Amazon.com

**Note:** Locations where batteries are available are subject to change.
Backup battery specifications

- Type/rating: 12V/8Ah
- Size: not to exceed 6.05" length x 2.6" depth x 4.05" height, with F2 Faston connectors.

If you need further assistance, visit att.com/batterybackup.

If you have an Intelligent Network Interface Device (iNID)

The iNID includes three components:

- The outside unit, typically located on the outside of your premises or in your garage where AT&T’s network terminates.
- The inside unit, a home networking hub that provides wireless networking capability.
- A power supply unit (iPSU), that includes a backup battery and is usually located near where power comes into your home (the iPSU must be located within 100 feet of the outside unit). AT&T provides an initial iPSU battery when the first resident at the premises orders AT&T services. AT&T does not install a new battery at a premises where a prior occupant had initiated AT&T service.

Backup Battery for iNID: Your iNID backup battery unit will provide approximately four hours of backup power when equipped with a new, fully charged battery. It takes less than 24 hours at normal indoor temperatures to charge an initial backup battery to 90% capacity after AT&T Service is installed and/or after a replacement battery is installed. Actual results will vary depending on, among other things, battery age, usage patterns, and environmental conditions, including temperature extremes and fluctuations. For information about determining if a battery backup should be replaced, how and where to purchase a replacement and how to install the replacement backup battery, see below or go to att.com/batterybackup.

When to replace your iNID backup battery:

When the battery needs to be replaced, a chirp sounds intermittently unless you press the button to silence it for 12 hours. The chirp resumes after 12 hours if the battery is not replaced. A flashing red battery light indicates that the battery needs to be replaced. Solid green indicates that the battery is installed and functioning properly. Off indicates that no battery is installed.

Note: The BATTERY indicator works properly only when the iPSU is connected to and communicates with the outside unit.

How to replace the iNID backup battery:

Use a Phillips screwdriver to unfasten two screws (one on each side) securing the power supply battery cover. Press down on the tension springs and pull to disconnect the battery cable connector from the battery cable. Release the safety strap securing the battery. Insert the new battery gently into the housing. Connect the battery cable connector to the battery cable. Secure the battery with the safety strap. Replace the housing cover and fasten the cover with the two screws.

Do not connect the iNID backup battery to any device other than the AT&T iNID or use it with any service other than your AT&T Phone service.

Replacement Battery Model Number

- EnerSys: FiberSafe12

Replacement batteries are available only at:

- EnerSys—call 1.866.327.5755 or visit fibersafebattery.com.

Note: Locations where batteries are available are subject to change.

Backup battery specifications

- Type/Rating: FiberSafe 12 VDC 12 Ah Sealed Valve Regulated Lead Acid (VRLA) battery

If you need further assistance, visit att.com/batterybackup.
Información de la batería de respaldo  
Guardar como referencia  

El servicio telefónico siempre ha funcionado con la energía eléctrica de la red telefónica. El servicio AT&T Phone, incluido el servicio de marcado 911, es un servicio de comunicaciones de voz optimizado que requiere energía eléctrica y no funcionará durante un corte de energía si no cuentas con una batería de respaldo en tu domicilio. Por lo tanto, debe tener una batería de respaldo funcionando en todo momento para los siguientes componentes correspondientes a tu instalación particular de AT&T. Consulte las imágenes que siguen para establecer qué tipo de unidad o unidades corresponden a las que usted tiene.

Puede tener un portal Wi-Fi® (WG, por sus siglas en inglés) en tu casa. Es responsabilidad del cliente proporcionar su propio respaldo de batería. Puede comprar el respaldo de batería para su WG a fabricantes o minoristas independientes. Para obtener más información y las especificaciones mínimas, vea a continuación o visite att.com/batterybackup.

**Portal Wi-Fi (WG)**

Puede tener un **terminal para red de fibra óptica (ONT)**. Es responsabilidad del cliente proporcionar su propio respaldo de batería. Puede comprar el respaldo de batería para su terminal para red de fibra óptica a fabricantes o minoristas independientes. El cliente acepta leer y seguir todas las instrucciones del fabricante o proveedor para el recambio y reciclaje del respaldo de batería. Para obtener más información y las especificaciones mínimas, vea a continuación o visite att.com/batterybackup.

Si tiene un terminal para red de fibra óptica, la unidad PSU se ubicará en tu casa, apartamento o garaje (en un rango de 100 pies del terminal), y se verá como uno de los siguientes:

![Unidad Delta de una pieza](image1.png)  
**Unidad Delta de una pieza**

![Unidad Delta de dos piezas](image2.png)  
**Unidad Delta de dos piezas**

![Unidad CyberPower](image3.png)  
**Unidad CyberPower**

![Unidades APC PowerShield](image4.png)  
**Unidades APC PowerShield**  
(Dos modelos similares; modelos número CP24U12 y CP27U13)

Puede tener un **equipo inteligente de interfaz de la red (iNID)** en tu casa, apartamento o garaje, o al costado de su casa. Si tiene un equipo inteligente de interfaz de la red en la vivienda, AT&T proporcionó el respaldo de batería inicial. Todos los respaldos de batería posteriores son responsabilidad del cliente que ocupe la vivienda. Para obtener más información y las especificaciones mínimas, vea a continuación o visite att.com/batterybackup.

Si tiene un equipo inteligente de interfaz de la red, la unidad iPSU se ubicará en un área protegida ya sea dentro de su casa o en una estructura adyacente, como un garaje, armario o sótano en un rango de 100 pies del equipo inteligente.
Una vez que haya establecido cuál de estos equipos es el que tiene, consulte las siguientes secciones que correspondan para saber cómo supervisar el tipo específico de batería o baterías que posee, cómo conseguir nuevas baterías y cómo instalarlas.

**Avisos importantes:**

**El cliente será el único responsable** de supervisar la batería de respaldo del equipo que corresponda con el fin de determinar en qué momento es necesario reemplazarla así como para reemplazar y reciclar las baterías usadas, de acuerdo con las instrucciones del fabricante o proveedor.

- **AT&T no será responsable** por las fallas de funcionamiento que su servicio pueda presentar durante un corte de energía, incluidas las fallas por ausencia o insuficiencia de energía de la batería de respaldo.
- **AT&T no será responsable** del mantenimiento continuo o de la administración del equipo.
- **El cliente debe deshacerse de la batería usada adecuadamente.** Puede visitar call2recycle.org (en inglés) para encontrar recursos en su área para reciclar baterías recargables.

**Si tiene un terminal para red de fibra óptica o un equipo inteligente de interfaz de la red** en un área que no usa frecuentemente, verifíquelo en forma periódica para asegurarse de capturar cualquier advertencia sonora o visual sobre el estado de su batería de respaldo.

**En el caso de una interrupción en la red de banda ancha,** su servicio AT&T Phone no funcionará y no podrá realizar llamadas al 911 ya que el servicio AT&T Phone es ofrecido por una red de banda ancha (protocolo de Internet o “IP”).

**Siempre debe tener una manera alternativa de llamar al 911,** como por ejemplo, un teléfono móvil.

**Para conservar la energía de la batería de respaldo para realizar llamadas necesarias** durante un corte de energía, AT&T le recomienda que NO UTILICE ningún servicio de AT&T que no sea el servicio AT&T Phone. Sin embargo, si desea utilizar otros servicios de AT&T (Internet de alta velocidad y/o TV) durante un corte de energía, debe tener una batería de respaldo para el portal Wi-Fi, el terminal para red de fibra óptica y/o el equipo inteligente de interfaz de la red (según el caso), así como energía para que sus equipos funcionen. Por ejemplo, para utilizar el servicio de AT&T Internet durante un corte de energía, deberá tener una batería de respaldo para su computadora (por ejemplo, un sistema de suministro ininterrumpido de energía o UPS, disponible en algunas tiendas de productos electrónicos y para el hogar).

**Las baterías de respaldo no suministrarán energía** a teléfonos inalámbricos u otros equipos, como dispositivos de telecomunicaciones utilizados para asistir a clientes con discapacidades que se conectan a la línea telefónica y requieren electricidad en las instalaciones del cliente.

- **Si tiene una alarma residencial con monitoreo** que usa el servicio AT&T Phone o Internet como vía de comunicación, esta alarma no funcionará durante un corte de energía sin una batería de respaldo para su panel de alarma residencial (si fuera necesario), y para su servicio de AT&T Phone o Internet, según corresponda. Si el cliente tiene un sistema de alarma residencial con monitoreo, nunca deberá enchufar directamente un teléfono de múltiples líneas en un portal Wi-Fi, ya que podría interferir con las señales de la alarma.

- **AT&T recomienda que tenga un teléfono con cable de una sola línea** para utilizar el servicio AT&T Phone durante un corte de energía. Este teléfono debe estar directamente conectado al cableado de su casa, o en caso de que tenga un portal Wi-Fi, el teléfono con cable puede estar directamente conectado a este portal Wi-Fi. Si conecta más de un teléfono con cable, utilizará más energía. Recuerde que los teléfonos de disco y marcado por pulsos no funcionan con el servicio AT&T Phone.

- **Si conecta un teléfono inalámbrico,** este no funcionará sin una batería de respaldo aparte, y no todos los teléfonos inalámbricos están equipados de esta manera. El cliente será también exclusivamente responsable de obtener y mantener las baterías de respaldo y otras fuentes de energía para los teléfonos inalámbricos que utilice con el servicio AT&T Phone.

**El reemplazo incorrecto o sustitutivo de la conexión de la batería** genera riesgo de explosión. Las baterías fueron hechas para ser instaladas y utilizadas en un ambiente controlado (por ejemplo, en el área del garaje, libre de contaminantes conductivos).
Las reparaciones deben estar a cargo solo de técnicos calificados de AT&T. La supervisión o el reemplazo de baterías no son considerados reparaciones.

En el caso de cortes de energía prolongados, se pueden utilizar generadores portátiles con conectores de salida de 120 voltios y cables de extensión para alimentar el portal Wi-Fi, el terminal para red de fibra óptica o el equipo inteligente de interfaz de la red. Consulte los detalles del fabricante para obtener los procedimientos de seguridad y funcionamiento antes de utilizar un generador portátil. Podrá encontrar otras soluciones de respaldo de 120 voltios para unidades de suministro de energía (por ejemplo, sistemas de suministro ininterrumpido de energía o UPS, y equipos de alimentación de respaldo Duracell®) en algunas tiendas de productos electrónicos y para el hogar.

Si tiene preguntas adicionales, llame al 800.288.2020.

Si tiene un portal Wi-Fi (WG)

El portal Wi-Fi está ubicado en el interior de su vivienda y utiliza energía eléctrica para prestar todos los servicios de AT&T. La unidad de batería de respaldo para el portal Wi-Fi debe estar instalada en su casa en un rango de aproximadamente 5 pies del mismo y debe ser de fácil acceso.

Batería de respaldo del portal Wi-Fi: su batería de respaldo para el portal Wi-Fi ofrece aproximadamente cuatro o más horas de energía de respaldo con un teléfono de tonos con cable de una sola línea conectado directamente con el portal Wi-Fi de AT&T o a través del cableado interno de la vivienda, y sin otro equipo o servicio recibiendo energía de la batería de respaldo del portal Wi-Fi que no sea el servicio AT&T Phone. Los resultados reales variarán dependiendo, entre otras cosas, de la antigüedad de la batería, los patrones de uso y las condiciones ambientales, incluidos los extremos y las fluctuaciones de temperatura. A temperaturas interiores usuales, toma aproximadamente 18 horas cargar una batería inicial una vez que el servicio AT&T Phone se haya instalado o luego de que se haya instalado una batería de respaldo.

Cuándo se debe reemplazar la batería de respaldo del portal Wi-Fi

Cuando la batería esté baja, el indicador luminoso amarillo en el panel del frente parpadeará y sonará la alarma una vez por segundo. Deberá comprar una nueva batería de respaldo cuando esto suceda. La alarma continuará sonando hasta que la batería se haya agotado y la unidad se apague. El indicador luminoso rojo en el panel frontal parpadeará y la alarma sonará una vez cada dos segundos cuando la batería haya alcanzado el límite de su vida útil. Deberá reemplazar la batería tan pronto como sea posible para asegurarse de que la batería de respaldo del portal Wi-Fi funcione correctamente.

Cómo se debe reemplazar la batería de respaldo del portal Wi-Fi

Desconecte de la corriente la batería de respaldo del portal Wi-Fi y todos los equipos que estén conectados. Retire la tapa de la batería de la parte trasera del equipo. Retire la batería de la caja de protección y las conexiones del cable de la batería. Conecte la nueva batería (negro con negro, rojo con rojo); colóquela dentro de la caja de protección. Vuelva a conectar firmemente la tapa de la batería.

Números de modelo de baterías de repuesto

- APC: BGE90M
- APC: BR1500G
- APC: SMT1500
- China Storage Battery: CP1500AV-RT

Puede encontrar baterías de repuesto en:

- Belkin (proveedor recomendado por AT&T): Llama al 866.539.5791 o visite belkin.com/gatewaybattery (en inglés)
- China Storage Battery
- Ferreterías locales
- Batteries Plus

Importante: los lugares donde se venden las baterías pueden cambiar.

Especificaciones de baterías de respaldo

- Tipo/categoría: 12 V/7.2 Ah
- Tamaño: no puede exceder 5.94” de largo x 2.56” de ancho x 3.7” de alto, con conectores Faston F2

Para obtener más información: visite att.com/batterybackup

Si tiene un terminal para red de fibra óptica (ONT)

El terminal para red de fibra óptica es una caja que puede estar ubicada dentro de la vivienda, fuera de la vivienda o en el garaje, donde acaba la red de fibra óptica de AT&T. Si hay un terminal para red de fibra óptica instalado fuera de la vivienda, AT&T proporcionó la batería de respaldo inicial para la caja de suministro eléctrico del ONT. Usted es el responsable de determinar si se necesita una batería de respaldo para la caja de suministro eléctrico del ONT existente, y si se necesita, de comprarla. Usted acepta que es el único responsable para determinar
Unidad A PC PowerShield, modelo número CP24U12

Si hay un ONT ubicado dentro de la vivienda, AT&T no proporcionará la batería de respaldo. Usted es el responsable para determinar si necesita una batería de respaldo, y de ser así, de comprarla. Usted acepta que leerá y seguirá todas las instrucciones del fabricante o minorista para reemplazar y reciclar las baterías de respaldo.

Si ocurre un corte de energía, no podrá realizar ni recibir llamadas como, por ejemplo, al 911, a menos que tenga alimentación de una batería de respaldo tanto para el terminal como para el portal Wi-Fi.

**Batería de respaldo del terminal para red de fibra óptica:** una batería de respaldo para el mencionado terminal, nueva y completamente cargada, brindará cuatro o más horas de energía. En temperaturas normales, la batería inicial o de reemplazo demora aproximadamente ocho horas en cargar. Los resultados reales varían dependiendo, entre otras cosas, de la antigüedad de la batería, los patrones de uso y las condiciones ambientales, incluyendo temperaturas extremas y fluctuaciones.

**Cuándo se debe reemplazar la batería de respaldo del terminal para red de fibra óptica**

Para obtener información sobre cómo determinar cuándo y cómo reemplazar el respaldo de batería y dónde comprarlo y cómo instalarlo, vea a continuación o visite att.com/batterybackup.

Primero, establezca qué tipo de unidad de suministro de energía (PSU) utiliza su terminal en base al número de serie en el frente de la misma (el número de serie está indicado por “S/N”). Si el número comienza con CYB, se trata de una unidad CyberPower. De lo contrario, es un modelo APC. Los dos modelos de unidad de suministro de energía APC PowerShield tienen el mismo aspecto pero diferentes funciones. Para determinar el número de modelo, desenrosque los tornillos del compartimiento de la batería ubicado a la izquierda, en la parte de abajo de la unidad, levántela y busque el número de modelo en la parte de atrás de la unidad. Consulte también las imágenes de la unidad en la página 42 como referencia.

**Unidad Delta de una pieza**

Las luces de estado de reemplazo de batería y de ausencia de batería se encuentran en el frente y a la derecha de la unidad Delta de una pieza. Si es necesario reemplazar la batería, la luz de estado de reemplazo de batería se pondrá roja. Escuchará una señal sonora cada quince minutos cuando se deba reemplazar la batería. Cuando la unidad de suministro de energía comience a alimentarse de la batería, se escuchará una señal sonora y luego permanecerá en silencio. Si la batería comienza a agotarse mientras se utiliza como fuente de energía, la alarma sonará cuatro veces por minuto. La alarma puede silenciarse por 24 horas presionando el botón azul al frente de la unidad de suministro de energía. La luz de estado de ausencia de batería se pondrá verde si no hay ninguna batería conectada al suministro de energía.

**Unidad Delta de dos piezas**

El lado derecho del frente de la unidad Delta de dos piezas presenta luces de estado. Verifique la luz de estado de reemplazo de batería, que es la tercera contando desde arriba. Estará roja si la batería debe reemplazarse o si falta. Escuchará una señal sonora cada quince minutos cuando se deba reemplazar la batería. Cuando la unidad de suministro de energía comience a alimentarse de la batería, se escuchará una señal sonora y luego permanecerá en silencio. Si la batería comienza a agotarse mientras se utiliza como fuente de energía, la alarma sonará cuatro veces por minuto. La alarma puede silenciarse por 24 horas presionando el botón azul al frente de la unidad de suministro de energía. Para determinar si falta la batería, abra la tapa y búsquela. No hay señal sonora si falta la batería.

**Unidad CyberPower**

El lado derecho del frente de la unidad CyberPower presenta luces de estado. Si es necesario reemplazar la batería, la luz de estado de reemplazo de batería que está a la derecha se pondrá roja. También escuchará dos señales sonoras cada tres minutos cuando deba reemplazar la batería. Si la batería comienza a agotarse mientras se utiliza como fuente de energía, la alarma sonará cuatro veces cada dos minutos. La alarma puede silenciarse por 24 horas presionando el botón azul al frente de la unidad de suministro de energía por tres segundos. La unidad tiene una luz de estado de ausencia de batería, que se pondrá roja si no hay ninguna batería conectada al suministro de energía.

**Unidad APC PowerShield, modelo número CP24U12**

El lado derecho del frente de la unidad APC presenta luces de estado. Verifique la luz de estado de la batería. Estará roja si la batería debe reemplazarse o si falta. Esta unidad no cuenta con alarmas sonoras. Para determinar si falta la batería, abra la tapa y búsquela. No hay señal sonora si falta la batería.

**Unidad APC PowerShield, modelo número CP27U13**

El lado derecho del frente de la unidad APC presenta luces de estado. Verifique la luz de estado de la batería. Estará roja si la batería debe reemplazarse o si falta. Escuchará una señal sonora cada quince minutos cuando se deba reemplazar la batería. Para determinar si falta la batería, abra la tapa y búsquela. No hay señal sonora si falta la batería.

**Cómo se debe reemplazar la batería del terminal para red de fibra óptica**

Abra la tapa, retire cuidadosamente la batería del estante y quite los cables negros y rojos. Conecte los cables...
negros (-) y rojos (+) a la nueva batería asegurándose de hacerlo en los polos correctos. Deslice la nueva batería en el estante y asegúrela. Cierre la tapa.

Número de modelo de la batería de repuesto
Batería GS: PX12072-HG o GT12080-HG

Puede encontrar baterías de repuesto en:
- GS Battery (USA), Inc. (proveedor recomendado por AT&T): llame al 800.472.2879 o bien, visite gsbattery.com
- Batteries Plus
- Amazon.com

Importante: los lugares donde se venden las baterías pueden cambiar.

Especificaciones de baterías de respaldo
- Tipo/categoría: 12 V/8 Ah
- Tamaño: no puede exceder 6.05” de largo x 2.6” de ancho x 4.05” de alto, con conectores Faston F2.

Visite att.com/batterybackup (en inglés) si necesitas más ayuda.

Si tiene un equipo inteligente de interfaz de la red (iNID)

El iNID incluye tres componentes:
- La unidad exterior, generalmente ubicada en el exterior de sus instalaciones o en su garaje donde termina la red de AT&T.
- La unidad interior, un centro de red residencial, que proporciona la red inalámbrica residencial.
- Una unidad de suministro de energía (IPSU), que incluye una batería de respaldo y está generalmente ubicada cerca de la fuente de suministro de energía dentro de su casa (la unidad debe estar ubicada en un rango de 100 pies de la unidad exterior). AT&T proporciona una batería inicial para la unidad de suministro de energía cuando el primer residente de la vivienda solicita los servicios de AT&T. AT&T no instalará una nueva batería en la vivienda en caso de que el residente anterior ya hubiera contratado un servicio de AT&T.

Batería de respaldo del equipo inteligente de interfaz de la red: La unidad de batería de respaldo del equipo inteligente de interfaz de la red proporciona aproximadamente cuatro horas de energía de respaldo cuando está equipada con una batería completamente cargada y nueva. A temperaturas interiores usuales, toma menos de 24 horas cargar una batería de respaldo inicial al 90% de su capacidad una vez que el servicio de AT&T se haya instalado o luego de que se haya instalado una batería de respaldo. Los resultados reales varían dependiendo, entre otras cosas, de la antigüedad de la batería, los patrones de uso y las condiciones ambientales, así como de las temperaturas extremas y de las fluctuaciones de temperatura. Para obtener información sobre cómo determinar cuándo y cómo reemplazar el respaldo de batería y dónde comprarlo y cómo instalarlo, vea a continuación o visite att.com/batterybackup.

Cuándo se debe reemplazar la batería de respaldo del equipo inteligente de interfaz de la red:
Cuando sea necesario reemplazar la batería se escuchará un sonido intermitente a menos que oprime el botón para desactivar el sonido por 12 horas. Luego de las 12 horas el sonido vuelve a comenzar si no se reemplaza la batería. Una luz roja parpadeante en la batería indica que es necesario reemplazarla. La luz verde fija indica que la batería está instalada y que funciona correctamente. La luz apagada indica que no hay batería instalada.

Importante: el indicador de batería BATTERY funciona correctamente solo si la unidad IPSU está conectada con la unidad exterior y se comunica con ella.

Cómo se debe reemplazar la batería de respaldo del equipo inteligente de interfaz de la red:
Utilice un destornillador Phillips para aflojar los dos tornillos (uno de cada lado) que fijan la tapa de la batería de suministro de energía. Empuje hacia abajo los resortes de tensión y tire para desconectar el conector del cable de la batería. Suelte la correa de seguridad que fija la batería. Inserte con cuidado la nueva batería en el compartimiento. Conecte el conector al cable de la batería. Sujete la batería con la correa de seguridad. Vuelva a colocar la tapa del compartimiento y ajustarla con los dos tornillos.

No debe conectar la batería de respaldo del equipo inteligente de interfaz de la red a ningún equipo que no sea de AT&T ni utilizarla con ningún otro servicio que no sea su servicio AT&T Phone.

Número de modelo de la batería de repuesto
EnerSys: FiberSafe12

Las baterías de reemplazo se ofrecen solamente en:
EnerSys: llama al 866.327.5755 o visita fibersafebattery.com (en inglés).
Importante: los lugares donde se venden las baterías pueden cambiar.

Especificaciones de baterías de respaldo

Tipo/categoría: batería sellada FiberSafe de ácido y plomo con válvula reguladora (VRLA) de 12 V de corriente continua y 12 Ah

Visite att.com/batterybackup (en inglés) si necesita más ayuda.

911 Acknowledgement

There are significant differences between 911 service accessed by using AT&T Phone service (f/k/a AT&T U-verse Voice) and traditional wireline telephone 911 service. Your ability to reach 911 emergency services using AT&T phone service may be limited or unavailable under certain circumstances, including, but not limited to the following:

Electrical Power. Historically, telephone service primarily has been powered by electrical power within the telephone network. By contrast, AT&T Phone service is provided through our fiber optic network and powered by electrical power in your home. AT&T does not provide a battery backup for your AT&T Phone service. It is your responsibility to provide for your own battery backup. It is your responsibility to ensure the battery remains charged and to replace the battery periodically.

During a power outage, you will not be able to make or receive calls, including 911 calls, unless you have functioning battery backup equipment. To conserve battery power, DO NOT use any AT&T services such as internet or connect other devices to our battery backup other than AT&T Phone service during a power outage. AT&T recommends you use a corded phone with AT&T Phone during a power outage. (Cordless phones require electrical power to work and may not be equipped with backup batteries.) AT&T also recommends that you always have an alternative means of accessing 911 during a power outage, such as via a mobile phone.

Battery Locations. Your backup battery or batteries may be in different locations, depending on your network configuration:

a. Optical Network Terminal (ONT) – You may have an ONT, which is a box typically located on the side of your house or in your garage. It will have a power supply unit with a backup battery compartment, typically located inside your garage, that powers the ONT.

b. Wi-Fi® Gateway (WG) – This unit is inside your home near your primary computer or television set. It requires home-provided electrical power, and has a backup battery compartment.

c. Intelligent Network Interface Device (iNID) – You may have an iNID, which is a box that includes an outside unit, typically located on the side of your house or in your garage, where AT&T’s network terminates, and an iNID power supply unit iP SU), typically located inside your house or in an attached garage. This iP SU powers the iNID and includes the housing in which the backup battery unit is contained.

Please see att.com/batterybackup for additional details regarding battery backup equipment including pictures on how to change the battery.

Broadband Network. AT&T Phone is provided to you over a broadband (Internet Protocol or “IP”) network. If your broadband network connection is terminated, disrupted or otherwise impaired, your AT&T Phone service will not function and you will not be able to make 911 calls with this service.

Additional Limitations. Please note that AT&T Phone service will work only in your home. If you move your Wi-Fi Gateway (WG) or an external Telephone Adapter (TA) to a different location, you will not be able to make any calls, including 911 calls, from any other location.

I have read this 911 Acknowledgment and understand that there are critical differences and limitations between 911 service with AT&T Phone compared to the 911 service provided by traditional wireline telephone service. I have been advised which of the battery locations above apply to my AT&T Phone service.

In addition, I have been provided with stickers that describe the differences and have been instructed to place the stickers on all telephones/equipment used to access AT&T Phone service.
ACEPTACIÓN DEL SERVICIO 911

Aceptación del servicio 911

Hay importantes diferencias en la forma de acceso al servicio 911 según utilice el servicio AT&T Phone (conocido anteriormente como AT&T U-verse Voice) o el servicio de telefonía fija tradicional. La capacidad del cliente para comunicarse con los servicios de emergencia del 911 utilizando el servicio AT&T Phone puede ser limitada o no estar disponible en ciertas circunstancias, incluyendo, entre otros, lo siguiente:

**Energía eléctrica.** El servicio telefónico siempre ha funcionado principalmente con la energía eléctrica de la red telefónica. Por el contrario, el servicio AT&T Phone se suministra a través de nuestra red de fibra óptica y funciona con la energía eléctrica de la vivienda del cliente. **AT&T no proporciona respaldo de batería para el servicio AT&T Phone. Es responsabilidad del cliente suministrar su propio respaldo de batería**, así como también asegurarse de que la batería se mantenga cargada y reemplazarla ocasionalmente.

Durante un corte de energía, el cliente no podrá realizar o recibir llamadas, incluidas las llamadas al servicio 911, a menos que tenga un equipo de batería de respaldo en buen estado de funcionamiento. A fin de conservar la energía de la batería para el servicio AT&T Phone, NO utilizar ningún otro servicio de AT&T ni conectar otros dispositivos a nuestro respaldo de batería más que el servicio AT&T Phone durante un corte de energía. AT&T recomienda usar un teléfono con cable con el servicio AT&T Phone durante un corte de luz. (Los teléfonos inalámbricos requieren energía eléctrica para funcionar y pueden carecer de baterías de respaldo.) Asimismo, AT&T recomienda disponer siempre de un medio alternativo para llamar al 911 en caso de un corte de energía como, por ejemplo, un teléfono móvil.

**Ubicaciones de las baterías.** La batería o las baterías de respaldo pueden estar en diferentes ubicaciones, dependiendo de la configuración de red:

- **a. Terminal para red de fibra óptica (ONT, por sus siglas en inglés):** – Es posible que el cliente tenga una terminal para red de fibra óptica, que es una caja que normalmente se encuentra en el costado de la vivienda o en el garaje. Tendrá una fuente de alimentación con un compartimiento para la batería de respaldo, que normalmente se encuentra dentro del garaje, que hará funcionar la ONT.

- **b. Portal Wi-Fi® (WG, por sus siglas en inglés):** – esta unidad está dentro de la vivienda del cliente cerca de su computadora o televisor principal. Requiere energía eléctrica suministrada por la vivienda. El cliente será el responsable de comprar el equipo de batería de respaldo para situaciones de corte de energía.

- **c. Equipo de interfaz de la red telefónica inteligente (iNID, por sus siglas en inglés):** – es posible que el cliente tenga un equipo de interfaz de la red telefónica inteligente, que es una caja que incluye una unidad exterior, generalmente ubicada al costado de la vivienda o en el garaje, donde acaba la red de AT&T, y una unidad de suministro de energía para el equipo iNID (iP SU, por sus siglas en inglés), generalmente ubicada dentro de la vivienda o en un garaje adyacente. Esta iP SU hace funcionar el iNID e incluye la caja donde está contenida la unidad de batería de respaldo.

Consultar att.com/batterybackup (en inglés) para obtener detalles adicionales sobre los equipos de respaldo de batería, incluso fotos sobre cómo cambiar la batería.

**Red de banda ancha.** El servicio AT&T Phone se suministra a través de una red de banda ancha (protocolo de Internet o “IP”). En caso de que la conexión de red de banda ancha se vea terminada, interrumpida o deshabilitada, el servicio AT&T Phone no funcionará y el cliente no podrá llamar al 911 con este servicio.

**Limitaciones adicionales.** El cliente deberá tener en cuenta que el servicio AT&T Phone sólo funcionará en su vivienda. Si traslada su portal de Wi-Fi (WG, por sus siglas en inglés) o un adaptador telefónico (TA, por sus siglas en inglés) externo a una nueva ubicación, no se podrá realizar ninguna llamada, ni siquiera al 911, desde ninguna otra ubicación.

El cliente ha leído esta Aceptación del servicio 911 y comprende que hay importantes diferencias en la forma de acceso al servicio 911 según utilice el servicio AT&T Phone o el servicio de telefonía fija tradicional. Se le ha indicado al cliente cuál de las anteriores ubicaciones de batería corresponde a su servicio AT&T Phone.

Asimismo, el cliente recibió etiquetas adhesivas que describen las diferencias, así como las instrucciones para colocar dichas etiquetas en todos los teléfonos o equipos utilizados para el servicio AT&T Phone.
If you have questions or complaints regarding your U-verse TV service, please contact Customer Care at 800.288.2020 or online at att.com/esupport. If you are dissatisfied with our resolution, you may contact the appropriate government or regulatory authority for your area. This information is listed below. If your city or county is not included on the list, please contact AT&T at 800.791.6661.

AGOURA HILLS, CA
Assistant to the City Manager
City of Agoura Hills
30001 Ladyface Court
Agoura Hills, CA 91301
818-597-7314

ALAMEDA COUNTY, CA
Administrator
County of Alameda
1221 Oak Street, Suite 555
Oakland, CA 94612
510-208-4881

ALAMEDA, CA
City Manager
City of Alameda
2263 Santa Clara Ave., Room 320
Alameda, CA 94501
510-747-4700

ALBANY, CA
City Administrator
City of Albany
1000 San Pablo Avenue
Albany, CA 94706
510-528-5710

ALHAMBRA, CA
Assistant City Manager
City of Alhambra
111 S First St
Alhambra, CA 91801
626-570-5011

ALISO VIEJO, CA
City Manager
City of Aliso Viejo
12 Journey
Aliso Viejo, CA 92656
949-425-3800

AMERICAN CANYON, CA
City Manager
City of American Canyon
4381 Broadway Street
American Canyon, CA 94503
707-647-4351

ANAHEIM, CA
Office of City Manager - U-verse Complaints
City of Anaheim
200 S. Anaheim Blvd., 7th Floor
Anaheim, CA 92805
714-765-5162

ANTIOCH, CA
Director of Information Systems
City of Antioch
P.O. Box 5007
Antioch, CA 94531-5007
925-779-7041

ARCADIA, CA
Communication Marketing and Special Projects Manager
City of Arcadia
240 W. Huntington Dr.
Arcadia, CA 91006
626-574-5433

ATHERTON, CA
Joint Powers Authority - Cable Coordinator
Town of Atherton
250 Hamilton Avenue, Mezzanine
Palo Alto, CA 94027
650-752-0532

ATWATER, CA
City Manager
City of Atwater
T50 Bellevue Rd.
Atwater, CA 95301
209-397-6282

BAKERSFIELD, CA
Assistant to City Manager
City of Bakersfield
1501 Truxtun Avenue
Bakersfield, CA 93301
661-326-3751

BELL, CA
City Manager
City of Bell
6330 Pine Avenue
Bell, CA 90201
323-588-6211

BELLFLOWER, CA
City Manager
City of Bellflower
16600 Civic Center Drive
Bellflower, CA 90706
562-804-1424 ext. 2207

BELMONT, CA
Information Services Director
City of Belmont
One Twin Pines Lane, Suite 365
Belmont, CA 94002
650-637-2970
BENICIA, CA
City Manager
City of Benicia
250 East L Street
Benicia, CA 94510
707-746-4210

BERKELEY, CA
City Manager
City of Berkeley
2180 Milvia Street, 5th Floor
Berkeley, CA 94704
510-981-7000

BEVERLY HILLS, CA
Video Associate
City of Beverly Hills
331 N. Foothill Road, Suite 470
Beverly Hills, CA 90210
310-285-1178

BREA, CA
Assistant City Manager
City of Brea
1 Civic Center Circle
Brea, CA 92821-5732
714-990-7770

BRENTWOOD, CA
Management Analyst
City of Brentwood
150 City Park Way
Brentwood, CA 94513-1396
925-516-5118

BUENA PARK, CA
Assistant City Manager
City of Buena Park
6650 Beach Blvd
Buena Park, CA 90622-5009
714-562-3554

BURBANK, CA
Community Assistance Coordinator
City of Burbank
275 East Olive Ave
Burbank, CA 91502
818-238-5649

BURLINGAME, CA
City Manager
City of Burlingame
501 Primrose Road
Burlingame, CA 94010
650-558-7294

CALABASAS, CA
Media Operations Director
City of Calabasas
100 Civic Center Way
Calabasas, CA 91302
818-878-4225 ext. 267

CAMPBELL, CA
Assistant City Manager
City of Campbell
70 North First Street
Campbell, CA 95008-1039
408-866-2128

CAPITOLA, CA
City Manager
City of Capitola
420 Capitola Avenue
Capitola, CA 95010
831-475-7300

CARLSBAD, CA
Assistant to the City Manager
City of Carlsbad
1200 Carlsbad Village Dr.
Carlsbad, CA 92008-1989
760-434-2893

CARSON, CA
Revenue Manager
City of Carson
701 E. Carson St
Carson, CA 90746
310-952-1729

CERES, CA
Interim Assistant Finance & HR Director
City of Ceres
2720 Second St.
Ceres, CA 95307
209-538-5764

CHINO HILLS, CA
City Manager
City of Chino Hills
14000 City Center Drive
Chino Hills, CA 91709
909-364-2620

CHOWCHILLA, CA
City Administrator
City of Chowchilla
130 S. Second
Chowchilla, CA 93610
559-665-8615 ext. 100

CHULA VISTA, CA
Director of Economic Development
City of Chula Vista
276 Fourth Avenue
Chula Vista, CA 91910
619-585-5738

CITRUS HEIGHTS, CA
Executive Director
Sacramento Metropolitan Cable Television Commission
799 G Street, 4th Floor
Sacramento, CA 95814
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CLAYTON, CA
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City of Clayton
6000 Heritage Trail
Clayton, CA 94517
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City of Clovis
1033 Fifth Street
Clovis, CA 93612
559-324-2060
COLMA, CA
City Manager
Town of Colma
1198 El Camino Real
Colma, CA 94014
650-997-8318

COLTON, CA
City Manager
City of Colton
650 N. La Cadena
Colton, CA 92324
909-370-5051

COMMERCE, CA
Interim Public Information Officer
City of Commerce
2535 Commerce Way
Commerce, CA 90040
323-722-4805

COMPTON, CA
City Manager
City of Compton
205 S. Willowbrook Ave
Compton, CA 90220
310-650-9589

CONCORD, CA
Community Relations Manager
City of Concord
1950 Parkside Drive
Concord, CA 94519
925-671-3272

CONTRA COSTA COUNTY, CA
Office of Communications and Media
Contra Costa County
10 Douglas Drive, Suite 210
Martinez, CA 94553
925-313-1180

CORONA, CA
City Manager - Management Services
City of Corona
400 Vincentia
Corona, CA 92882
951-279-3670

CORONADO, CA
City Manager
City of Coronado
1825 Strand Way
Coronado, CA 92118
619-522-7339

CORTE MADERA, CA
Franchise Customer Service Manager
Marin Telecommunications Agency
555 Northgate Dr., Suite 230
San Rafael, CA 94903
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COSTA MESA, CA
Video Production Coordinator
City of Costa Mesa
PO Box 1200
Costa Mesa, CA 92628
714-754-5098

COTATI, CA
City Manager
City of Cotati
City Hall, 201 West Sierra Avenue
Cotati, CA 94931
707-665-3623

CULVER CITY, CA
Assistant City Manager
City of Culver City
9770 Culver Boulevard
Culver City, CA 90232
310-253-6000

CUPERTINO, CA
Public Information Officer
City of Cupertino
10300 Torre Avenue
Cupertino, CA 95014
408-777-3262

CYPRESS, CA
City Manager
City of Cypress
5275 Orange Ave
Cypress, CA 90630
714-229-6688

DALY CITY, CA
Assistant to the City Manager
City of Daly City
333 90th Street
Daly City, CA 94015
650-991-8126

DANA POINT, CA
Administrative Services Director
City of Dana Point
33282 Golden Lantern
Dana Point, CA 92629
949-248-3524

DANVILLE, CA
Assistant to the Town Manager
Town of Danville
510 La Gonda Way
Danville, CA 94526
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DAVIS, CA
Assistant to Director - Community Services District
City of Davis
23 Russell Blvd.
Davis, CA 95616
530-797-5626 ext.7309

DEL MAR, CA
City Clerk and Information Systems Director
City of Del Mar
1050 Camino Del Mar
Del Mar, CA 92014
858-755-9313

DELANO, CA
City Manager
City of Delano
1015 Eleventh Avenue
Delano, CA 93215
661-721-3303
DIXON, CA
City Manager
City of Dixon
600 East A St
Dixon, CA 95620
707-678-7000

DOWNEY, CA
City Manager
City of Downey
11111 Brookshire Avenue
Downey, CA 90241
562-904-7284

DUBLIN, CA
Office of the City Manager
City of Dublin
100 Civic Plaza
Dublin, CA 94568
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EAST PALO ALTO, CA
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City of East Palo Alto
250 Hamilton Avenue, Mezzanine
Palo Alto, CA 94303
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City of Eastvale
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Eastvale, CA 91752-3661
951-361-0900

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City of El Cajon
200 Civic Center Way
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EL CERRITO, CA
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City of El Cerrito
10890 San Pablo Avenue
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EL DORADO COUNTY, CA
CATV Franchise Administrator
County of El Dorado
330 Fair Lane
Placerville, CA 95667
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EL DORADO HILLS, CA
Project Coordinator
El Dorado Hills Community Service District
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11333 Valley Boulevard
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EL SEGUNDO, CA
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City of El Segundo
350 Main St.
El Segundo, CA 90245
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Sacramento, CA 95814
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Emeryville, CA 94608
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City of Encinitas
505 South Vulcan Ave.
Encinitas, CA 92024
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City of Escalon
2960 McHenry Ave.
Escalon, CA 95320
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City of Escondido
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Escondido, CA 92025
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FONTANA, CA
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415-927-5110

LATHROP, CA
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390 Towne Centre Dr
Lathrop, CA 95330
209-941-7220

LAWNDALE, CA
City Manager
City of Lawndale
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Lawndale, CA 90260
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LEMON GROVE, CA
City Manager
City of Lemon Grove
3232 Main Street
Lemon Grove, CA 91945
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LEMOORE, CA
City Clerk
City of Lemoore
119 Fox Street
Lemoore, CA 93245
559-924-6705

LINCOLN, CA
City Manager
City of Lincoln
600 Sixth Street
Lincoln, CA 95648
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LIVERMORE, CA
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909-799-2810

LOMITA, CA
Finance Supervisor
City of Lomita
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Lomita, CA 90717
310-325-7110 ext. 151

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Technology Services
City of Long Beach
333 W. Ocean Blvd. 12th Floor
Long Beach, CA 90802
562-570-6916

LOOMIS, CA
Town Manager
Town of Loomis
3665 Taylor Road
Loomis, CA 95650
916-652-1840

LOS ALTOS HILLS, CA
City Manager
Town of Los Altos Hills
26379 Fremont Road
Los Altos Hills, CA 94022
650-941-7222

LOS ALTOS, CA
City Manager
City of Los Altos
1 North San Antonio Road
Los Altos, CA 94022
650-947-2740

LOS ANGELES COUNTY, CA
Chief, Telecom Franchising
County of Los Angeles
500 W. Temple Street, Room 493
Los Angeles, CA 90012
213-974-2323
cableTV@lacounty.gov

LOS ANGELES, CA
General Manager and CIO
City of Los Angeles, Information Technology Agency
200 North Main Street, Rm 1400 City Hall East
Los Angeles, CA 90012
311 or 213-473-3231

LOS BANOS, CA
Accounting and Budget Supervisor
City of Los Banos
520 J Street
Los Banos, CA 93635
209-827-7000 ext. 122

LOS GATOS, CA
Administrative Programs Manager
Town of Los Gatos
110 E Main St
Los Gatos, CA 95030
408-399-5768

LYNWOOD, CA
Billing & Collections Supervisor
City of Lynwood
11330 Bullis Rd
Lynwood, CA 90262
310-603-0220 ext. 230

MADERA COUNTY, CA
County Administrative Officer
County of Madera
200 W. Fourth Street
Madera, CA 93637
559-675-7703
MADERA, CA
Director of Human Resources
City of Madera
205 W. Fourth St.
Madera, CA 93637
559-661-5481

MARIN COUNTY, CA
Franchise Customer Service Manager
Marin Telecommunications Agency
555 Northgate Dr., Suite 230
San Rafael, CA 94903
415-331-3639

MARINA, CA
Finance Director
City of Marina
211 Hillcrest Avenue
Marina, CA 93933
831-884-1274

MARTINEZ, CA
Senior Management Analyst
City of Martinez
525 Henrietta Street
Martinez, CA 94553
925-372-3517

MARYSVILLE, CA
Admin Services Manager
City of Marysville
P.O. Box 150
Marysville, CA 95901
530-749-3935

MAYWOOD, CA
Acct. Supervisor
City of Maywood
4319 E. Slauson Avenue
Maywood, CA 90270
323-562-5077

MENLO PARK, CA
Joint Powers Authority - Cable Coordinator
City of Menlo Park
250 Hamilton Avenue, Mezzanine
Palo Alto, CA 94301
650-329-2208

MERCED COUNTY, CA
Chief Information Officer
County of Merced
2222 M Street
Merced, CA 95340
209-385-7690

MERCED, CA
City Manager
City of Merced
678 West 18th
Merced, CA 95340
209-385-6834

MILL VALLEY, CA
Franchise Customer Service Manager
Marin Telecommunications Agency
555 Northgate Dr., Suite 230
San Rafael, CA 94903
415-331-3639

MILLBRAE, CA
City Clerk
City of Millbrae
621 Magnolia Avenue
Millbrae, CA 94030
650-259-2333

MILPITAS, CA
Information Services Director
City of Milpitas
455 East Calaveras Blvd.
Milpitas, CA 95035
408-586-3000

MISSION VIEJO, CA
Deputy City Manager
City of Mission Viejo
200 Civic Center
Mission Viejo, CA 92691
949-470-3000

MODESTO, CA
City Manager
City of Modesto
1010 - 10th St.
Modesto, CA 95354
209-577-5404

MONROVIA, CA
City Manager
City of Monrovia
415 S. Ivy Ave.
Monrovia, CA 91016
626-932-5501

MONTEBELLO, CA
Office Manager
City of Montebello
1600 W. Beverly Blvd.
Montebello, CA 90640
323-887-1365

MONTEREY COUNTY, CA
Assistant IT Director
County of Monterey
168 West Alisal Street, 1st Floor
Salinas, CA 93901
831-755-5108

MONTEREY PARK, CA
Finance Department
City of Monterey Park
320 W. Newmark Avenue
Monterey Park, CA 91754
626-307-1388

MONTEREY, CA
City Manager
City of Monterey
City Hall - 580 Pacific Street
Monterey, CA 93940
831-646-3760

MOORPARK, CA
Administrative Services Manager
City of Moorpark
799 Moorpark Avenue
Moorpark, CA 93021
805-517-6247

Municipal Contact List
<table>
<thead>
<tr>
<th>Location</th>
<th>Title</th>
<th>City or Organization</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moreno Valley, CA</td>
<td>City Manager</td>
<td>City of Moreno Valley</td>
<td>14177 Frederick, Moreno Valley, CA 92553</td>
<td>951-413-3000</td>
</tr>
<tr>
<td>Mountain House, CA</td>
<td>Neighborhood Administrator</td>
<td>Mountain House Community Services District</td>
<td>230 S. Sterling Drive, Suite 100, Mountain House, CA 95391</td>
<td>209-831-2300</td>
</tr>
<tr>
<td>Mountain View, CA</td>
<td>Assistant to the City Manager</td>
<td>City of Mountain View, Office of the City Manager</td>
<td>500 Castro Street, Mountain View, CA 94039-7540</td>
<td>650-903-6210</td>
</tr>
<tr>
<td>Napa County, CA</td>
<td>Staff Service Manager</td>
<td>Napa County Information Technology Services Division</td>
<td>650 Imperial Way, Ste 201, Napa, CA 94559</td>
<td>707-259-8655</td>
</tr>
<tr>
<td>Napa, CA</td>
<td>Community Coordinator</td>
<td>City of Napa</td>
<td>955 School St., Napa, CA 94559</td>
<td>707-256-7843</td>
</tr>
<tr>
<td>National City, CA</td>
<td>City Manager</td>
<td>City of National City</td>
<td>1243 National City Blvd., National City, CA 91950</td>
<td>619-336-4240</td>
</tr>
<tr>
<td>Newark, CA</td>
<td>IT Services Manager</td>
<td>City of Newark</td>
<td>37101 Newark Boulevard, Newark, CA 94560</td>
<td>510-578-4300</td>
</tr>
<tr>
<td>Newport Beach, CA</td>
<td>Public Information Officer</td>
<td>City of Newport Beach</td>
<td>3300 Newport Blvd, PO Box 1768, Newport Beach, CA 92658-8915</td>
<td>949-644-3031</td>
</tr>
<tr>
<td>Norco, CA</td>
<td>City Manager</td>
<td>City of Norco</td>
<td>2870 Clark Avenue, Norco, CA 92860</td>
<td>951-270-5617</td>
</tr>
<tr>
<td>Novato, CA</td>
<td>Communications Coordinator</td>
<td>City of Novato</td>
<td>922 Machin Avenue, Novato, CA 94945</td>
<td>415-899-8903</td>
</tr>
<tr>
<td>Oakdale, CA</td>
<td>City Manager</td>
<td>City of Oakdale</td>
<td>280 N. Third Avenue, Oakdale, CA 95361</td>
<td>209-845-3571</td>
</tr>
<tr>
<td>Oakland, CA</td>
<td>City Manager</td>
<td>City of Oakland</td>
<td>150 Frank H. Ogawa Plaza, 7th Floor, Oakland, CA 94612</td>
<td>510-238-3567</td>
</tr>
<tr>
<td>Oakley, CA</td>
<td>Finance Director</td>
<td>City of Oakley</td>
<td>3231 Main Street, Oakley, CA 94561</td>
<td>925-625-7010</td>
</tr>
<tr>
<td>Oceanside, CA</td>
<td>Management Analyst</td>
<td>Information Technology Department</td>
<td>300 North Coast Highway, Oceanside, CA 92054</td>
<td>760-435-3994</td>
</tr>
<tr>
<td>Ojai, CA</td>
<td>Director</td>
<td>Public Works Department</td>
<td>401 S. Ventura St., P.O. Box 1570, Ojai, CA 93024</td>
<td>805-646-9581 ext 291</td>
</tr>
<tr>
<td>Orange County, CA</td>
<td>Cable Video Franchise Coordinator</td>
<td>County of Orange</td>
<td>PO Box 4048, Santa Ana, CA 92702-4048</td>
<td>714-834-2115</td>
</tr>
<tr>
<td>Orange, CA</td>
<td>City Manager</td>
<td>City of Orange</td>
<td>300 E. Chapman Ave., Orange, CA 92866</td>
<td>714-744-2222</td>
</tr>
<tr>
<td>Pacific Grove, CA</td>
<td>City Manager</td>
<td>City of Pacific Grove</td>
<td>300 Forest Avenue, 2nd Floor, Pacific Grove, CA 93950</td>
<td>831-648-3106</td>
</tr>
<tr>
<td>Pacifica, CA</td>
<td>City Manager</td>
<td>City of Pacifica</td>
<td>170 Santa Maria Ave., Pacifica, CA 94044</td>
<td>650-738-7300</td>
</tr>
<tr>
<td>Palmdale, CA</td>
<td>City Manager</td>
<td>City of Palmdale</td>
<td>38300 Sierra Hwy., Palmdale, CA 93550</td>
<td>661-267-5101</td>
</tr>
</tbody>
</table>
PA LO A LTO, CA
Joint Powers Authority - Cable Coordinator
City of Palo Alto
250 Hamilton Avenue, Mezzanine
Palo Alto, CA  94301
650-329-2208

P A R A M O U N T, CA
Director IT
City of Paramount
16400 Colorado Ave
Paramount, CA  90723
562-220-2155

P A S A D E N A, CA
Community Access Corporation - Customer Service
City of Pasadena
2061 North Los Robles Suite 106
Pasadena, CA  91104
626-794-8585

P E T A L U M A, CA
Admin. Services Director
City of Petaluma
11 English St.
Petaluma, CA  94952
707-778-4323

P I C O R I V E R A, CA
City Manager
City of Pico Rivera
6615 Passons Blvd
Pico Rivera, CA  90660
562-801-4368

P I E D M O N T, CA
City Clerk
City of Piedmont
120 Vista Avenue
Piedmont, CA  94611
510-420-3041

P I N O L E, CA
City Manager
City of Pinole
2131 Pear Street
Pinole, CA  94564
510-724-8933

P I T T S B U R G, CA
City Manager
City of Pittsburg
Civic Center, 65 Civic Avenue
Pittsburg, CA  94565-2830
925-252-4850

P L A C E N T I A, CA
City Clerk
City of Placentia
401 East Chapman Avenue
Placentia, CA  92870
714-993-8231

P L A C E R C O U N T Y, CA
Public Information Office
County of Placer
175 Fulweiler Ave
Auburn, CA  95603
530-889-4030

P LE A S A N T H I L L, CA
City Attorney
City of Pleasant Hill
100 Gregory Lane
Pleasant Hill, CA  94523
925-671-5239

P LE A S A N T O N, CA
City Manager
City of Pleasanton
PO. Box 520
Pleasanton, CA  94566
925-931-5002

P O R T E R V I L L E, CA
Finance Director
City of Porterville
291 North Main Street
Porterville, CA  93257
559-782-7435

P O R T O L A V A L L E Y, CA
Director of Public Works
Town of Portola Valley
765 Portola Road
Portola Valley, CA  94028
650-851-1701

P O W A Y, CA
Senior Management Analyst
City of Poway
13325 Civic Center Drive
Poway, CA  92064
858-668-4586

R A N C H O C O R D O V A, CA
Executive Director
Sacramento Metropolitan Cable Television Commission
799 G Street, 4th Floor
Sacramento, CA  95814
916-874-6661

R A N C H O S A N T A  M A R G A R I TA, CA
City Manager
City of Rancho Santa Margarita
22112 El Paseo
Rancho Santa Margarita, CA  92688
949-635-1800

R E D W O O D  C I T Y, CA
Revenue Services
City of Redwood City
1017 Middlefield Road
Redwood City, CA  94063
650-780-7302

R I A L T O, CA
City Clerk
City of Rialto
150 S. Palm Ave.
Rialto, CA  92376
909-820-2519

R I C H M O N D, CA
Cable Administrator
City of Richmond
2544 Barrett Avenue
Richmond, CA  94804
510-620-6714
RIVERBANK, CA
Administrative Services Director/City Clerk
City of Riverbank
6707 Third Street
Riverbank, CA 95367
209-863-7198

RIVERSIDE COUNTY, CA
Compliance Contracts Officer
County of Riverside
4080 Lemon Street, 4th Floor
Riverside, CA 92501
951-955-9580

RIVERSIDE, CA
City Manager
City of Riverside
3900 Main St
Riverside, CA 92522
951-826-5311

ROCKLIN, CA
City Manager
City of Rocklin
3970 Rocklin Road
Rocklin, CA 95677
916-625-5560

ROHNERT PARK, CA
City Manager
City of Rohnert Park
130 Avenida Avenue
Rohnert Park, CA 94928
707-588-2226

ROLLING HILLS ESTATES, CA
City Manager
City of Rolling Hill Estates
4045 Palos Verdes Dr. North
Rolling Hills Estates, CA 90274
310-377-1577

ROSEMEAD, CA
Assistant City Manager
City of Rosemead
8838 East Valley Boulevard
Rosemead, CA 91770
626-569-2157

ROSEVILLE, CA
Assistant City Manager
City of Roseville
311 Vernon St
Roseville, CA 95678
916-774-5361

ROSS, CA
Franchise Customer Service Manager
Marin Telecommunications Agency
555 Northgate Dr., Suite 230
San Rafael, CA 94903
415-331-3639

SACRAMENTO COUNTY, CA
Executive Director
Sacramento Metropolitan Cable Television Commission
799 G Street, 4th Floor
Sacramento, CA 95814
916-874-6661

SACRAMENTO, CA
Executive Director
Sacramento Metropolitan Cable Television Commission
799 G Street, 4th Floor
Sacramento, CA 95814
916-874-6661

SALINAS, CA
City Manager
City of Salinas
200 Lincoln Avenue
Salinas, CA 93901
831-758-7201

SAN ANSELMO, CA
Franchise Customer Service Manager
Marin Telecommunications Agency
555 Northgate Dr., Suite 230
San Rafael, CA 94903
415-331-3639

SAN BENITO COUNTY, CA
County Administrative Officer
County of San Benito
481 Fourth Street, 1st Floor
Hollister, CA 95023
831-636-4000

SAN BERNARDINO COUNTY, CA
CEO
County of San Bernardino
385 North Arrowhead Ave 4th Floor
San Bernardino, CA 92415-0120
909-387-5112

SAN BERNARDINO, CA
City Manager
City of San Bernardino
300 North D Street
San Bernardino, CA 92418
909-384-5122

SAN BRUNO, CA
Finance Director
City of San Bruno
567 El Camino Real
San Bruno, CA 94066
650-616-7023

SAN CARLOS, CA
Assistant City Manager
City of San Carlos
600 Elm Street
San Carlos, CA 94070
650-802-4210

SAN CLEMENTE, CA
City Clerk
City of San Clemente
100 Avenida Presidio
San Clemente, CA 92672
949-361-8345

SAN DIEGO COUNTY, CA
Franchise Administrator
County of San Diego
1600 Pacific Highway, Room 208
San Diego, CA 92101-2422
619-595-4680
<table>
<thead>
<tr>
<th>City</th>
<th>Contact Information</th>
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</thead>
</table>
| SAN DIEGO, CA | Station Manager  
City of San Diego TV  
1200 Third Ave. Suite 416  
San Diego, CA 92101  
619-236-6010 |
| SAN FRANCISCO, CA | City Administrator  
City and County of San Francisco  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94103  
415-554-4851 |
| SAN GABRIEL, CA | Deputy City Manager  
City of San Gabriel  
425 South Mission Drive  
PO Box 130  
San Gabriel, CA 91778  
626 308-2806 |
| SAN JOAQUIN COUNTY, CA | County Administrator  
County of San Joaquin  
44 North San Joaquin St #640  
Stockton, CA 95202  
209-468-3203 |
| SAN JOSE, CA | Video Franchise Manager  
City of San Jose  
200 East Santa Clara Street, 17th Floor  
San Jose, CA 95113-1905  
408-535-8120 |
| SAN JUAN CAPISTRANO, CA | City Clerk  
City of San Juan Capistrano  
32400 Paseo Adelanto  
San Juan Capistrano, CA 92675  
949-443-6309 |
| SAN LEANDRO, CA | Community Relations Representative  
City of San Leandro  
835 East 14th Street  
San Leandro, CA 94577  
510-577-3358 |
| SAN MARINO, CA | City Manager  
City of San Marino  
2200 Huntington Drive 2nd floor  
San Marino, CA 91108  
626-300-0700 |
| SAN MATEO COUNTY, CA | County Manager/Clerk of the Board  
County of San Mateo  
400 County Center, 1st Floor  
Redwood City, CA 94063  
650-363-4121 |
| SAN MATEO, CA | Project Manager  
City of San Mateo  
330 W. 20th Avenue  
San Mateo, CA 94403-1388  
650-522-7076 |
| SAN PABLO, CA | Interim Assistant City Manager  
City of San Pablo  
One Alvarado Square  
San Pablo, CA 94806  
510-215-3039 |
| SAN RAFAEL, CA | Franchise Customer Service Manager  
Marin Telecommunications Agency  
555 Northgate Dr, Suite 230  
San Rafael, CA 94903  
415-331-3639 |
| SAN RAMON, CA | Finance Department  
City of San Ramon  
7000 Bollinger Canyon Road  
San Ramon, CA 94583  
925-973-2932 |
| SANTA ANA, CA | City Manager  
City of Santa Ana  
20 Civic Center Plaza, 8th Floor  
Santa Ana, CA 92702  
714-647-5200 |
| SANTA CLARITA, CA | Technology Services Manager  
City of Santa Clarita  
23920 Valencia Blvd, #290  
Santa Clarita, CA 91355-2196  
818-241-1407 |
| SANTA CRUZ, CA | City Manager  
City of Santa Cruz  
809 Center Street, Room 10  
Santa Cruz, CA 95060  
831-420-5010 |
| SANTA CRUZ COUNTY, CA | Assistant CAO  
County of Santa Cruz  
601 Ocean Street  
Santa Cruz, CA 95060  
831-454-2100 |
SANTA ROSA, CA
Assistant City Manager
City of Santa Rosa
100 Santa Rosa Ave
Santa Rosa, CA 95404
707-543-3010

SANTEE, CA
Assistant to the City Manager
City of Santee
10601 Magnolia Avenue
Santee, CA 92071-1266
619-258-4100 ext.193

SARATOGA, CA
City Manager
City of Saratoga
13777 Fruitvale Avenue
Saratoga, CA 95070
408-868-1200

SAUSALITO, CA
Franchise Customer Service Manager
Marin Telecommunications Agency
555 Northgate Dr., Suite 230
San Rafael, CA 94903
415-331-3639

SCOTTS VALLEY, CA
City Manager
City of Scotts Valley
One Civic Center Drive
Scotts Valley, CA 95066
831-440-5600

SEASIDE, CA
City Manager
City of Seaside
440 Harcourt Ave
Seaside, CA 93955
831-899-6701

SEBASTOPOL, CA
Interim City Manager
City of Sebastopol
7120 Bodega Avenue
Sebastopol, CA 95473
707-823-1153

SELMAN, CA
City Manager
City of Selma
1710 Tucker Street
Selma, CA 93662
559-891-2200

SIMI VALLEY, CA
Environmental Programs Manager - Community Services Department
City of Simi Valley
3855-A Alamo Street
Simi Valley, CA 93063-2100
805-583-6762

SOLANA BEACH, CA
Assistant to the City Manager
City of Solana Beach
635 So. Hwy 101
Solana Beach, CA 92075
858-720-2436

SOLANO COUNTY, CA
Real Estate Services
Department of General Services
675 Texas Street #2500
Fairfield, CA 94533
707-784-3428

SONOMA COUNTY, CA
Cable Specialist
County of Sonoma - T&PW
2300 County Center Drive, Rm. B-100
Sonoma, CA 95403
707-565-2758

SONOMA, CA
City Manager
City of Sonoma
City Hall No. 1 - The Plaza
Sonoma, CA 95476
707-933-2215

SOUTH GATE, CA
City Manager
City of South Gate
8650 California Avenue
South Gate, CA 90280
323-563-9500

SOUTH PASADENA, CA
Finance Director
City of South Pasadena
1414 Mission Street
South Pasadena, CA 91030
626-403-7250 ext. 2

SOUTH SAN FRANCISCO, CA
Finance Department
City of South San Francisco
400 Grand Ave
South San Francisco, CA 94080
650-829-3919

STANISLAUS COUNTY, CA
Deputy Executive Officer
County of Stanislaus
1010 10th St., Suite 6800
Modesto, CA 95354
209-652-1514

STANTON, CA
Executive Director
Public Cable Television Authority
10200 Slater Ave.
Fountain Valley, CA 92708
714-968-2024

STOCKTON, CA
Revenue Officer
Administrative Services Dept.
425 N. El Dorado Street
Stockton, CA 95202
209-937-8215

SUISUN CITY, CA
Director Public Works
City of Suisun City
701 Civic Center Blvd.
Suisun City, CA 94585
707-421-7340
<table>
<thead>
<tr>
<th>City, CA</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Sunnyvale | IT Services Manager  
City of Sunnyvale  
P.O. Box 3707  
Sunnyvale, CA 94088-3707  
408-730-7557 |
| Sutter County | County Administrator  
County of Sutter  
1160 Civic Center Blvd., Suite A  
Yuba City, CA 95993  
530-822-7100 |
| Tehachapi | Accounting Officer  
City of Tehachapi  
115 South Robinson Street  
Tehachapi, CA 93561  
661-822-2200 |
| Temple City | Finance Director  
City of Temple City  
9701 Las Tunas Drive  
Temple City, CA 91780  
626-285-2171 |
| Thousand Oaks | City Manager  
City of Thousand Oaks  
2100 Thousand Oaks Boulevard  
Thousand Oaks, CA 91362  
805-449-2121 |
| Tiburon | Franchise Customer Service Manager  
Marin Telecommunications Agency  
555 Northgate Dr., Suite 230  
San Rafael, CA 94903  
415-331-3639 |
| Torrance | City Manager  
City of Torrance  
3031 Torrance Blvd  
Torrance, CA 90503  
310-618-5880 |
| Tracy | City Manager's Office  
City of Tracy  
333 Civic Center Plaza  
Tracy, CA 95376  
209-831-6128 |
| Truckee | Assistant Town Manager  
Town of Truckee  
10183 Truckee Airport Road  
Truckee, CA 96161  
530-582-2914 |
| Tulare County | County Administrative Officer  
County of Tulare  
2800 W. Burrel  
Visalia, CA 93291  
559-733-6531 |
| Tulare | Administrative Services Director  
City of Tulare  
411 East Kern Avenue  
Tulare, CA 93274  
559-684-4203 |
| Turlock | City Manager  
City of Turlock  
156 S. Broadway, Suite 230  
Turlock, CA 95380  
209-668-5540 |
| Tustin | Cable Referral Hotline  
City of Tustin  
300 Centennial Way  
Tustin, CA 92780  
714-573-3160 |
| Union City | City Manager  
City of Union City  
34009 Alvarado-Niles Road  
Union City, CA 94587  
510-675-3591 |
| Vacaville | Public Information Officer  
City of Vacaville  
650 Merchant St.  
Vacaville, CA 95688  
707-449-5371 |
| Vallejo | City Manager  
City of Vallejo  
555 Santa Clara Street  
Vallejo, CA 94590  
707-648-4575 |
| Ventura County | Manager, Real Estate Services Division  
County of Ventura  
800 S. Victoria Avenue  
Ventura, CA 93009-1600  
805-654-2018 |
| Ventura | City Manager  
City of Ventura  
501 Poli Street, PO Box 99  
Ventura, CA 93002-0099  
805-654-7740 |
| Vernon | City Administrator  
City of Vernon  
4305 S. Santa Fe Avenue  
Vernon, CA 90058  
323-583-8811 |
| Villa Park | City Manager  
City of Villa Park  
17855 Santiago Blvd.  
Villa Park, CA 92861  
714-998-1500 |

Municipal Contact List 69
VISALIA, CA
Assistant City Manager
City of Visalia
425 E. Oak Avenue
Visalia, CA 93291
559-713-4317

VISTA, CA
Assistant City Manager
City of Vista
200 Civic Center Dr.
Vista, CA 92084
760-639-6131

WALNUT CREEK, CA
Public Information Officer
City of Walnut Creek
1666 North Main Street, P. O. Box 8039
Walnut Creek, CA 94596
925-943-5895

WATSONVILLE, CA
Admin Service Director
City of Watsonville
250 Main Street
Watsonville, CA 95076
831-768-3470

WEST HOLLYWOOD, CA
Director of Communications
City of West Hollywood
8300 Santa Monica Blvd
West Hollywood, CA 90069
323-848-6461

WEST SACRAMENTO, CA
City Manager
City of West Sacramento
1110 West Capitol Ave. 3rd Floor
West Sacramento, CA 95691
916-617-4500

WESTLAKE VILLAGE, CA
Assistant City Manager
City of Westlake Village
31200 Oak Crest Drive
Westlake Village, CA 91361
818-706-1613

WESTMINSTER, CA
Executive Director
Public Cable Television Authority
10200 Slater Ave
Fountain Valley, CA 92708
714-968-2024

WINDSOR, CA
Asst Town Manager
Town of Windsor
9291 Old Redwood Highway, 100
Windsor, CA 95492
707-838-5330

WINTERS, CA
City Manager
City of Winters
318 First Street
Winters, CA 95694
530-795-4910 ext. 110

WOODLAND, CA
Director of Admin Services/City Clerk
City of Woodland
300 First Street
Woodland, CA 95695
530-661-5805

WOODSIDE, CA
Assistant Town Manager
City of Woodside
2955 Woodside Road
Woodside, CA 94062
650-851-6790

YOLO COUNTY, CA
Clerk of the Board - Board of Supervisors
County of Yolo
825 Court St, Room 204
Woodland, CA 95695
530-666-8195

YORBA LINDA, CA
Assistant to City Manager
City of Yorba Linda
4845 Casa Loma Avenue
Yorba Linda, CA 92886
714-961-7106

YUBA CITY, CA
General Services
City of Yuba City
1185 Market St.
Yuba City, CA 95991
530-822-4659

YUBA COUNTY, CA
Chief Administrative Officer
County of Yuba
915 8th. St.
Marysville, CA 95901
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NEVADA

DAYTON, NV
Lyon County Manager
Town of Dayton
27 South Main Street
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775-463-6531

FERNLEY, NV
Administrative Specialist
City of Fernley
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RENO, NV
Reno District
City of Reno
P.O. Box 1900
Reno, NV 89505
775-334-4636

SPARKS, NV
Public Information Officer
City of Sparks
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