



# Bulletin

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## Mandated messages from the California Public Utilities Commission (CPUC)

### Rules for monitoring calls

California laws strictly protect your right to privacy: Your telephone calls may not be intercepted, monitored, or recorded unless you agree. Your call can only be monitored and/or recorded if:

- Everyone on the call agrees; or
- You hear a beep or warning tone every 15 seconds; or
- Law enforcement or national defense agencies get special permission.

AT&T plays a recorded announcement stating, “To ensure quality service, your call may be monitored or recorded. If you do not wish to be monitored or recorded, please advise your AT&T representative.” Continuing your phone call means you give your consent.

Any customer in California who provides their own terminal equipment, and who monitors or records conversations over the public telephone network, must provide notice of the monitoring or recording by use of one of the methods listed above. AT&T will discontinue service to a customer for noncompliance with this rule if, after five-days written notice, the customer remains noncompliant. Service will be restored after the customer achieves compliance and pays the reconnection charge.

### Special rules for phone companies

Although monitoring rules are different for phone companies, AT&T takes your right to privacy very seriously. By law, telephone companies may monitor customer communications without notice as long as the contents of the call are not recorded or transcribed.

This monitoring allows us to train customer representatives, repair technicians, and business staff so we can give you the best possible service.

A copy of General Order 107-B containing the complete text of the CPUC rules governing telephone monitoring can be obtained from the CPUC’s website at: [www.cpuc.ca.gov](http://www.cpuc.ca.gov) by searching under General Orders. You may also request a copy for a fee by writing: CPUC Re: Document Request, 505 Van Ness Avenue, San Francisco, CA 94102.

### Protect privacy when calling toll-free and 900 numbers

When you call 900 numbers or toll-free numbers such as 800, 888, 877, 866, 855, and 844, the company you’re calling may be able to receive and display your phone number by using an FCC-regulated technology called Automatic Number Identification (ANI). With ANI, you can’t prevent your number from being identified during these calls. You also can’t block your number from being displayed like you can when you call other phone numbers.

If you want to keep your phone number private, use a company’s regular toll number instead of the toll-free number. If you do use a toll-free number or a 900 number, you can ask that your number not be given to phone solicitors.

You should be careful returning calls to toll free or 900 numbers you do not recognize. Even where you get a message from a company or organization you are familiar with, you should look up the number or use the number you customarily use to reach that business or organization.

## Free Local Directory Assistance calls, if you qualify

You may be exempt from Local Directory Assistance charges if these calls are made by an individual who's unable to use a telephone directory, where available, because of a visual or other physical impairment. We will grant an exemption upon receipt of a completed exemption form that certifies the applicant's impairment.

You may be exempt from Local Directory Assistance charges if you have:

- Residential service and a member of the household cannot use the telephone directory, where available, due to a visual or other physical impairment.
- A business line provided to a small business where all owners and employees of the business, on premise, have a certified visual or other physical impairment.

## Messages from AT&T

### Deaf and Disabled Telecommunications Program (DDTP)

The Deaf and Disabled Telecommunications Program (DDTP) is a program administered by the CPUC to help consumers who have difficulty using the phone to obtain the support they need to access basic phone service. At no cost to consumers, DDTP provides Californians who are deaf and disabled with specialized phone equipment and relay services through the California Telephone Access Program (CTAP) and the California Relay Service (CRS), respectively. For more information, please go to [ddtp.cpuc.ca.gov](http://ddtp.cpuc.ca.gov) or call:

- English: 800.806.1191
- TTY: 800.806.4474
- Spanish: 800.949.5650

### To Hear This in Other Languages

用粵語查詢文章資料，請打電話：800.570.8868，然後跟住提示繼續。  
關於中文文章的資訊，請撥：800.303.8788，然後按照提示繼續。  
Để biết thông tin về bài viết bằng tiếng Việt, xin gọi số 800.573.8828 và làm theo các hướng dẫn.  
한글 보도자료 정보는: 800.560.8878번으로 전화하여 녹음 안내를 따르십시오.  
Para sa impormasyon tungkol sa artikulo sa Tagalog, mangyaring tumawag sa: 800.546.5006 at sundin ang mga dikta.

日本語版の文書をご希望の方は、800.523.1153 に電話してプロンプトに従ってください。  
Для получения этой информации на русском языке просим позвонить по тел. 866.538.6122.  
Aby uzyskać te informacje po polsku, proszę zadzwonić pod numer 866.538.5284.

Your language. Delivered. Plus 240 more. Call 800.288.2020.

- Business service when it is provided to an organization established specifically for the purpose of assisting the visually impaired. Such organizations may employ the services of both sighted and certified visually impaired individuals.

To request an exemption form for Local Directory Assistance charges, please call 800.772.3140 or TTY users 800.651.5111.

Residential and Business customers who don't qualify for the Local Directory Assistance exemption are charged \$2.49 for each Local Directory Assistance call. Prices are in effect at the time of this bulletin and are subject to change. Customers may request up to three listings per call. Customers may also visit us at [www.therealyellowpages.com](http://www.therealyellowpages.com) to obtain listings free of charge.

### Accessible traditional home phone equipment

Find available home phones and access that may help with better communication. Go to [clarityproducts.com](http://clarityproducts.com) or call 800.426.3738.

### AT&T Disaster Related Assistance

In the event of a state of emergency declared by the Governor of California or the President of the United States of America, AT&T's residential and small business customers in California with wireline, VoIP, or wireless service may be eligible for consumer assistance. For more information on this and other measures taken by AT&T related to disasters, please visit [att.com/disasterrelief](http://att.com/disasterrelief).

Prices and availability are subject to change. Please call 800.288.2020 (residential service) or 800.750.2355 (business service) for complete and current product information.

*For more info on accessibility, please go to [about.att.com/sites/accessibility](http://about.att.com/sites/accessibility). You can get more information at [att.com/cainfo](http://att.com/cainfo).*

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