



# Bulletin

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

**Protect against fraud** Looking for tips to protect against fraud? Check out the California Public Utilities Commission website at [CalPhoneInfo.cpuc.ca.gov](http://CalPhoneInfo.cpuc.ca.gov)

### Be Prepared During Emergencies: Help keep the phones working

During emergencies, disasters (including wildfires) and power shutoffs, wireless and wireline telephone services may be impacted. AT&T needs your help to ensure you, your loved ones, employees, and customers can stay in touch, and emergency workers can rely on the phone system to coordinate relief efforts. When an earthquake, fire or other disaster occurs, people naturally want to call to reassure each other, but when everyone tries to call at the same time, the huge surge in phone calls causes a network overload. Here's how you can get messages to family, friends, employees, and customers in an emergency, while ensuring the phone system is available for everyone.

### Before a Disaster

Visit [ready.gov](http://ready.gov) to learn additional ways to prepare for different disasters.

- Create a family communication plan.
- Keep your wireless phone dry and fully charged.
- Make sure you have emergency contact numbers and email addresses in your wireless phone.
- Forward your home or business number to your wireless number (requires subscription to Call Forwarding\*) if you evacuate your home or business.

*\*Additional charges may apply if forwarding your call to a non-local number.*

### During a Disaster

- Please do **NOT** call your local ("0") or Long Distance ("00") Operator in an emergency as this will cause unnecessary delay in emergency assistance.
- Call 911 only if you need help because your life or property is in immediate danger. You can get news and updates from your radio or the internet. When you call 911, be sure to:
  - Stay on the line and wait for emergency personnel to answer; don't hang up and redial.
  - Quickly state the emergency.
  - Answer all the questions you are asked.
- Be patient. In an emergency like an earthquake, an overloaded network may cause delays. And that means calls take longer to complete. To find out if you can place a call, listen for:
  - Normal dial tone: Place your call.
  - Silence: Wait for a dial tone; stay on the line—hanging up delays calls.
  - Fast busy signal (twice as fast as usual): Try again later.
  - A recording telling you all circuits are busy: Try again later.
- Track local news and weather information on your wireless device.
- Keep non-emergency calls to a minimum.
- Try texting instead of calling.
- Keep a battery-operated radio and fresh batteries on hand.

## 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 traditional home phone, AT&T Phone (digital service), 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)

## It's an Inside Wire Job

You pick up your home or business phone to make a call and don't hear a dial tone. So, you call us and find out there's a problem—and it may have something to do with the wires inside your home or business.

Inside wire is the part of the telephone wire that connects the phone jack inside your home or business to our network outside your home or business. If you rent, your landlord is responsible for installing one (1) usable phone jack and keeping the inside wiring in good working order.

What if wiring inside your home or business is faulty? You can...

- Repair the wiring yourself (or discuss with your landlord if you rent).
- Hire a vendor to repair the wiring for you.
- Call our repair line (611) and ask us to repair your phone wiring and telephone jacks. (We'll add the labor and material costs to your bill.)
- Subscribe to WirePro<sup>SM</sup> Service\*, a protection plan that covers wiring and telephone lines inside your home. WirePro<sup>SM</sup> Service\* only covers standard wiring and jacks that are in working condition when your service is connected, that meet and were installed in line with standards outlined by the National Electrical Code and Electronic Industry Association.

Prefer to have a technician make the repairs? We can schedule a service appointment with a 4-hour window. Make sure you are home for the entire time. To learn more, call 800.288.2020 for residential service and 800.750.2355 for business service.

*\*Prices and availability are subject to change. Please call us at 800.288.2020 (residential service) or 800.750.2355 (business service).*

# Your privacy is important to us

## Consumer Telemarketing Information Resources

You have privacy rights when it comes to telephone solicitations, and you can learn all about them with a copy of "Stop Unwanted Robocalls and Texts." To get your copy, contact the Federal Communications Commission, Consumer and Governmental Affairs Bureau, 45 L Street NE, Washington, DC 20554. Call 888.225.5322, ASL Video Call 844.432.2275 or go to [fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts](http://fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts)

If you have an active email address, you can also take steps to prevent telemarketing fraud and register (or revoke your registration) with the National Do Not Call Registry online at [donotcall.gov](http://donotcall.gov). Or call 888.382.1222 (TTY 866.290.4236) from the number you want to register on the do-not-call list.

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

請問 att.com/CAinfo 或致電 800.570.8868 獲取中文資訊。  
日本語でこの情報を得るには att.com/CAinfo をご覧ください。または 800.303.8788 にお電話ください。  
이 정보를 한국어로 원하시면 att.com/CAinfo를 방문하시거나 800.560.8878로 전화하시기 바랍니다.  
Tumungo sa att.com/CAinfo o tumawag sa 800.546.5066 upang makuhang itong impormasyon sa Tagalog.  
Truy cập att.com/CAinfo hoặc gọi số 800.573.8828 để có được thông tin này bằng tiếng Việt.  
Посетите сайт: att.com/CAinfo или позвоните по телефону: 888.538.6122 чтобы получить эту информацию на русском языке.  
Odwiedź att.com/CAinfo lub zadzwoń pod numer 800.538.5284, aby uzyskać te informacje w języku polskim.



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