# A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

## #

**411**
An information/Directory Assistance service provided by operators who assist customers in obtaining the telephone number(s) they wish to call.

**911 Service Fee**
A fee that helps pay for emergency services such as fire and rescue.

---

**A**

**Account Number**
The number on your bill that uniquely identifies you.

**Activation Fee**
A one-time fee charged when you activate new service. It is billed in full on your first bill.

**Additions & Changes to Service**
These are debits or credits according to any updates in services and plans on your account. This would also include any late payment charges assessed on an account from an unpaid previous bill.

**Adjustments**
Changes applied to your bill that could decrease or increase the total amount due. Examples include a credit for disputed charges or debits from a dishonored check payment. The initials CR indicates a credit amount on your bill.

**ALL DISTANCE®**
A service that provides unlimited nationwide calling at a flat monthly rate.

**Amount Due in Full by**
The date on which your monthly bill payment must be received to avoid late payment fees.

**Amount if Paid After**
The total due on your bill if paid after the due date, including late charges in the total.

**Anytime Minutes**
Voice minutes you can use anytime of the day, evening, or weekend.

**Area Code**
A three-digit code that identifies the geographic location where a particular phone number originates.
AT&T Affiliate
Companies that are affiliated or associated to combine services with AT&T. Charges associated with affiliate companies will appear in the affiliate area of your bill. Examples of affiliated companies whose charges could appear on your bill include internet, wireless, and satellite television services.

AT&T Benefits
A section of your bill that highlights the savings and other benefits you've received this month as a valued AT&T customer.

AT&T Consumer Services
The various communications services and their associated prices, charges, terms and conditions that AT&T offers to Residential Customers.

AT&T DIRECTV
A section of your bill that shows the charges for an affiliate company that provides satellite television services.

AT&T Internet Services
A section of the bill that lists your internet plans and charges.

AT&T Online Account Management (myAT&T)
A service that allows you to view and manage your account online. With myAT&T, you can pay your bills, sign up for paperless billing, view current services, view usage, add/change services, report trouble, check the status of orders, and more.

AT&T Services
An itemized list of all AT&T service charges including but not limited to, monthly service, calls, directory assistance calls, pay per use, plus additions and changes to service.

Authorized AT&T Payment Location
Where you can pay your bill in person. Use the AT&T Payment Locations Service to find an authorized payment agent near you.

AutoPay
A bill payment method that automatically transfers funds from your checking or savings account or your credit or debit card to pay your bill each month.

Balance
The amount owed on your account as of the last billing period, after payments and adjustments have been applied to your previous bill.
**Balance - Past Due**  
The amount still owed from your previous bill.

**Bill Insert**  
Important information or advertisement included with the paper bill.

**Bill-At-A-Glance**  
Shows your previous bill amount, payments, adjustments, remaining balance, current charges, and the total amount due on your account.

**Bill Statement Fee**  
The Bill Statement Fee is to cover the expenses associated with providing your AT&T Long Distance charges as part of your local phone company bill.

**Billing Cycle**  
A billing cycle is the time period between your bill date and the day before your next bill date, usually 30 days. Your AT&T account was assigned a billing date and cycle when it was established.

**Billing Summary**  
An overview of all your current charges by service provider and important customer service phone numbers. This section also provides you with information for any new provider that has not been on your previous bill. New providers will be flagged with a # sign.

**Billing Date**  
The date your bill was created.

**Billing Telephone Number (BTN)**  
The 10-digit telephone number for which you are billed for services.

**Broadband**  
Often called "high-speed" internet or DSL.

**Broadcast TV Surcharge**  
This surcharge is to recover a portion of the amount local broadcasters charge AT&T to carry their channels.

**Bundle**  
A package of multiple AT&T products which could include wireless, U-verse, DIRECTV, Internet, or Home Phone with discounted or promotional pricing.
CA Advanced Services Fund (CASF)
The fund is used to spur deployment of broadband facilities in un-served and underserved areas of California. Funding for the CASF program will not increase total surcharges, since the CASF surcharge will be offset by an equal reduction of the High Cost Fund-B surcharge. For billing purposes, the CASF surcharge may appear as a separate item on a bill or may be combined with the CHCF-B surcharge if the item is renamed to reflect both the "CHCF-B and the CASF."

CA CHCF A and CA CHCF B [High Cost Fund (CHCF) Surcharges A and B]
These surcharges subsidize basic rates for local telephone companies servicing rural areas and compensate carriers for providing basic residential service in areas where the cost exceeds the CPUC determined statewide average.

CA Relay Service and Communications Devices Fund
A surcharge utilized by the state to provide telecommunications devices to deaf or hearing impaired consumers.

CA Teleconnect Fund
This surcharge provides discounts on telecommunications services to qualifying schools, libraries, community-based organizations, county-owned hospital and health clinics.

Calling Card
A credit/charge card accepted by AT&T for billing of AT&T Consumer Services. A Calling Card may be either an AT&T Calling Card, a Local Telephone Company Calling Card, or a Commercial Credit/Charge Card.

Carrier
A service provider for various telecommunications services; typically a local toll or long distance provider.

Carrier Cost Recovery Fee
This fee helps recover costs associated with providing state-to-state and international long distance service, including expenses for national regulatory fees and programs, as well as connection and account servicing charges.

Change Fee
A charge applied if a TV service or package is downgraded or cancelled within the first 30 days of ordering.

Chicago Amusement Tax
A tax imposed by the City of Chicago on amusement services (i.e. paid television programming, recreational activities, etc.) provided within the city limits.

Collect Call
A type of call where the charges are billed to the residential domestic telephone number or international telephone number they are calling.

Combined Billing
AT&T services combined into one bill. An example would be Home Phone and Wireless on one bill.

Convenience Fee
A fee applied when a customer payment is processed by a customer service representative. This fee does not apply for payments made online or through our automated phone system.
CT Community Access Support Fee
Fee required to be imposed by AT&T upon its customers by Connecticut General Statutes in order to support community access operations.

CT Public Programming Gross Earnings Tax Recovery
Connecticut fee imposed to support Public, Educational and Governmental (PEG) programming.

CT Video Provider Gross Earnings Tax Recovery
Connecticut fee imposed on U-verse video service.

Cramming
When a third-party provider charges for services or fees that the customer has not authorized.

Credits and Adjustments
Additions to and subtractions from the amount due on your bill. These could result from payments to your account or changes in service since your previous bill.

Current Charges
The amount charged for your services in the most recent bill.

Customer Code
The three-digit number after your telephone number on your home phone account that identifies your specific account.

DEAF Surcharge
This surcharge shall be identified on the telephone bill as the "CA Relay Service and Communications Devices Fund."

Detail of Payments and Adjustments
An itemized list of all items that decreased or increased your total amount due. These could be the result of payments to your account or changes in service since your previous bill.

Dial-Up
Refers to connecting a device to a network via a modem and a public telephone network. Dial-up access is similar to a phone connection, except that the parties at the two ends are computer devices rather than people.

Direct Bill Detail
Service that reports itemized details on voice and messaging usage.

Directory Assistance
An information service provided by operators who assist customers in obtaining the telephone number(s) they wish to call.

Discounts
Credits for promotional and gift offers on services covered.

**Domestic Service**
Calls and related charges associated with calls placed within the United States. This includes the 50 United States, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.

**Domestic Off-Net Charges**
All calls made by an AT&T U-verse Voice customer to non-AT&T U-verse Voice customers. Minutes from these calls will count against the calling plan.

**DSL - Digital Subscriber Line**
Technology that provides a dedicated digital circuit between a residence and a telephone company's central office (or remote terminal) allowing high-speed data transport over existing twisted copper telephone lines.

**E**

**Early Termination Fee**
A fee associated with early termination of one or more of your services before the end of the associated service plan term.

**F**

**Federal Excise Tax**
A three percent tax mandated by the federal government. It is assessed on taxable services provided by AT&T non-regulated entities.

**Federal Subscriber Line Charge**
This charge was instituted in 1984 to cover the costs of a portion of the local phone network.

**Federal Universal Service Charge**
The USF helps to make phone service affordable and available to all Americans, including consumers with low incomes, those living in areas where the costs of providing telephone service is high, schools and libraries, and rural health care providers.
HD Technology Fee
A monthly fee for access to high-definition (HD) U-verse television service.

High Speed Internet Equipment Fee
A monthly fee for customers who have U-verse TV and Internet equipment.

Important Information
A section on your bill that provides information pertaining to your bill.

Infrastructure Maintenance Fee (IMF)
All telecommunications carriers on a customer’s bill must collect this fee. The funds for the state IMF help to support the costs of providing and maintaining utility rights of way. Revenue from the IMF is dedicated for Personal Property Replacement Tax (PPRT) and is disbursed to all taxing districts.

Insert
Important information message or advertisement included with the paper bill.

Inside Wiring
Any wiring located inside or on your premises.

In-State Connection Fee
The In-State Connection Fee helps to cover the costs AT&T is charged by your local phone company to provide you access to local phone lines.

International Service
Calls and related charges associated with calls placed to international countries or areas outside the United States and its territories.

Interstate Service
Calls and related charges associated with calls placed between parties in different states.

Intrastate Service
Calls and related charges associated with calls placed by a calling party between originating and terminating telephones within the same state.
J

Jack
The wall outlet that your telephone plugs into.

L

Late Payment Charge
Charge for a past due amount not paid on a customer bill.

Local Access and Transport Area (LATA)
LATAs are regional calling areas. Calls between LATAs are interLATA calls and calls within LATAs are intraLATA calls. IntraLATA and interLATA calls are considered Long Distance Calls.

Local Call
A call made within your local calling area that usually does not generate a toll charge.

Local Calling Area
A geographic area where most numbers can be dialed without incurring a toll charge. For areas with measured local service, your local calling area can be found at www.att.com/lca. Not applicable to all areas.

Local Connectivity Charge
This fee helps recover increased connectivity costs associated with providing local service in your state.

Local Number Portability (LNP) Charge
A charge permitted by the FCC to recover costs of upgrading the network to provide customers the ability to keep their phone numbers when changing local service providers.

Local Toll Call
A call outside of your local calling area but inside your LATA. Includes calls that span greater distances than local calls but are not long distance calls (e.g., across town or in the next county). For areas with measured local service, your local calling area can be found at www.att.com/lca. Not applicable to all areas.

Local Usage
This section displays usage-based charges for local service related calls made during the current billing period.

Local Video Facilities Fee
A state or local government fee to support Public Educational and Governmental (PEG) programming.

Local Video Service Franchise Fee
Fee imposed by state or local government on U-verse video service.

**Long Distance Charges**
Products and services provided by your long distance provider for non-local calls.

**M**

**Minimum Monthly Usage Charge**
A charge to an account that does not meet a specified minimum total amount for a particular service.

**Monthly Service Charges**
Monthly fees for AT&T local services in the Plans and Services section of the bill.

**Monthly Recurring Charge**
A charge incurred each month for plan and feature-related services.

**Monthly Subscription Fee**
A monthly charge, most often associated with an optional premium service.

**Municipal Charge**
A charge to cover costs of installing telephone poles and lines, manholes, and other telephone items on public property such as city streets.

**Municipal Telecommunications Tax**
This is a tax mandated by your municipal government imposed on telecommunications services.

**N**

**News You Can Use**
A section of your bill that contains helpful information for your use: confirmation of services, reminders and changes, or updates to your telephone lines and services.

**Non Recurring Charges**
A one-time charge added for a service or feature (e.g., an installation charge).

**Number Portability Service Charge**
A charge permitted by the FCC to recover costs of upgrading the network to provide customers the ability to keep their phone numbers when changing local service providers.
NV Universal Service Fund Surcharge
A fee imposed by the Public Utilities Commission of Nevada that supports telecommunication needs of low-income households, consumers living in high cost areas, schools, libraries, and rural hospitals. This surcharge will be based on a percentage of intrastate long distance charges associated with your U-verse Voice service and will be modified as needed to stay consistent with any required changes in fund contributions.

Operator Assisted Calls
Operator assisted calls are completed with the help of an operator.

Paperless Billing
Allows you to view, save, and print your current monthly bill online. With paperless billing, previous bills are viewable for up to 16 months.

Partial Charges
Prorated charges that occur if a service is added or removed within a billing period.

Pay Per Use (PPU)
Customers who do not subscribe to Automatic Callback, Repeat Dialing, Enhanced Repeat Dialing, or 3-Way Calling may still use these convenient features on a Pay Per Use (PPU) basis.

Payment Address
The address where you should mail the payment for your monthly bill.

Plans and Services
A list of all local service related charges including your monthly service, calls, directory assistance calls, plus additions and changes to service.

Previous Charges
The total amount due from your previous bill.

Promotional Rates and Credit
Promotional rates or credits that are offered for certain services. These do not apply to the initial partial month of billing for the service.

**Prorated Charges**
Additions to and subtractions from the amount due on your bill. If you are a new customer or if you recently made a change to products and services on your account, please remember that monthly services are prorated. This means you will be charged for a full month of service in advance, plus a partial month of service from your connection date up to your billing date.

**Rate Codes**
Codes that represent the time of day and type of call and are used to determine how much each call costs.

**Rate Plan**
The name, code or abbreviation representing the rate plan you have associated with your service.

**Receiver Fee**
A monthly charge for additional U-verse receivers (set top boxes).

**Regulatory Video Cost Recovery Charge**
The Regulatory Video Cost Recovery Charge is the monthly fee that is charged to each U-verse TV subscriber’s bill to recover the regulatory fee imposed on providers of Internet Protocol Television (IPTV) Service.

**Remittance stub**
The portion of your paper bill that you return with your payment to AT&T if you mail your payment. The remittance stub lists your account number, the total amount due, the due date and the AT&T mailing address.

**Restoral Fee**
A charge to restore service that was suspended or disconnected.

**Slamming**
When a third party company switches the customer's local toll or long distance service provider without the customer's permission.

**State and Local Taxes**
Taxes imposed by state and local governments, assessed on taxable services included in your bill.

**State Cost-Recovery Fee**
Fee/Surcharge imposed by AT&T to recover franchise costs imposed on the company by Texas law.

**State County District Sales Tax**
Sales tax assessed at the county or district level.

**State Infrastructure Maintenance Fee**
All telecommunications carriers on a customer's bill must collect this fee. The funds for the State IMF help to support the costs of providing and maintaining utility rights of way. Revenue from the IMF is dedicated for Personal Property Replacement Tax (PPRT) purposes and is disbursed to all taxing districts.

**State Tax**
This charge is imposed by the state government on all goods and services.

**Surcharges and Other Fees**
Charges required or authorized by law, excluding taxes.

---

**T**

**Telecommunications Relay System**
This charge funds the Telephone Relay Access Corporation for the hearing and speech impaired, a program providing telephone transmission services to people with hearing impairment or speech impairment.

**Terms and Conditions**
Contractual obligations that are associated with providing and accepting AT&T services.

**Third-party Billing**
A call that is charged to a number other than the caller’s number or the number of the person being called.

**Toll-free Numbers**
Telephone numbers that may be called without the caller incurring a fee or toll. Toll-free numbers have special area codes including 800, 866, 877, and 888.
U

Universal Connectivity Charge
The Universal Connectivity Charge is the monthly fee that is charged to each residential customer's phone bill to recover the expenses associated with AT&T's payments into the Universal Service Fund.

Universal Service Fee
A fee used to promote and assure the availability of universal service at rates that are reasonable and affordable between rural and urban areas.

Usage Charges
Charges for services that are billed on a per-use basis (e.g., Video on Demand or calls over your plan limits for U-verse Voice).