Your AT&T
Local Service Guide

Keep this guide for future reference.

AT&T Local Service

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General Information

AT&T Customer Care

AT&T Local Service/Customer Care   1 800 288-2747
AT&T Accessible Communications Service Center:
Voice Inquiries   1 800 355-9547
Text Telephone (TTY)   1 800 855-2880

To confirm that your AT&T Long Distance Service
has been connected, please dial one of the numbers
below from a telephone in your home and listen to the
recorded message:

Residential Long Distance   1 700 555-4141
Local/Regional Toll   1 (your area code) 700-4141

Web Site Addresses

Local Service Help Site   www.att.com/localhelp
AT&T Online Billing   www.att.com/go-online

911 Emergency Service

For emergencies in which there is immediate
danger to life, health, or property, dial $\boxed{9}\boxed{1}\boxed{1}$.
For non-emergency situations, please contact the
police, fire department, or medical authorities at
the number listed in your phone book.

Your Right to Choose

Switching your telecommunications company without
your permission is called "slamming." It's illegal
because it violates your right to choose. To "freeze"
your local, long distance, or local toll account -
prevent it from being switched without your consent -
call AT&T at 1 800 288-2747.

1 800 MOVE ATT

One call. One easy move.

Troubleshooting Tip

Here is a basic test you can do yourself that may help fix any problems you are having with your phones. If you still need help from AT&T, the results will help us determine the source of your trouble.

Inside Testing:

Step 1: Unplug all equipment from phone jacks and electrical outlets, including:

- **Answering Machines**
- **Computers**
- **Cordless phones**
- **Fax machines**
- **Voice mail message indicator box**
- **Caller ID boxes**
- **Modems**

Step 2: Wait 15 minutes.

Step 3: Plug a corded telephone into each of your phone jacks. Check for dial tone or static.

Step 4: If the trouble occurs only in certain jacks, it is likely caused by faulty wiring or jacks. If the trouble occurs in all of them, proceed with outside testing.

Outside Testing:

Step 5: WARNING: Exercise caution. Do not perform this outside test during adverse weather or while in contact with water! Find the Telephone Network Interface Device (NID). It's located on an outside wall. Note for Apartment Residents: In apartments, the NID is usually located inside. If you cannot find the NID in your apartment, contact your building manager.

Important Note: The NID should reference the telephone company or be marked as a Network Interface. If the box is not marked as telephone equipment, do not attempt the outside test. This could be electrical equipment.

Step 6: Using a screwdriver or flat-edged tool, open the customer access side of the NID.

Step 7: Remove the plug from each jack in the NID. Plug in a working, corded phone. If you hear a dial tone, make a test call. If your call goes through, the problem is inside your home. Each telephone number in your home should have a jack with a dial tone in the NID. If there is no dial tone or static on the line, the problem is likely in the line outside your home. Once the outside test is completed, make sure all plugs are inserted back into their jacks. If the problem persists, please call our Repair and Maintenance center at 1 800 288-2747. The center is open 24 hours a day, 7 days a week.

Calling Areas

With AT&T, you can call virtually anywhere in the world. Here's a quick explanation of the different types of calls:

❶ **Local** — A call within your local calling area covered by your local calling plan.

❷ **Local Toll (Regional Toll)** — A call beyond your local calling area, but not far enough to be long distance. These calls are subject to per-minute charges, which vary by state.

❸ **In-State Long Distance** — A call to a number outside your local calling area, but still within the borders of your state.

❹ **State-to-State Long Distance** — A call to a number in a different state.

Exclusions apply based on calling plans.

Specialized Services

Directory Assistance

Directory Assistance provides local and long distance numbers. Calls are charged on a per-use basis. Dial $\boxed{4}\boxed{1}\boxed{1}$ (in some states 1-411 or 555-1212) to access local Directory Assistance or $\boxed{0}\boxed{0}$ if you are an AT&T Local and Long Distance customer.

Operator Services

An operator can help place collect calls, person-to-person calls or bill-to-third-party calls. Dial $\boxed{0}$ for local calls and $\boxed{0}\boxed{0}$ for long distance calls. Charges depend on the service requested.

Special Needs and Lifeline Service

For customers who are visually or physically impaired, AT&T offers a Special Needs Program. This program provides eligible customers with an "allowance" of calls using Directory and Operator Assistance. Calls

above the "allowance" will be charged at AT&T's normal rates.

Lifeline Service is a program that reduces certain charges for qualified, low-income households. This service is available to qualifying AT&T Local Service customers who submit a Lifeline application. In some states, proof of eligibility is required. Call AT&T Local Services at 1 800 288-2747 for an application. Note: Lifeline Service is not available in all states.

7-1-1 In-State Telecommunications Relay Service

You can reach the in-state Telecommunications Relay Service (TRS) free of charge by dialing $\boxed{7}\boxed{1}\boxed{1}$, in addition to using the existing in-state TRS phone numbers. TRS operators facilitate telephone communications between TTY (teletype) users who are deaf, severely hard of hearing, or speech disabled, and those who do not have TTYs.

Specialized Directory Listings

"Non-listed" numbers are not listed in the phone book but are available through Directory Assistance. "Non-published" numbers are not available in the phone book or through Directory Assistance. Additional charges may apply.

Calling Features

The following features may be options within your monthly call plan, or can be ordered a la carte or as pay-per-use. Add additional features by calling 1 800 288-2747. All features are not available in all areas. Note: Rotary phone users should consult their Residential phone book for dialing instructions.

Anonymous Call Rejection (ACR)

If you do not want to receive a call from someone when Caller ID is blocked, respond with an announcement that informs the caller that you are not accepting Caller ID blocked calls and tells the caller to unblock their phone number if they wish to speak with you. You must purchase Caller ID to activate this function. To activate this feature press $\boxed{*}\boxed{7}\boxed{7}$. To deactivate, press $\boxed{*}\boxed{8}\boxed{7}$.

Call Block 900/976

Call Block 900/976 is automatically activated at no charge when you subscribe to AT&T Local Service so that 900/976 calls cannot be made nor charged to your line.

Call Block

Allows you to block up to six pre-selected phone numbers. To block a designated phone number, press $*$ 6 0, press $\#$, wait for the dial tone, and dial the first designated phone number you wish to block, followed by the $\#$. Repeat this process to add more phone numbers. To deactivate, press $*$ 8 0. Calls from cellular phones and calls placed with operator assistance cannot be blocked.

Call Forward

See Call Forward description details below. Calls cannot be forwarded to 0-, 0+, or 3-digit numbers. Long distance charges may apply.

Call Forward — Busy

Forwards your incoming calls to another phone number when your main telephone number is busy. To activate or deactivate this feature or change a designated forward-to number, call AT&T at 1 800 288-2747 for assistance. If you subscribe to Call Waiting, you must deactivate Call Waiting to enable Call Forward - Busy.

Call Forward — Don't Answer (No Answer)

Forwards your incoming calls to another phone number if you don't pick up after a certain number of telephone rings. To activate or deactivate, call AT&T at 1 800 288-2747 for assistance.

Call Forward — Preferred (Selective)

Allows you to forward up to six pre-selected phone numbers to a number that you designate. To activate, press $*$ 6 3 and follow the prompts. To deactivate, press $*$ 8 3 and follow the prompts.

Call Forward — Ring-No Answer

Gives you the option of changing the number of rings before a call is forwarded. To activate, press $*$ 4 7 and follow the instructions.

Call Forward — Remote Access

Changes the phone number to which your calls are forwarded when you're not at home. To activate or deactivate, call AT&T at 1 800 288-2747 for assistance.

Call Forward — Variable

Allows you to forward your calls to a number of your choosing. Press $\boxed{7}\boxed{2}\boxed{\#}$ and enter the number to which you want your incoming calls forwarded. When that call is answered, Call Forward - Variable is in effect. If the call is not answered or if the number is busy, your calls will not be forwarded. You must then repeat the process for your calls to be forwarded. To deactivate, press $\boxed{7}\boxed{3}\boxed{\#}$. Two short tones, followed by a normal tone, will indicate the feature is deactivated. Repeat these steps each time you wish to forward calls.

Call Return

Allows you to dial the last number called whether you answered the call or not. Press $\boxed{*}\boxed{6}\boxed{9}$ to hear a recording of the phone number of the last incoming call. If the line is busy or there is no answer, Call Return will continue trying to reach the calling party for 30 minutes. Press $\boxed{*}\boxed{8}\boxed{9}$ to deactivate Call Return before the 30 minutes have elapsed.

Call Screening

Allows you to block phone numbers from a list you've designated and route them to a message indicating you're not receiving calls at this time. Dial $\boxed{*}\boxed{6}\boxed{0}$ to activate and follow the instructions. Dial $\boxed{*}\boxed{8}\boxed{0}$ and follow the prompts to deactivate.

Call Trace

If you receive a harassing or threatening call, you can have the number traced. To activate this feature, hang up immediately from an offensive phone call. Wait 10 seconds, pick up the handset, and press $\boxed{*}\boxed{5}\boxed{7}$ to trace the call. If the trace is successful, a confirmation announcement will be given and further instructions will be provided. If the trace is unsuccessful, you will hear an error message. Call Trace is a feature, not an emergency number.

Call Waiting

A special tone signals you when there's an incoming call while you're on the phone. At the tone briefly press and release the telephone switch hook or "flash" button. This places the first call on hold while you answer the incoming call. To return to the first call (and to switch back and forth), press and release the switch hook or flash button again. To temporarily deactivate Call Waiting, press $\boxed{*}\,\boxed{7}\,\boxed{0}$ and wait for a second dial tone before placing your call. Call Waiting will be automatically reactivated for new incoming calls when you hang up.

Call Waiting Deluxe

Allows you the benefits of Caller ID with Name and Call Waiting. The Caller ID unit displays both the names and phone numbers of incoming Call Waiting calls when you are on the phone. Refer to the Call Waiting instructions to deactivate the Call Waiting portion of this feature.

Call Waiting Deluxe
with Call Forward — Ring-No Answer

Allows you to forward a waiting call to another number. Refer to the Call Waiting Deluxe and Call Forward — Ring-No Answer instructions on how to use these features.

Call Waiting ID with Name

The Caller ID unit displays the name (if available) and phone number of incoming Call Waiting calls when you're already on the phone.

Caller ID

Displays the incoming caller's telephone number (if available) on a Caller ID equipped phone before you answer.

Caller ID Blocking
(Calling Number Delivery Block)

Prevents your name and number from appearing on the Caller ID unit of the person you're calling. You may subscribe to Caller ID Complete Blocking at no charge for continuous call blocking. To activate Caller ID Blocking on a per-use basis, press $\boxed{*}\boxed{6}\boxed{7}$ before each call. If you subscribe to continuous Caller ID Complete Blocking, press $\boxed{*}\boxed{8}\boxed{2}$ before each call to deactivate the service.

Caller ID with Name

Displays an incoming caller's name and telephone number (if available) on a Caller ID-equipped phone before you answer.

Custom Ring 1/Custom Ring 2

Gives you one or two additional home phone numbers without needing to install additional lines. Only one call can come in at a time. Each incoming call is identified by a unique ring, depending on which number has been dialed.

Customer Control of Call Forward — Busy

Forwards calls to the number you have pre-selected. To activate, press $\boxed{8}\boxed{2}\boxed{\#}$. To deactivate, press $\boxed{8}\boxed{3}\boxed{\#}$.

Customer Control of Call Forward — No Answer

Forwards calls to the number you have pre-selected. Activate this feature by pressing $\boxed{7}\boxed{7}\boxed{\#}$. To deactivate, press $\boxed{7}\boxed{8}\boxed{\#}$.

Distinctive Ring

Special callers are identified by a distinctive ring when they call. To activate press $\boxed{*}\boxed{6}\boxed{1}$ and follow the prompts. To deactivate press $\boxed{*}\boxed{8}\boxed{1}$ and follow the prompts.

Multi Distinctive Ring

Gives you multiple telephone numbers, each with its own distinctive ring, on one single line. Only one call

can come in at a time. To activate press $\boxed{*}\boxed{6}\boxed{1}$ and follow the prompts. To deactivate press $\boxed{*}\boxed{8}\boxed{1}$ and follow the prompts.

Repeat Dial

Dials a busy telephone number for 30 minutes and rings your phone when the dialed number is clear. After reaching a busy number, hang up, then pick up the phone again and dial $\boxed{*}\boxed{6}\boxed{6}$ to activate. To cancel Repeat Dial press $\boxed{*}\boxed{8}\boxed{6}$. Repeat Dial does not work with long distance calls or 800 numbers.

Speaking Call Waiting

Sounds a soft beep followed by the name of the person calling if you are on the phone and someone else calls.

Speed Dial 8 (Speed Call 8)

Allows you to program up to eight frequently called phone numbers for dialing with a single-digit code. To activate dial $\boxed{7}\boxed{4}\boxed{\#}$ and wait for the dial tone. Enter the one-digit code you've selected followed by the corresponding phone number (up to 15 digits). Several short tones will confirm your entry. Repeat this procedure for up to seven more numbers. To call a speed-dial number wait for the dial tone and press the one-digit code of the number you wish to call followed by $\boxed{\#}$.

Speed Dial 3O (Speed Call 3O)

Allows you to program up to 30 frequently called phone numbers for dialing with a two-digit code. To activate, follow the Speed Dial 8 instructions but repeat up to 29 more numbers.

Three-Way Calling

Allows you to speak to two separate people at the same time. To use, start by placing a call to the first person. Once that person is on the line, press the switch hook or "flash" button briefly. This places the first party on hold and gives you a dial tone to reach the second person. Then dial the second number. Once the second person answers press the switch hook to connect everyone.

Optional Calling Plans

We offer many types of **AT&T One Rate®** and **AT&T AnyHour International Savings** calling plans with varying low monthly plan fees. Each plan provides you with a discount on our standard per-minute rates for domestic or international direct-dialed calls made from home. For more information call AT&T at 1 800 288-2747.

Online Billing

For a more convenient way to pay your AT&T bill, consider AT&T Online Billing. It's simple, secure, and accessible 24 hours a day, 7 days a week. You'll also enjoy special interactive capabilities, like reverse number look-up in case you don't recognize a phone number on your bill. Please go to http://www.att.com/go-online for more information and to sign-up.

AT&T Easy Reach 800®

Provides customers with the ease and convenience of a personal 800 number so you'll be able to call home from anywhere in the U.S. without the use of coins or calling cards. You can give your 800 number to people with whom you want to stay in touch, so that they can call you toll free. You will be billed a monthly fee for the service, plus the cost of each call made. To sign up call 1 800 850-8437.

AT&T Complete Maintenance Plan

Covers the repair and replacement of all your registered telephones, answering machines, and Caller ID units. It also provides inside wire maintenance coverage (which can be obtained separately). Coverage begins one month after enrollment. Please call 1 800 288-2747 to enroll.

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