

WELCOME

Thank you for choosing AT&T VoiceMail to complement your local service from AT&T. You'll find this easy-to-use service complete with many advanced features—giving you the flexibility to tailor the service to your needs. It's just part of our commitment to bring you the very best in personal communications products and services.

AT&T VoiceMail works hand in hand with your touch-tone phone and it answers calls when you're away from home or talking on the phone. If callers can't reach you, AT&T VoiceMail plays your personalized greeting and records the caller's message.

This guide contains everything you need to know about using your AT&T VoiceMail Service. Please take a few moments to familiarize yourself with the contents and keep this guide for future reference.

For your convenience, you'll find a handy wallet card on the back cover. Keep it with you and use it as needed.

If you have any questions, our Customer Service representatives are happy to help you. Please call **1 800 288-2747** or visit us on the Web at **localhelp.att.com**.

GETTING STARTED

Personalizing your VoiceMail service for the first time

Here are the steps to personalize your VoiceMail service:

- Call your VoiceMail access number from your touch-tone phone at home.

Your VoiceMail Access Number: 1 888 288-8893

- When you hear the system greeting, you will be asked to enter the temporary password. **Please enter:** **1 1 1 1 1 1**.
- The system will ask you to change your password. We suggest that you change your password to an easy-to-remember 6- to 10-digit number.
- The system will ask you to record your own personal greeting or select a standard greeting.

QUICK TIP: You can also dial your home telephone number, and then **press 9** while the greeting is being played to access the system.

VOICEMAIL SERVICE BASICS

Using VoiceMail service

You can retrieve your messages anytime, anywhere, from a touch-tone phone within the United States. Access is also available internationally via **AT&T Direct®** Service.

To enter your VoiceMail box

- Call the VoiceMail access number, **1 888 288-8893**.
- When calling from your home telephone, enter your password followed by #.
- If you are not calling from home, you will be asked to enter your 10-digit home phone number, followed by your password.

While listening to your messages

1 Rewind/Replay Message	2 Reply	3 Delete	3 1 Change Greeting
4 Save as New	5 Header Information	6 Slowdown/Speed Up Playback	4 1 Change Password
7 Rewind 8 Seconds	8 Increase/Decrease Volume	9 Press Once: Fast Forward 8 Seconds Press Twice: End of Message	
* Exit	0 Help	# Press Once: Save Press Twice: Get Saved Messages	

Changing your greeting or password

To change your greeting or password, simply enter your VoiceMail box.

From the main menu:

- **Press 31** to change your personal greeting.
- **Press 41** to change your password.

VoiceMail Specifications

Greeting length	1 minute
Message length	4 minutes
Maximum # of messages	40
New messages stored	15 days
Messages saved	30 days

ADVANCED FEATURES

Autoplay messages

Autoplay is a feature that allows all new messages to automatically play without interruption.

From the main menu:

- **Press 51.**
- Follow the prompts to turn the autoplay on or off.

Message date and time stamp

The VoiceMail system allows you to have a date and time stamp played before your message begins.

From the main menu:

- **Press 52.**
- Follow the prompts to turn the date and time stamp on or off.

Sending messages

As an AT&T VoiceMail customer, you can easily send messages to other AT&T VoiceMail subscribers, including group distribution lists.

From the main menu:

- **Press 2.**
- The system will prompt you to record your message.
- **Press #** after recording your message.
- You can replay your message by pressing **1**.
- Enter the 10-digit phone number you want to send your message to.
- **Press 0** to select a special delivery option.
- **Press #** to send the message.
- You can send your message to more than one person. Just enter another mailbox number and then **press #**.

Special delivery options

When sending a message to others, you can select special delivery options. Before pressing **#** to send the message, **press 0** and then:

- **Press 1** for Private.
- **Press 2** for Urgent.
- **Press 3** for Message Confirmation.
- **Press 4** for Future Delivery.

QUICK TIP: Send yourself a future delivery message for a personal reminder.

Forwarding messages

To forward a message within the AT&T VoiceMail system:

- After listening to your message, **press 22**.
- When prompted, record your introductory comment, and then **press #**.
- Enter the 10-digit mailbox number or group list number.
- Now you may either **press #** to send OR you may choose a special delivery option.

QUICK TIP: When another AT&T VoiceMail subscriber sends you a message, you can **press 2** to reply.

Group lists

If you regularly send messages to the same group of people who are AT&T VoiceMail subscribers, it is more efficient to set up a group distribution list. This allows you to send a message to more than one person by using a two-digit code.

Creating a group list

From the main menu:

- **Press 62** and the system will assign a number between 1 and 15 for the group list.
- Record a name for this group list.
- **Press #** after recording the group name.
- Enter the 10-digit phone numbers of the people you want to add to the list.

Sending a message to a group

From the main menu:

- **Press 2** to record your message.
- **Press #** when finished recording your message.
- Enter the number of the group distribution list that you want to receive your message, followed by **#**.
- **Press #** to send the message or **0** to select a special delivery option.

Editing a group distribution list

You can edit a group list when you need to add or delete a person from your distribution list.

From the main menu:

- **Press 6** and follow the instructions to edit a group distribution list.
- Enter the VoiceMail box number (10-digit phone number) of the person you want to add or delete from the group distribution list.
- **Press *** when finished.

Deleting a group distribution list

From the main menu:

- **Press 64.**
- Enter the number of the group distribution list you wish to delete.
- **Press *** to exit.

E-mail Notification

With VoiceMail and VoiceMail Plus, you can receive notification of a new VoiceMail message in an e-mail format. With E-mail Notification you can receive notification at any three e-mail addresses of your choice. The E-mail Notification message will contain the calling party's telephone number and your voicemail telephone number, with a date and time stamp of the new voicemail message. In addition, the voicemail message file will be attached for you to click and listen to. Please visit voicemail.att.com to sign up and to get additional details on this exciting E-mail feature.

VOICEMAIL PLUS

AT&T VoiceMail Plus is a premium VoiceMail option that offers all the advantages of AT&T VoiceMail covered in previous pages and more.

VoiceMail Plus

Greeting length	2 minutes
Message length	5 minutes
Maximum number	60
New messages stored	30 days
Messages saved	40 days

Advanced features notification options:

- Pager Notification of New Messages
- Extension Mailboxes

Extension Mailboxes

Your subscription to AT&T VoiceMail Plus includes Extension Mailboxes. Extension Mailboxes allow you to create up to eight additional private mailboxes within your own mailbox. If you have family members or business associates who receive calls on your phone, you can create an Extension Mailbox for their personal use.

Each Extension Mailbox functions as a private mailbox with its own password and greeting. Extension Mailboxes must be created by the user of the main mailbox before they're ready to use. Only the user of the main mailbox will receive pager notification of the new messages left in the main mailbox and Extension Mailboxes.

QUICK TIP: Be sure to write down the passwords and give them to Extension Mailbox users. Note: If you forget an Extension Mailbox password, the Extension Mailbox must be deleted and recreated.

Creating Extension Mailboxes

From the main menu:

- **Press 5** for Mailbox Settings.
- **Press 6** for Extension Mailbox Options.
- **Press 1** to add an Extension Mailbox.
- Follow the system prompts to select a 6- to 10-digit password, and then record the name and personal greeting for the user of the Extension Mailbox.
- To create another Extension Mailbox, **press 1** and repeat the steps above.
- The system prompts you to update your main greeting. You can choose a standard system greeting

that includes the recorded name of each Extension Mailbox, or you can record a personal greeting.

Here's a sample personal greeting:

Hi, you've reached Jane Doe. If you'd like to leave a message for John, press 1; to leave a message for Joe, press 2; to leave a message for Jill, press 3; to leave a message for me, simply wait for the tone. Thanks for calling.

Listening to messages in an Extension Mailbox

From the main menu:

- When prompted, enter the number of the Extension Mailbox you wish to access and then the password for that mailbox, followed by **#**.
- The first time an Extension Mailbox is accessed, a short tutorial instructs the user to select a new password and greeting.

Note: If you forget an Extension Mailbox password, the Extension Mailbox must be deleted and recreated.

- To listen to the messages, **press 1**.

Deleting Extension Mailboxes

From the main menu:

- **Press 5** for Mailbox Settings.
- **Press 6** for Extension Mailbox Options.
- **Press 3** to delete a mailbox and follow the system prompts.
- Record your personal greeting to reflect the mailbox changes.

ReachMe

The ReachMe feature allows you to define an alternate telephone number in the mailbox where callers can reach you.

The callers will press 0 then 1 during the greeting, and the voicemail system will dial the alternate telephone number, transferring the caller.

You will have the choice of a standardized prompt to tell callers to press 0 then 1 to transfer to an alternate number, or you can record a personal greeting to let callers know of the option. You can also control the schedule of when the system will place the calls to the alternate number.

From the main menu:

- **Press 4** for Personal Settings.
- **Press 3** for ReachMe Settings.
- Follow the prompts.

TERMS AND CONDITIONS

The following terms and conditions (this "Agreement") will govern AT&T's provision and your use of AT&T VoiceMail (the "Service"). The Service described in *Your Guide to AT&T Services* ("Your Guide") is provided to you by AT&T with these terms and conditions. Upon the earliest of your use of the Service or your paying any charge relating to the Service, you are indicating your agreement to be bound by all of the provisions of these terms and conditions, including any modification to the terms and conditions adopted by AT&T in the future.

- 1. DESCRIPTION OF SERVICE.** The Service is provided as defined in *Your Guide*. The Service requires touch-tone telephone service and a call forwarding feature. When you ordered the Service, unless otherwise instructed, an order was placed on your behalf for the following feature: call forwarding upon both busy signal and ring-no answer.
- 2. CHARGES AND PAYMENT FOR SERVICE.** You agree to pay all applicable charges for the Service in full when due, including service activation charges and monthly service charges together with any applicable taxes and other surcharges. If you fail to pay the monthly service charges and/or related taxes and surcharges by the required due date, AT&T may notify you that it will be terminating your Service unless all charges are paid within the time frame specified in the notice. Current VoiceMail charges may be obtained by calling the AT&T Local Service Center at 1 800 288-2747.
- 3. LAWFUL USE OF SERVICE.** You are solely responsible for the contents of your transmissions through the Service. You agree to use the Service in a manner consistent with applicable laws and regulations and with this Agreement and to ensure that all other users of your Service also use it in such manner. You agree not to transmit through the Service any unlawful, harassing, libelous, abusive, threatening, harmful, obscene, or otherwise objectionable material of any kind or nature.
- 4. YOUR RESPONSIBILITY TO RETRIEVE MESSAGES.** AT&T assumes no responsibility for the deletion or failure to store or retrieve VoiceMail messages. As described in *Your Guide*, your Service will retain only a limited number of messages and will store messages only for a limited number of days. AT&T retains the right, at AT&T's sole discretion and at any time, to change any of the capacity limits on message exchange and storage. Accordingly, timely retrieval of messages is your responsibility.
- 5. PRIVACY STATEMENT.** AT&T considers VoiceMail to be private correspondence between a sender and a recipient. It is the policy of AT&T to respect the privacy of its subscribers. Therefore, AT&T will not monitor, edit, or intentionally disclose the contents of your private communications unless required to so do by law or in the good faith belief that such action is

necessary to: (1) comply with legal process served upon AT&T; (2) protect and defend the rights or property of AT&T; or (3) act under apparently exigent circumstances to protect the personal safety of its subscribers or the public. You acknowledge and agree that AT&T neither endorses the contents of your communications nor assumes responsibility for any material contained therein.

6. **LIMITED WARRANTY.** You expressly agree that use of the Service is at your sole risk. AT&T warrants that the Service shall perform substantially as described in *Your Guide*. AT&T does not warrant that the operation of the Service will meet your requirements or that the service will be uninterrupted, timely, secure, or error-free or that the Service will always be available. You agree to promptly notify AT&T by calling 1 800 288-2747 or by other means anytime the Service is not operating properly. EXCEPT AS SET FORTH IN THIS SECTION, AT&T MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE SERVICE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NONINFRINGEMENT. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES. HOWEVER, SUBSCRIBER AND AT&T AGREE THAT ALL LEGALLY APPLICABLE EXCLUSIONS WILL APPLY.
7. **MAINTENANCE AND SERVICE INTERRUPTIONS.** AT&T may schedule maintenance for the equipment and facilities that provide the Service to you. AT&T will try to perform maintenance with minimal interruption to your Service. When practical, AT&T will notify you of planned maintenance by leaving a message in your VoiceMail box. During any scheduled maintenance, the Service will be unavailable to you. If the Service is interrupted or unavailable to you due solely to the fault of AT&T for a period of more than six consecutive hours during a given calendar month, other than for scheduled maintenance, AT&T shall, upon your request, credit you with the greater of (a) your combined Monthly Service Charge (prorated) for the period of interruption or (b) \$1.00.
8. **LIMITATION OF LIABILITY.** AT&T will not be liable for Service interruptions or failures or any other problems associated with the Service caused by or arising from circumstances beyond its control. This includes, without limitation, any problem relating to telephone service, material shortages, unusual work loads, natural catastrophe, labor strikes, civil disturbances, weather, water damage, fire, acts of war, and terrorist acts. AT&T WILL BE LIABLE TO YOU FOR ANY DAMAGES THAT ARE CAUSED TO YOU BY AT&T'S WILLFUL MISCONDUCT AND FOR ANY PROVEN DIRECT DAMAGES TO REAL OR TANGIBLE PERSONAL PROPERTY OR FOR BODILY INJURY OR DEATH THAT IS CAUSED BY AT&T'S NEGLIGENCE. IN ALL OTHER SITUATIONS, AT&T'S TOTAL LIABILITY FOR ANY CLAIMS OR DAMAGES ARISING IN CONNECTION WITH THE SERVICE, INCLUDING CLAIMS OR DAMAGES RESULTING FROM AT&T'S NEGLIGENCE, SHALL NOT EXCEED ONE MONTH'S CHARGE FOR THE SERVICE. AT&T SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL,

SPECIAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM YOUR USE OR INABILITY TO USE THE SERVICE OR MESSAGES RECEIVED OR ALTERATION OF YOUR MESSAGES, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOST PROFITS OR REVENUES OF ANY KIND, WHETHER SUCH CLAIMS OR DAMAGES ARISE IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE.

9. **MODIFICATIONS TO SERVICE.** AT&T unilaterally reserves the right to modify or discontinue the Service or any Service feature or capability at any time effective immediately upon notice to you by U.S. Mail, by placing a message in your VoiceMail box, or by publication (e.g., by posting a notice on our Web site at www.att.com, or by publishing a notice in a newspaper of general circulation). If you continue using this Service after such modification, you will be deemed to have accepted these modifications. You agree that AT&T shall not be liable to you or any third party should AT&T exercise its right to modify or discontinue the Service.
10. **TERM AND TERMINATION.** AT&T will provide the Service to you on a month-to-month basis. AT&T may discontinue or terminate your Service at any time under the procedures described in Paragraph 9 or immediately upon notice based upon your misuse of or failure to pay for the Service or any other violation of the terms and conditions of this Agreement. You may terminate the Service by notifying AT&T at 1 800 288-2747. When the Service is terminated by you, AT&T will continue to provide the Service for a maximum of three days from the date of your notification to AT&T to allow time for an orderly transition of messaging functions. AT&T will have no obligation thereafter to forward any unread or unsent messages to you or to any third party.
11. **AVAILABILITY OF SERVICE.** AT&T will provide the Service to you only if AT&T is able to bill you and has in place in your area the technical facilities necessary to provide the Service. AT&T will not be able to provide the Service to you if you have a rotary phone.
12. **DISPUTE RESOLUTION.** It is important that you read this section carefully. This section provides for resolution of disputes through final and binding arbitration before a neutral arbitrator instead of a court by a judge or through a class action. You continue to have certain rights to obtain relief from a federal or state regulatory agency.
 - A. **BINDING ARBITRATION.** The arbitration process is governed by the Federal Arbitration Act ("FAA"), 9 U.S.C. §§ 1–16. You have the right to take any dispute that qualifies to small-claims court rather than arbitration. All other disputes arising out of or related to this Agreement must be resolved by final and binding arbitration. This includes any dispute based on any product, service, or advertising having a connection with this Agreement and any dispute not finally resolved by a small-claims court. The arbitration will be conducted by one arbitrator. If any portion of this Dispute Resolution Section is determined to be unenforceable, then the remainder shall be given full force and effect.

The arbitration of any dispute involving \$10,000 or less shall be conducted in accordance with the Consumer Arbitration Rules of the American Arbitration Association (“AAA”), as modified by this Agreement, which are in effect on the date a dispute is submitted to the AAA. The AAA’s Commercial Arbitration Rules and fee schedules will apply to any disputes in excess of \$10,000. You have the right to be represented by counsel in an arbitration. In conducting the arbitration and making any award, the arbitrator shall be bound by and strictly enforce the terms of this Agreement and may not limit, expand, or otherwise modify its terms.

No dispute may be joined with another lawsuit, or in an arbitration with a dispute of any other person, or resolved on a classwide basis. The arbitrator may not award damages that are not expressly authorized by this Agreement and may not award punitive damages or attorneys’ fees unless such damages are expressly authorized by a statute. You and AT&T both waive any claims for an award of damages that are excluded under this Agreement.

- B. ARBITRATION INFORMATION.** Before you take a dispute to arbitration or to small-claims court, you must first contact our customer account representatives at the toll-free customer service number on your AT&T bill for the Service to give us an opportunity to resolve the dispute. Similarly, before AT&T takes a dispute to arbitration, we must first attempt to resolve it by contacting you. If the dispute cannot be satisfactorily resolved within 60 days from the date you or AT&T is notified by the other of a dispute, then either party may then contact the AAA in writing at AAA Service Center, 134555 Noel Road, Suite 1750, Dallas, Texas 75240-6620, and request arbitration of the dispute. Information about the arbitration process and the AAA’s Arbitration Rules and its fees is available from the AAA on the Internet at www.adr.org or at the AAA address provided above.



