

**IMPORTANT CUSTOMER INFORMATION****Choice of Services**

We believe consumers should have free and open choices of telecommunications services. When dealing with us, the consumer should have the opportunity to select from all available service options. These services are provided to consumers without discrimination as to race, nationality, color, sex, religion, marital status, income level, source of income, or from unreasonable discrimination on the basis of geographical location.

**Advance Payments**

Sometimes an advance payment is required if you are unable to establish or maintain credit with us. Advance payments are applied to the first month's bill.

**Credit Information**

Residential applicants can demonstrate satisfactory credit using either a payment record with another local telephone service provider or other means, including generally accepted credit history, letters or verifiable names of credit references, or proof of ownership of substantial equity that is easily liquidated. It is our policy to apply a customer's credit history equally for 12 months to a spouse or former spouse who shared the service. Credit history maintained by a customer will be applied equally to the spouse or former spouse without modification and without additional qualifications required of the customer.

**Bill Payment and Adjustments**

Your telephone bill is due upon receipt and is past due if the bill has not been paid or a deferred payment arrangement has not been entered into within 16 days after the bill was issued. Charges left unpaid 2 calendar days past the due date will be subject to a late payment charge. A fee will be assessed on all returned checks. To obtain the hours and addresses of locations where bills may be paid, please call the following toll-free number **1-800-288-2020**.

Pay your bill online! AT&T eBill service stops your paper bill and allows you to view, pay, and print your residential and business phone bill online. It is easy, secure and free. You will also be able to choose your preferred method of payment. Enroll in AT&T eBill online now at **www.att.com**.

Refunds are made via bill credit unless otherwise requested.

**Alternative Payment Plans for Business and Residence Customers**

You are responsible for making your payment in full and on time each month. If you cannot pay by the due date, but can pay before the due date of the next bill, please call your service representative to make a payment arrangement. If AT&T Texas issued a suspension or disconnection notice prior to the payment arrangement being made, that suspension or disconnection will be delayed in accordance with the payment arrangement. If the payment arrangement is not kept, AT&T Texas may suspend or disconnect service without further notice.

**IMPORTANT CUSTOMER INFORMATION (cont'd)**

**Suspension/Disconnection of Service**

Upon ten days written notice, AT&T Texas can suspend or disconnect your service.

AT&T Texas can suspend or disconnect your service without notice for any of the following reasons:

Where service is connected without authority;

Where service is reconnected without authority;

Where there are instances of tampering with AT&T's equipment, evidence of theft of service, or other efforts to defraud AT&T.

**Reconnection of Service**

Call your AT&T billing representative at the number listed below. It is important that any past-due charges for service be paid. There is a charge to have your service restored. Sometimes an advance payment may also be required to re-establish your credit.

**Disputed Bills and Steps for Filing a Complaint**

A customer's service will not be subject to suspension or disconnection for nonpayment of the portion of a bill under dispute pending a determination of accuracy of the charges by AT&T and completion of any informal complaint process. The customer is obligated to pay any billed charges not in dispute.

Your local service representative is available to answer your questions and resolve your problems. Call AT&T at **1-800-288-2020** for residence or **1-800-321-2000** for business. If you are still not satisfied, ask to speak to a manager. The manager is there to assist you in resolving the problem. If you wish to file a complaint you may do so by letter, or by telephone. (C)

**AT&T contact information:**

AT&T

208 S Akard St, Executive Office

Room 901.05

Dallas, TX 75202 USA

1-800-422-0499 (toll-free)

AT&T Texas shall investigate the complaint and advise you of the results of the investigation within 21 days. You can request results of the investigation in writing. If you are not satisfied, you may request that a manager review the complaint and results. The manager will inform you of the results of the review within 10 days. You may request the results of the review in writing. If you are dissatisfied with the manager's review, and depending on the nature of your complaint, you may contact the commission (PUC) to initiate an informal or formal complaint.

**PUC contact information:**

Public Utility Commission of Texas

Office of Customer Protection

P.O. Box 13326

Austin, Texas 78711-3326

512-936-7120 or in Texas (toll free) 1-888-782-8477 Fax 512-936-7003

e-mail address: [customer@puc.texas.gov](mailto:customer@puc.texas.gov) Internet address: [www.puc.texas.gov](http://www.puc.texas.gov) TTY 512-936-7136 and Relay Texas (toll free) 1-800-735-2989

**IMPORTANT CUSTOMER INFORMATION (cont'd)****Charges on Your Telephone Bill – Your Rights as a Customer**

Placing charges on your phone bill for products or services without your authorization is known as cramming and is prohibited by law. Your telephone company may be providing billing services for other companies, so other companies' charges may appear on your telephone bill. If you believe you were crammed, you should contact the telephone company that bills you for your telephone service and request that it take corrective action. The Public Utility Commission of Texas requires the billing telephone company to do the following within 45 days of when it learns of the unauthorized charge: Notify the service provider to cease charging you for the unauthorized product or service; Remove any unauthorized charge from your bill; Refund or credit all money to you that you have paid for an unauthorized charge; and; on request, provide you with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your telephone bill. If the company fails to resolve your request, or if you would like to file a complaint, please write or call the Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, 512.936.7120 or toll-free in Texas at 888.782.8477, fax 512.936.7003, e-mail address: [customer@puc.texas.gov](mailto:customer@puc.texas.gov) , Internet address: [www.puc.texas.gov](http://www.puc.texas.gov) . Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at 512.936.7136 or (toll-free) 800.735.2989.

Your phone service cannot be disconnected for disputing or refusing to pay unauthorized charges. You may have additional rights under state and federal law. Please contact the Federal Communications Commission, the Attorney General of Texas, or the Public Utility Commission of Texas if you would like further information about possible additional rights.

**IMPORTANT CUSTOMER INFORMATION (cont'd)****"Cramming", o sea, cargos en su facture telefónica no autorizados**

El cobro de cargos en su factura telefónica por productos o servicios que usted no autorizó se llama "cramming" y está prohibido por ley. Es posible que su compañía telefónica preste servicios de facturación a otras compañías, así que los cargos de otras compañías pueden aparecer en su factura telefónica. Si cree haber sido víctima de "cramming", debe comunicarse con la compañía telefónica que le cobra por su servicio telefónico, AT&T Texas al: **1-800-870-5855** y pedirle que tome medidas correctivas. La Comisión de Empresas de Servicio Público de Texas exige que AT&T Texas haga lo siguiente dentro de 45 días consecutivos de la fecha en que se entere del cargo no autorizado:

- Notificar a la compañía que deje de cobrarle por el producto o servicio no autorizado;
- Retirar cualquier cargo no autorizado de su factura;
- Reembolsar o acreditar todo el dinero que usted haya pagado por un cargo no autorizado; y
- A solicitud, darle todos los archivos de facturación relacionados con cualquier cargo no autorizado dentro de 15 días hábiles después de que el cargo se retire de su factura telefónica. Si AT&T Texas no cumple con la solicitud o si usted quiere presentar una queja, por favor escriba o llame a:

**Public Utility Commission of Texas**  
**P.O. Box 13326**  
**Austin, Texas 78711-3326**  
**(512) 936-7120 o en Texas:**  
**(sin cargo alguno) 1-888-782-8477**  
**fax (512) 936-7003 or**  
**e-mail to: [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)**

Las personas con impedimentos auditivos o del habla que usan teléfonos de texto (TTY, por sus siglas en inglés) pueden comunicarse con la comisión al **(512) 936-7136**. No se puede desconectar su servicio telefónico si usted disputa o rehúsa pagar cargos que no autorizó. Puede tener derechos adicionales bajo la ley estatal y federal. Por favor comuníquese con la Comisión Federal de Comunicaciones, la Procuraduría General de Texas o la Comisión de Empresas de Servicio Público de Texas si desea más información sobre estos posibles derechos adicionales.

**IMPORTANT CUSTOMER INFORMATION (cont'd)****Selecting a Telephone Company – Your Rights as a Customer**

Telephone companies are prohibited by law from switching you from one telephone service provider to another without your permission, a practice commonly known as slamming. If you are slammed, Texas law requires the telephone company that slammed you to do the following:

1. Pay all charges associated with returning you to your original telephone company within five (5) business days of your request.
2. Provide all billing records to your original telephone company within 10 business days of your request.
3. Pay your original telephone company the amount you would have paid if you had not been slammed.
4. Refund to you within 30 business days any amount you paid for charges during the first 30 days after the slam and any amount more than what you would have paid your original telephone company for charges after the first 30 days following the slam.

Your original telephone company is required to provide you with all the benefits, such as frequent flyer miles, you would have normally received for your telephone use during the period in which you were slammed. If you have been slammed, you can change your service immediately back to your original provider by calling your local telephone company. You should also report the slam by writing or calling Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, 512.936.7120 or toll-free in Texas at 888.782.8477, fax 512.936.7003, e-mail address: [customer@puc.texas.gov](mailto:customer@puc.texas.gov), Internet address: [www.puc.texas.gov](http://www.puc.texas.gov). Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at 512.936.7136 or (toll-free) 800.735.2989.

You can prevent slamming by requesting a preferred telephone company freeze from your local telephone company. With a freeze in place, you must give formal consent to lift the freeze before your phone service can be changed. A freeze may apply to local toll service, long distance service, or both. The Public Utility Commission of Texas can give you more information about freezes and your rights as a customer. For questions regarding any of our products or services, please call 800.288.2020 or visit us online at [att.com](http://att.com).

**Your Billing Representatives**

For residence (home) billing information call toll-free 1-800-288-2020.

For business (commercial) billing information call toll-free 1-800-321-2000.

(C)

**Your Repair Representatives:**

Residence 1-800-246-8464 Business 1-800-286-8313

**IMPORTANT CUSTOMER INFORMATION (cont'd)****"Slamming", o sea, cambios no autorizados Cómo escoger una compañía de telecomunicaciones - Sus derechos como consumidor.**

La ley prohíbe que las compañías telefónicas le cambien de una compañía de servicio telefónico a otra sin su permiso, una práctica comúnmente conocida como "slamming". Si usted es víctima de "slamming", la ley de Texas exige que la compañía telefónica que cambió su servicio sin autorización haga lo siguiente:

1. Pagar todos los cargos relacionados con su regreso a la compañía telefónica original dentro de cinco días hábiles de su solicitud.
2. Dar a su compañía telefónica original todos los datos de facturación dentro de diez días hábiles de su solicitud.
3. Pagar a su compañía telefónica original el monto que usted hubiera pagado si no se hubiera cambiado su servicio sin su autorización.
4. Reembolsarle dentro de 30 días hábiles todo monto que usted pagó por cargos durante los primeros 30 días después del cambio no autorizado y cualquier cantidad excedente a la cantidad que usted hubiera pagado a su compañía telefónica original por cargos después de los primeros 30 días posteriores al cambio no autorizado.

Su compañía telefónica original está obligada a darle todos los beneficios, como millas de viajero frecuente, que usted normalmente recibiría por usar su teléfono durante el period en que ocurrió el cambio no autorizado. Si ha sido víctima de slamming, puede regresar su servicio a la compañía original inmediatamente al comunicarse con su compañía telefónica local. También debe reportar los cambios no autorizados, por escrito o llamando a:

**Public Utility Commission of Texas**  
**P.O. Box 13326**  
**Austin, Texas 78711-3326**  
**(512) 936-7120 o en Texas:**  
**(sin cargo alguno) 1-888-782-8477**  
**fax (512) 936-7003 or**  
**e-mail to: customer@puc.state.tx.us**

Las personas con impedimentos auditivos o del habla que usan teléfonos de texto (TTY, por sus siglas en inglés) pueden comunicarse con la comisión al **(512) 936-7136**. Puede prevenir los cambios no autorizados al solicitar que su compañía telefónica local congele la compañía telefónica que usted prefiere. Una vez establecida la congelación, tiene que dar su consentimiento formal para quitar la congelación antes de que se pueda cambiar su servicio telefónico. La congelación puede aplicarse al servicio de llamadas locales con cargo, de larga distancia o a ambos. La Comisión de Empresas de Servicio Público de Texas puede darle más información sobre la congelación y sus derechos como cliente.

**IMPORTANT CUSTOMER INFORMATION (cont'd)****Services for Customers with a Disability**

Customers with physical disabilities and those who care for such customers are encouraged to identify themselves to AT&T. In this way, special action can be taken to inform you of your rights, where necessary and appropriate to the particular situation.

Customers with visual disabilities that are interested in special services such as readers or notices in Braille, where available, should contact the telephone company at **1-800-288-2020**.

Hearing and speech impaired individuals with text telephones (TTY) may contact the commission at **512-936-7136** or Relay Texas Toll Free **1-800-735-2989**.

**The Specialized Telecommunications Assistance Program (STAP)**

The Specialized Telecommunications Assistance Program (STAP) provides financial assistance to help Texas residents with disabilities purchase basic specialized equipment or services needed to access the telephone network. For more information, contact the Texas Department of Assistive and Rehabilitative Services, the Office of Deaf and Hard of Hearing Services at **512-407-3250** (Voice) or **512-407-3251** (TTY) or [www.dars.state.tx.us/dhhs](http://www.dars.state.tx.us/dhhs). This program is open to all individuals who are residents of Texas and have a disability.

**Lifeline**

If you receive benefits from Supplemental Nutrition Assistance Program (SNAP) formerly Food Stamps, Temporary Assistance for Needy Families (TANF), Low-Income Home Energy Assistance Program (LIHEAP), Medicaid, Supplemental Security Income (SSI), Federal Public Housing/Section 8, Children's Health Insurance Program (CHIPs), National School Lunch Program (free lunch program only), or if your income is at or below 150% of the federal poverty level, or if residing on Tribal Lands, Bureau of Indian Affairs General Assistance, Tribally Administered Temporary Assistance for Needy Families (TANF), Head Start (income qualified customers only), or Food Distribution Program on Indian Reservations (FDPIR), you may qualify for Lifeline. Lifeline offers a monthly discount applied to the local service line and Federal Subscriber Line charges for local telephone service. Additional discounts may apply if you live on tribal lands. Call the Texas Lite-Up program at **1-866-454-8387** for more information or to sign up for Lifeline or visit [att.com/lifeline](http://att.com/lifeline).