



Bulletin

Detailed information on our home phone services - February 2020

We now offer a new online resource for our home phone services at att.com/CAinfo.^{*} You can find topics on how to use your phone in an emergency, bill payment options, and how to save money on your phone services. *See the reverse for all languages.*

^{*}Please note: Our new att.com/CAinfo site replaces our 800.21.GUIDE hotline effective 1/1/2020.



BI-940956 CP 2/20

Basic Services

***Flat Rate Service:** Unlimited local calls for a set monthly rate of \$27 per month^{**}; \$49 fee to activate service.

***Measured Rate Service:** A monthly residence telephone rate, which includes a \$6.75 calling allowance applied to calls within your local calling area or to Zone 3 if you're in a Zone Usage Measurement (ZUM) area. Calls are charged depending on the time of day the call is placed and length of the call. Usage Rates: \$0.25 per minute (or fraction thereof) in your local area, \$0.25 per minute (or fraction thereof) for Zone 3 charges if you are in a ZUM Area. \$24.25 per month^{**}; \$49 fee to activate service.

California LifeLine: Discounted basic service for qualifying low-income customers provided by the local telephone company and sponsored by the California Public Utilities Commission (CPUC).

- ***Flat Rate California LifeLine:** Unlimited local calling at \$8.48 per month^{**}; \$10 fee to activate service.
- ***Measured Rate California LifeLine:** Includes 60 untimed local calls per billing cycle. Local calls over 60 cost \$0.08 each. Price: \$5.73 per month^{**}; \$10 fee to activate service.

Qualified residents of Tribal Lands may qualify to receive up to an additional \$25 in discounts per month for discounted basic residential telephone service.

- *Free toll blocking available to qualified LifeLine customers.*

Zone Usage Measurement Calling (ZUM): ZUM is a method for pricing local calls by zones. Zones 1 and 2 are those areas from 0-12 miles. Zone 3 further extends local calling to 16 miles in urban areas of the state. Unlimited Zones 1 and 2 calls are included in the charge for Flat Rate Service. Per-minute charges of \$0.25 apply to Measured Rate Service for Zones 1 and 2 calls. Where Zone 3 calling is available, per minute charges of \$0.25 apply to both Flat and Measured Rate Service, including California LifeLine Flat and Measured Rate Service. Where Zone 3 calling is not available, calls over 12 miles are billed as Local Toll Calls.

MetroPlanSM: Optional service for customers in ZUM Zone 3 calling areas. It includes unlimited Zone 3 calling (13 to 16 miles) for \$3 per month. Customers enjoy expanded local calling area for a flat rate. There is no activation fee.

Local Toll (IntraLATA) Calling: Per-minute charges for calls made outside your local and Zone 3 calling areas but within your Service Area. (See Local Toll Calling Plans on reverse.)

^{*}Price includes dial tone, single-party service, Touch-tone capability, Toll Blocking to qualifying low-income customers, access to interexchange service and access to 911 or other emergency services, access to operator services, unlimited incoming calls, a listing in the AT&T White Pages telephone directory, a copy of the published AT&T White Pages telephone directory for your area (To obtain a copy of the AT&T White Pages Directory for your area, call 877.234.8339 or visit www.realpageslive.com to view listings online.), access to the AT&T customer service and repair service, access to toll-free numbers (800 and 800-type numbers), access to the California Relay for the Deaf via "711," and access to Directory Assistance. Prices exclude taxes, fees, Universal Service charges, Federal Subscriber Line Charge and installation. The Federal Subscriber Line Charge is waived for California LifeLine customers. Prices also exclude inside wire work or jacks.

^{**}Basic service rates are higher in Extended Area Service (EAS) exchanges.

Calling Services

Caller ID: Lets you see the name and number (if not blocked) of the person calling you on a special display unit or phone. Price: \$10.99 per month; \$7.50 fee to activate service.

Call Waiting ID: Provides the name and number (if not blocked) of an incoming call when you are already on

the phone. Requires Caller ID and Call Waiting. Price: \$8 per month; \$7.50 fee to activate service.

Anonymous Call Rejection (ACR): Rejects calls from blocked numbers. Price: \$10.99 per month (free with Caller ID); \$7.50 fee to activate service.

Call Waiting: Signals that you have another incoming call when you are on the line. Price: \$10.99 per month; \$7.50 fee to activate service.

Call Return (*69): Instantly connects you to your last incoming call. To subscribe: \$10.99 per month; \$7.50 fee to activate service. \$3 per use for non-subscribers.

Three-Way Calling: Lets you talk to people in two different locations at the same time. To subscribe: \$10.99 per month; \$7.50 fee to activate service. \$3 per use for non-subscribers.

Repeat Dialing (*66): Continues to redial a busy number for up to 30 minutes and signals you with a special ring when the line becomes free. To subscribe: \$10.99 per month; \$7.50 fee to activate service. \$1.99 per use for non-subscribers.

Priority Ringing: Lets you assign a distinctive ring for up to 10 pre-selected numbers you select and overrides Anonymous Call Rejection. Price: \$10.99 per month; \$7.50 fee to activate service.

Call Forwarding: Lets you automatically send incoming calls to another number, including pagers and mobile phones. Price: \$10.99 per month; \$7.50 fee to activate service.

Busy Call Forwarding: Sends incoming calls to a pre-selected number when your line is busy. Price: \$10.99 per month; \$7.50 fee to activate service.

Delayed Call Forwarding: Automatically routes incoming calls, after a pre-determined number of rings, to a pre-selected number. Price: \$10.99 per month; \$7.50 fee to activate service.

Select Call Forwarding: Choose up to 10 numbers to forward to another number. Price: \$10.99 per month; \$7.50 fee to activate service.

Remote Access to Call Forwarding: Allows you to turn Call Forwarding on or off, or change the forwarded-to number from any location. Price: \$4 per month (Call Forwarding required); \$7.50 fee to activate service.

Call Screen: Screens out up to 10 phone numbers so your phone does not ring when someone you do not want to hear from tries to call you. Price: \$10.99 per month; \$7.50 fee to activate service.

Call Trace: Allows us to automatically trace an unwanted call and provide information to law enforcement, immediately after the call. Price: \$7.50 fee to activate service; \$6 per traced call.

Speed Calling 8: Lets you quickly dial any of 8 frequently called numbers using a 1-digit code, from any phone on your line. Price: \$10.99 per month; \$7.50 fee to activate service.

Voicemail: AT&T Unified MessagingSM is a service that allows quick and easy access to your AT&T home phone voicemail messages, including fax messages. Whether by phone or from any computer with internet access, you decide how, when, and where you retrieve and listen to your messages*. Starting at \$10.49 per month; \$10 fee to activate service, or \$8.49 per month with a qualifying All Distance®, Complete Choice® Enhanced or Complete Choice® Basic package.

^{*}Continued on reverse under Other AT&T Services.

Discount Services

With the **AT&T ALL DISTANCE®** plan, you have unlimited local and long-distance calling at one flat rate. ALL DISTANCE® service gives your phone line unlimited local calls, unlimited direct-dialed nationwide long-distance from AT&T Long Distance, and up to 12 calling features, all for only \$66 a month. Other charges apply. For more information please visit us online at att.com or call 800.288.2020 for more details.

Other AT&T Services

AT&T offers the easy and convenient services you want, including TV, Internet, and Phone*.

Geographic and service restrictions apply. Call 800.288.2020 or go to att.com/support to see if you qualify.

**You can get Voicemail-to-Text (VMTT) on your qualifying iOS or Android device via the AT&T Voicemail Viewer App or choose to automatically forward your Unified Messaging or digital Voicemail messages with VMTT to a designated email address accessible from your smartphone, tablet or computer. For more information, please visit att.com/vmviewer.*

Local Toll Calling Plans

Saver 60SM: Monthly fee includes up to 60 minutes* of calling for direct-dialed local toll calls made within your Service Area. Additional minutes are \$0.07 each. Price: \$13.99 per month; no activation charge.

One Price SaverSM: Monthly fee includes up to 1,000 minutes* of calling for direct-dialed local toll calls within your Service Area. Additional minutes are \$0.05 each. Price: \$29.95 per month; no activation charge.

**Applies to customers who have chosen AT&T as their local toll provider, and to their direct-dialed calls, made from home, that begin and end inside a single California Service Area.*

Billing Services

AT&T eBillSM: Allows you to view and pay your bill online. You can combine it with Automatic Payment Service to transfer payment directly from your checking account on your payment due date. No charge for this service.

Credit Card Payments: Customers have the option of paying their bill with an authorized credit card directly to AT&T at no additional charge.

Multiple Bill Copies: Gives you more than one copy of your bill. Price: \$6.65 per order and \$0.04 per page.

Preferential Bill Date: Lets you choose the date you want to be billed each month. A one-time charge of \$6.65 applies per account to change the bill date.

Quickservice Automatic Ordering System: Order custom calling features using Quickservice or the Internet and the non-recurring charge will not be charged. To use this option, call 800.288.2020 or visit us on our website at att.com.

Other Services

Local Directory Assistance (411): Lets you obtain listed phone numbers and published addresses of customers within your Service Area. Directory Assistance is \$2.49 per call. You can get up to three listings per call. Call Completion, where available, for one listing is included in the price of 411. Where facilities permit, Call Completion will automatically connect the call to listed local or local toll numbers if requested by customers calling 411. Usage charges apply for completed calls. An exemption is available for residential customers unable to use a directory due to a disability. Call 800.772.3140, or TTY 800.651.5111 to request an exemption form.

National Directory Assistance: You can use 411 to find numbers outside your Service Area and nationwide. You do not need to know the area code, just dial 411. Price: \$2.49 per call to Directory Assistance.

Reverse Directory Assistance: You can request a listed name, address, and zip code when you call 411 and provide an area code and telephone number. Price: \$2.49 per call to Directory Assistance.

Customers who want to make their address and/or first name unavailable (a first initial is required) for Reverse Directory Assistance may remove this information at no charge by calling 800.288.2020.

Business Category Search: Enables you to obtain a telephone number without knowing the actual name of a business. You are provided with a business listing based on the type of business and the proximity, if a location is provided. Price: \$2.49 per call to Directory Assistance.

Directory Assistance Listing Service: Lets you list your name, telephone number and address with Directory Assistance, but not print them in the telephone directory. Price: \$1.50 per month. There is no activation charge.

Lines of Information: You can add another line of information to your AT&T White Pages listing or an additional listing. Price: \$2.50 per month; \$4.75 fee to activate service.

Non-Published Number: Excludes your name, address, and phone number from the AT&T White Pages telephone directory and from Local, Nationwide, and/or Reverse Directory Assistance (411) available to the general public. Price: \$1.75 per month; there is no activation charge.

Intercept Service: A recording that informs callers that call a disconnected number, the number has been disconnected or is no longer in service.

900/976 Blocking: Blocks outgoing calls to numbers beginning with 900 area code or 976 prefix. There is no charge for this service.

Toll Blocking: Control telephone expenses by blocking the ability to make billable toll calls. Price: \$1.90 per month, free to California LifeLine customers; there is no activation charge.

Caller ID Complete Blocking: Prevents your name and number from being sent on calls you make except to 911 and toll-free numbers, i.e., 800, 866, 888, and 900 numbers. No charge. You can unblock on a per call basis at no charge by pressing *82 before dialing.

Caller ID Selective Blocking (*67): Lets you block your name and number from being sent on calls as you make them by pressing (*67) before dialing. There is no charge for this service.

Per Visit Inside Wire Repair Service: You can call AT&T Repair (611) to repair your phone wiring and telephone jacks*. Price: \$55 first 15 minutes of repair service, \$20 each additional 15 minutes of repair service.

(If you or your landlord need to make inside wiring repair arrangements, the options are to do the repair yourself, hire another vendor to do the work, or hire AT&T to do the work. A fourth option is to subscribe to WireProSM from AT&T before a problem occurs.)

Inside Wire Repair and WireProSM Plan Rates: No premises visit charges will apply when AT&T technicians repair your home's phone wiring and telephone jacks* if you subscribe to WireProSM for \$8 per month, per line, or only \$6 per month with a qualifying All Distance®, Complete Choice® Enhanced, or Complete Choice® Basic package. There is no activation charge.

*Note: WireProSM covers only standard wiring and jacks that were in working condition at the time the service was connected and meet AT&T technical standards. *Inside wire is that portion of the telephone wire that connects the telephone jack to AT&T at the demarcation point determined in accordance with CPUC orders. Landlords are responsible for installing at least one useable telephone jack and for placing and maintaining the inside telephone wiring in working order.*

AT&T Long Distance: Offers easy-to-understand long distance service and unique rate plans to suit the calling needs of California customers. There are plans that meet the needs of customers who make long distance calls both domestically and internationally. AT&T Long Distance also has the convenience of one bill combined with AT&T local service. AT&T Long Distance provides direct-dial service in all local service areas where arrangements exist with local providers.

Services may not be available in all areas. Prices and availability are subject to change. Please visit att.com for complete and current product information.

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BI-940956 CP 2/20
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