

ICC Docket No. 07-0433

**Rebuttal Testimony of Linda De Bella
On Behalf of AT&T Illinois**

AT&T Illinois Exhibit 1.1

Schedule LDB-R1

Directory of SERVICES

AT&T | Rewards
for Referrals

att.com/referrals 1-877-ATT-RWRD

Look inside for instructions on how to use all of your AT&T calling features and important terms and conditions about AT&T voice mail and maintenance plans.



Table of Contents

Using Your New Calling Features

Automatic Callback (*69)	2
Call Forwarding	2
Caller ID with Name	2-3
Call Screening	3
Call Trace	4
Call Waiting	4
Call Waiting ID	4
Multi-Ring Service	4-5
Privacy Manager®	5-6
Repeat Dialing (*66)	6
Speed Calling	6-7
Talking Call Waiting™	7
Three-Way Calling	8

Using Your New Voice Mail Service

Setting Up Your Voice Mailbox	8
Checking Messages	8-9
Additional Voice Mail Features	9-10
Voice Mail Terms and Conditions	11

AT&T Money-Saving Packages & Calling Plans

AT&T Money-Saving Packages	12
Complete Choice®	12
Select Feature Package™	12
ALL DISTANCE®	12
Consumer's Choice Basic™ (Illinois Only)	13
Consumer's Choice Extra™ (Illinois Only)	13
Consumer's Choice Plus™ (Illinois Only)	13
Enhanced Flat Rate Package™ (Illinois Only)	13
AT&T Calling Plans	13
Saver Pack Plans	13
Anytime Rate™ plan	13

Maintenance Plans

LINE-BACKER®/InLine® Maintenance Plan	
Terms and Conditions	14-16

PHONE-PROTECT®	16
----------------	----

Using Your New Calling Features

These great features are designed to make your life easier, give you more privacy and help you be more productive. Simply follow the easy instructions to learn how to properly use them. All services listed in this brochure are optional and can be ordered separately.

Automatic Callback (*69)

Get the phone number, date and time of the last incoming call with the option to call back.*

To get or return the last call received:

- Push ***69** or dial **1169** on a rotary phone.
- You'll hear the phone number of the last caller, with date and time. If you don't want to connect, simply hang up.
- If you want to connect to the number, simply press **1**.
- If the callback number is busy, Repeat Dialing ***66** will keep trying for up to 30 minutes.

Note: You can continue to make and receive calls during the callback period. Automatic Callback will ring back only if your line is free.

*Not available if the last incoming call was blocked, private or unavailable.

To deactivate Automatic Callback requests:

Push ***89** or dial **1189** on a rotary phone. A recorded message will confirm your cancellation.

*Note: Remember, Automatic Callback returns the last incoming call you received, whether you answered the call or not. To return the last call that you made, use Repeat Dialing (***66**) instead.*

Call Forwarding

Call Forwarding transfers your incoming calls to another telephone number, including your wireless phone or pager, so your calls can reach you when you're away from home.

To forward calls to another number:

- Push **72#** or dial **1172** on a rotary phone.
- When you hear a dial tone, dial the number where you want to receive your incoming calls. Two short tones followed by ringing will confirm your request.
- When the call is answered, Call Forwarding is on.
- If no one answers or the line is busy, repeat the above steps. This will set up Call Forwarding without anyone answering the called number.

To deactivate Call Forwarding:

Push **73#** or dial **1173** on a rotary phone. Two tones will confirm your cancellation.

Note: Once you've transferred your calls to another number, you can't answer calls from your home phone. To signal that Call Forwarding is activated, you'll hear one short ring each time a call is forwarded.

Caller ID with Name

Caller ID with Name tells you who's calling before you pick up the phone. Now you can see the listed name along with the telephone number of the calling party on a display device (unless the caller has chosen to block it or the number is unavailable).

After the first ring, you may also see one of these messages on your display unit:

O or Out of Area or Unavailable: This means the call is from an area, or the caller is using machinery that isn't equipped with Caller ID technology.

P or Private: This indicates the caller's information is blocked.

E or Error: The display unit or phone can't identify the caller's phone number. Sometimes, you may see an error message if you pick up the call too soon.

B or Blocked: This means the caller has chosen to block Caller ID information.

To block your number from appearing on someone else's caller display unit:

- Listen for the dial tone before calling.
- Push ***67** or dial **1167** on a rotary phone. You'll hear a series of tones, followed by a dial tone. Your blocking is activated, and you can continue making your call as usual.

Note: You must follow these steps every time you wish to block a call. If you also have Call Waiting, our Call Waiting ID service allows you to see the number of the incoming call so you can decide which call to take. Call Waiting ID is optional and carries a separate monthly charge in some states.

Note: Caller ID may not display the numbers of some cellular, calling card or operator-assisted calls. For long distance calls outside your service area, your carrier must be equipped with Caller ID technology for the service to function.

Note: Caller ID display unit must be purchased separately. Display messages may vary.

Call Screening

Block up to ten designated telephone numbers even if you don't know the source of the calls.

To activate Call Screening:

- Push ***60** or dial **1160** on a rotary phone.
- You will hear the announcement that gives the current status of the Call Screening list.
- You will then hear recorded step-by-step instructions on how to add and remove numbers on your Call Screening list, or how to turn the service on or off. Some of the most frequently used instructions are listed below.

To add numbers to your Call Screening list:

- Push ***60** or dial **1160** on a rotary phone.
- Push **#** or dial **12** on a rotary phone.
- Wait for the three confirmation tones.
- Dial the phone number you wish to add.
- Then dial **#** again (touch-tone customers only). You may have up to ten phone numbers on your list.

To remove a number from your list:

- Push ***60** or dial **1160** on a rotary phone.
- Push **#** or dial **11** on a rotary phone.
- Wait for three confirmation tones.
- Dial the phone number you wish to remove. If you have touch-tone service, you must also push ***** or remove a number by dialing **07** after you hear the recorded message.

If calling number is blocked, private or unknown:

- Push ***60** or dial **1160** on a rotary phone.
- Push **#** or dial **12** on a rotary phone.
- Wait for three confirmation tones.
- Dial **01#**.

Important features:

- Persons calling you from a number you have screened hear a recorded message saying you do not wish to receive calls.
- Long distance numbers, some wireless numbers or numbers outside the area served by Call Screening may not be screened.
- At any time during the recorded instructions, dial **0** to hear the previous instructions or **1** to hear the numbers on your list.

Call Trace

Trace an annoying call immediately after it comes in.

To use Call Trace:

- Hang up after receiving a bothersome call.
- Wait ten seconds.
- Pick up the phone and listen for a dial tone.
- Press ***57** and you'll hear:
 - Instructions and a number to call if you want to take legal action.
 - If the number can't be traced, you'll hear an error message.

Note: A charge will be applied for each successful trace. Keep a log of the date and time of each trace. When you use Call Trace you authorize your AT&T local service provider to release trace information to appropriate law enforcement agencies. Call Trace information will not be provided to subscribers.

Call Waiting

Answer a second call when your line is already in use. Call Waiting beeps during a call to inform you another call is incoming. If you hear a Call Waiting beep while you're on a call, simply:

- Press the receiver button once to put the first call on hold and connect the new call.
- To return to the first call, press the receiver button once again. You can switch back and forth between calls as many times as you like. If you hang up when you hear the Call Waiting beep, your phone will ring with the second call.

To deactivate this feature:

You can deactivate this feature before making a call or during a call.

- Before making a call, push ***70** or dial **1170** on a rotary phone, then dial your call as usual.
- During a call, press the receiver button once to put your caller on hold. Push ***70** or dial **1170** on a rotary phone and then press the receiver button once again to return to your call. (Three-Way Calling service required.)
- In either case, after you hang up, Call Waiting reactivates next time you use the phone.

Call Waiting ID

See who's behind the Call Waiting beep when you're on the phone. Call Waiting ID works with Call Waiting and Caller ID to allow you to see the incoming call, so you can decide whether or not it's important enough to "click over."

Note: Telephone equipment required. Call Waiting ID and Talking Call Waiting may not be compatible in all areas. You may subscribe to one or the other, but not to both at the same time.

Multi-Ring Service

Your phone can ring with a different sound for your business or for others who share your phone line. Now you can know who a call is for, before you answer it, just by the sound of the ring. You will experience the following ring patterns with Multi-Ring Service:

- Your main number will ring one long ring.
- Your first extra number will ring two long rings.
- Your second extra number (if applicable) will ring two short rings, then one long ring.
- Wait until the full ringing pattern is complete before answering your telephone, so you know which telephone number was dialed. When providing your telephone number to others, be sure to just give the telephone number designated for their calls (for example, children's number or home office number, instead of main number).

Important features of Multi-Ring Service:

- You are given a directory listing for each telephone number.
- Although you can have up to three telephone numbers, you have just one line, and only one conversation can be held at a time. (But if you have Three-Way Calling, you can talk with two other parties at once, provided you originate the second call.)
- The calling party hears normal ringing, not the Multi-Ring Service ring.

Note: In some areas, only one additional number is available.

Privacy Manager

Privacy Manager Service works with Caller ID and allows you to screen calls from unidentified callers, including telemarketers and other unknown callers. The service intercepts all calls that don't display their calling numbers and without Privacy Manager Service would be marked "private," "blocked," "out of area" or "unavailable." It requires unidentified parties to record their names before their calls are connected. If you answer the call, you'll be able to hear the recorded name without the caller knowing that you answered. Once you hear the caller's name you have the option to accept, reject or send a generic telemarketer's "rejection" message to the caller.

If you answer the phone yourself:

Your Caller ID screen will show that the call is from "Privacy Manager." You then know that the call is from an unidentified party who chose to record his or her name.

When you answer the call, follow the prompts (press **1** to continue). You will have three options to handle the call:

- To accept the call, press **1**.
- To reject the call, press **2**. The caller will hear: "The person you are calling is not available. Please hang up now." They will be unaware that you answered the phone and refused the call.
- To screen a sales call, press **3**. The caller will hear: "Attention! The person you are calling does not accept phone solicitations. Please add this person's name and telephone number to your 'do not call' list."

Note: If you press nothing and just hang up, callers will continue to hear the "still trying" message periodically until they hang up.

Privacy Manager Service PIN User Guide

The Personal Identification Number (PIN) Override feature lets friends and family completely bypass AT&T Privacy Manager. Using a PIN that you select, callers can be connected to you directly, bypassing Privacy Manager.

Here's how the feature works:

The caller, upon hearing the Privacy Manager Service announcement, enters the PIN that you select. They will be connected to you immediately without hearing the Privacy Manager Service prompts. You'll be able to identify PIN users by the words "PIN Privacy MGR" which will appear on the Caller ID display unit. Your phone will also ring differently on calls on which a PIN was used.

Establish or change your PIN:

- Dial **1-888-774-5212** and follow the simple instructions.
- You may establish or change your PIN only from the line upon which Privacy Manager Service resides. The PIN setup process will take effect approximately one hour from the completion of your call.
- PINs may be two, three or four numeric digits in length.
- During setup, you must verify the PIN you've selected by re-entering it.
- If you forget your PIN, you will need to call 1-888-774-5212 and select another PIN.

Note: The distinctive ring enhancement is not available in all areas.

Helpful Hints for Using Privacy Manager

Educate family and friends:

Privacy Manager Service will intercept calls from friends, family, international callers and cellular callers who would normally appear as unidentified on your Caller ID display. If they press **#** when they hear the prompt, record their name and press **#** again, their call will be connected without having to listen to all of the instructions.

With cellular calls:

Unidentified cellular callers may be intercepted by AT&T Privacy Manager. In most instances, these callers can call their cellular company to unblock their cellular number. This allows their calls to be identified and bypass AT&T Privacy Manager.

Per-line blocking:

Callers who subscribe to per-line blocking will be intercepted by AT&T Privacy Manager. Pressing ***82** prior to placing their call unblocks their number and allows their call to bypass AT&T Privacy Manager.

Non-AT&T voice mail and answering machine greetings:

Since it takes Privacy Manager Service 12 seconds to connect the caller to your answering machine or non-AT&T voice mail, your greeting must be longer than 12 seconds in order for your callers to hear part of your greeting.

Operator Services, such as Collect Calls and Calling Cards:

If you have friends and family who frequently call you collect, please suggest that they use a live operator who can complete the call by following the Privacy Manager Service prompts. Privacy Manager Service may also intercept some calling card calls. However, these callers will be able to record their name to complete the call.

Note: Caller ID service/equipment and touch-tone service required. Additional charges will apply for these if not previously purchased. Normal usage charges will apply for the calling party once Privacy Manager Service answers the call. Privacy Manager Service can function with or without voice mail and/or an answering machine. All services may not be available in all areas.

Repeat Dialing (*66)

Save time by having your telephone redial a busy number for you with ***66**. Let your service dial a busy number up to 30 minutes and call back when the line's free. You still can make and receive other calls while you're waiting to be connected.

To automatically call back a busy number or redial the last call you made:

- Push ***66** or dial **1166** on a rotary phone. The number will dial automatically.
- If the line's free, you'll be connected.
- If it's busy, you'll hear a recorded message. If the number you called becomes free in the next 30 minutes, your phone will ring with a distinctive signal.

To cancel Repeat Dialing:

Push ***86** or dial **1186** on a rotary phone. You'll hear a recorded message confirming your cancellation. If the number is in an area not served by Repeat Dialing, a recorded message will tell you that your call can't be made.

Speed Calling

Save time by assigning a special code to frequently dialed numbers. This handy feature lets you touch a few buttons instead of entering the entire phone number to get fast, accurate dialing. And best of all, you can use your Speed Calling from any phone in the house. Two Speed Calling plans allow you to store up to 8 or 30 numbers.

Speed Calling 8

To program Speed Calling 8:

- Push **74#** or dial **74** on a rotary phone. You'll hear a dial tone.
- Dial the one-digit code (numbers 2 through 9) you want to assign for a phone number.
- Dial the number you want to store, including the **1** and area code for long distance calls.
- When you're finished, you'll hear two short tones to confirm your request.

Speed Calling 30

To program Speed Calling 30:

- Push **75#** or dial **75** on a rotary phone. You'll hear a dial tone.
- Dial the two-digit code (numbers 20 through 49) you want to assign for a phone number.
- Dial the number you want to store, including the **1** and area code for long distance calls.
- When you're finished, you'll hear two short tones to confirm your request.

To place a call with Speed Calling:

Push your Speed Calling code (touch-tone phones only) and press **#**. It's a good idea to keep a list of the numbers and their codes by your phone for easy reference.

To change a number on your list:

- Speed Calling 8 – push **74#** or dial **74** on a rotary phone, listen for a dial tone, dial the code of the number you wish to change and then dial the new number.
- Speed Calling 30 – push **75#** or dial **75** on a rotary phone, listen for a dial tone, dial the code of the number you wish to change and then dial the new number.

Talking Call Waiting^{SM*}

To use Talking Call Waiting during a call:

A Call Waiting beep tone, followed by the caller's name, lets you know a call is waiting. The person you're talking to on your first call will not hear the name of the second caller. Instead, they will experience a one- to two-second pause.

- Press the receiver or flash button once and release it. This puts your first call on hold and connects you to the second call.
- To return to the first call, press the receiver or flash button again, and release it. You'll be reconnected to the first call.

Note: You may switch between calls as often as you like by repeating the steps above. If you don't answer the second call, you'll hear a reminder Call Waiting beep tone about ten seconds later. You may also temporarily cancel Talking Call Waiting when you're online or don't want to interrupt a call.

To cancel Talking Call Waiting before making a call:

- Press ***70** or dial **1170** on a rotary phone.
- Wait for the dial tone, then dial the number you wish to call.
- When you hang up, Talking Call Waiting is automatically reactivated.

To cancel Talking Call Waiting during a call:

- Press the receiver button and release it quickly.
- Listen for the dial tone.
- Press ***70** or dial **1170** on a rotary phone.
- Press the receiver button again and release it. Continue with your original call.
- When you hang up, Talking Call Waiting is automatically reactivated.

Note: You must have Three-Way Calling to cancel Talking Call Waiting during a call.

**Call Waiting required. Not compatible with Wait&See.*

Three-Way Calling

Conference call features – at home. Three-Way Calling lets you talk with two different people at the same time! Just click-dial-click. It's that easy!

To add a third person to your call:

- Press the receiver button once. You'll hear three short tones.
- Dial the number of the third person, and when you get an answer press the receiver button once again. This brings the first person back on the line for the three-way call.
- If the third person doesn't answer, press the receiver button twice to return to the first person on the line.
- To drop the third person, press the receiver button once. The third person is disconnected and the first person is still on the line. Keep in mind that if you hang up both parties will be disconnected. You can still use Three-Way Calling if you received the first call. Follow the instructions above. You pay only for the call you make.

Using Your New Voice Mail Service

This service answers your phone and records your messages when you're already on the phone, when you're away from home, or when you're simply too busy to answer the phone. The following instructions will guide you through mailbox set up, checking messages and how to use additional features. The Voice Mail instructions are the same for all products — Voice Mail, Voice Mail Plus, Stand-Alone Voice Mail, Mover's Voice Mail — unless otherwise noted. If you have any questions, please visit our Web site at TheNewATT.com or call our Help Line at **1-800-223-9960**.

Note: Complementary Network Services are required for Voice Mail to work correctly, and are sold separately.

To set up your Voice Mailbox:

Voice Mail and Voice Mail Plus

- From your home phone, call your Voice Mail access number that appears on the enclosed letter or press ***98** (where available)*
- When asked for your temporary password, enter **1-2-3-4**.
- Follow the voice instructions to enter a new password and to record your personal greeting.

Please Note: If you have measured telephone service, applicable local usage charges will apply when you retrieve your messages, or otherwise access your mailbox. Applicable local usage charges apply when any caller leaves or attempts to leave you a message. Complementary Network Services are required for Voice Mail to work correctly, and are sold separately.

Tip: You know you have messages when you pick up the receiver at home and hear a special dial tone.

To access your Voice Mailbox and check your messages:

Voice Mail and Voice Mail Plus

- From your home phone, call your Voice Mail access number or press ***98** (where available)*. If you're away from home, call your Voice Mail access number.
- Enter your password (Voice Mail customers may bypass this step by changing their personal options).
- Your unheard messages will begin to play automatically.**

Stand-Alone Voice Mail

- Call the Voice Mail Access phone number.*
- Enter your password.
- To listen to your messages, press **1**.

* Local usage charges will apply if you have measured service.

** To activate this feature in Voice Mail Plus, access the Personal Options Menu and press 1 to enter the Administrative Options Menu. From there, follow the prompts to activate your autoplay function. Otherwise, you may opt to follow the Main Menu prompts to listen to your messages.

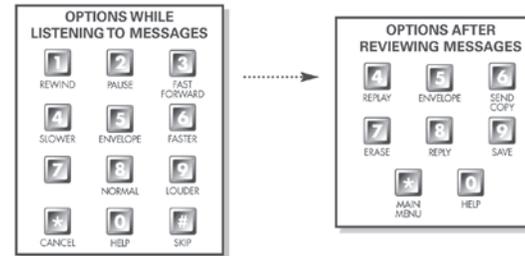
Mover's Voice Mail:

- Dial your previous telephone number.*
- Press **9** during the greeting.
- Enter your password.

-or-

- Call your Mover's Voice Mail access number.*
- Press **#** and enter the ten-digit area code and phone number of your previous location.
- Enter your password.

*Local usage charges will apply if you have measured service.



Additional Voice Mail Features

Changing your greeting and password:

- From the Main Menu, press **2** to change personal options.
- From the Personal Options Menu:
 - Press **1** to change your password.
 - Press **2** to change your greeting.

Replying to a Message

Voice Mail Plus and Stand-Alone Voice Mail users can reply to a message sent from an AT&T Voice Mail user in your local calling area or forward a copy to an AT&T Voice Mail user in your local calling area. For instructions, please refer to the graphic above.

Sending a Message

Voice Mail Plus customers can send messages to other AT&T Voice Mail users in their local calling area through their Voice Mail. Follow these steps:

- From the Main Menu, press **3**.
- Record your message and press **#**.
- Press **0** for delivery options.
- Press **#** to send your message.

Note: AT&T Voice Mail Plus subscribers who previously had their local telephone service with another provider and have elected to retain that telephone number now that your AT&T local service provider is their local telephone service provider will not have access to Mailbox-to-Mailbox Messaging.

Extension Mailboxes (Voice Mail Plus and Stand-Alone Voice Mail Only)

Extension Mailboxes are sub-mailboxes that allow others in your home to receive their messages separately and confidentially. Each mailbox can have its own greeting. You may create up to three extension mailboxes.

Adding Mailboxes

- From the Main Menu, press **2** to change personal options.
- From the Personal Options Menu, press **9**.
- From this menu follow the prompts to complete your mailbox setup.

*Note: You'll need to record a new greeting for your main mailbox to direct callers. For example, "Thank you for calling the Marker family. To leave a message for Jason and Kirsten, press **1** now. To leave a message for Ellen, press **2** now, for Hannah, press **3** now. To leave a message for the entire family, leave a message at the tone."*

To access your Extension Mailbox

- Call your Voice Mail access number or *98 (where available):
- Enter your Extension Mailbox password (predetermined by the user of the main mailbox).
- Follow the prompts to customize your Extension Mailbox.

*Local usage charges will apply if you have measured service.

Pager Notification (Voice Mail Plus and Stand-Alone Voice Mail Only)

Pager Notification allows your AT&T pager to alert you of important messages. You must set up your pager schedule in order for pager notification to work. Please contact AT&T Voice Mail Helpline at **1-800-223-9960** to set up Pager Notification initially. Pager Notification not available with all pagers. Some restrictions may apply.

Setting up Pager Notification

- From the Main Menu, press 2 to change personal options.
- From the Personal Options Menu, press 4.
- Follow the prompts to turn Pager Notification On/Off.

Customizing your Notification Schedule

- From the Main Menu, press 2 to change personal options.
- From the Personal Options Menu, press 5.
- Follow the prompts to define your pager schedule and notification options.

Pager Direct for urgent messages (Voice Mail Plus Only)

Your callers can enter a call-back number directly from your Voice Mailbox. To do this, callers must press 5 during your greeting to be prompted to enter their call-back number, numeric message or voice message. You must alert callers on your greeting that they have to press 5 during the greeting to page you directly.

Here's what you will see on your AT&T Pager

- Pager Notification only: 77
- Pager Direct Notification without voice message: 77 + call-back number
- Pager Direct Notification with voice message: 77 + call-back number + 777

Group Lists (Voice Mail Plus and Stand-Alone Voice Mail)

If you frequently send messages to the same group of Voice Mail users in your local calling area, use this timesaving feature that allows you to create up to 15 different lists with up to 25 people on each list.

- From the Main Menu, press 2 to change personal options.
- From the Personal Options Menu, press 1 for administrative options.
- From this menu, press 4 for the group distribution menu.
- Follow the prompts to build your distribution list.

To use the list to send a message, just enter the group list number instead of the individual mailbox numbers.

Helpful Security Tips

For your security, you should change your temporary password immediately, even if you are not yet using your mailbox. When choosing a password, do not use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of the password. Do not repeat digits (e.g. 444444), do not use sequential digits (e.g., 123456) and do not use easily identifiable numbers (e.g., zip code, street address, etc). Treat your password as you would your ATM PIN. Select a password of at least six digits, up to a maximum of 15. For added security, you should change your password periodically and check your greetings to make sure they have not been changed.

For more information call 1-800-223-9960 or visit our Web site at www.TheNewATT.com.

AT&T Residential Voice Mail Terms and Conditions:

BEFORE USING YOUR NEW VOICE MAIL SERVICE, PLEASE READ THE FOLLOWING: YOUR USE OF OUR VOICE MAIL SERVICE REPRESENTS YOUR AGREEMENT TO THESE TERMS AND CONDITIONS. IF YOU ARE UNWILLING TO ABIDE BY THESE TERMS AND CONDITIONS, PLEASE CONTACT US IMMEDIATELY.

1. Description of the Service

Voice mail products are provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, and AT&T Wisconsin, based on the service address location (hereinafter referred to as "AT&T Voice Mail Provider"). Please see the User Guide for more information on your voice mail service.

These Terms and Conditions apply to your mailbox only. No sales representative, independent or other, has the authority to change these Terms and Conditions. AT&T Voice Mail Provider reserves the right to modify these Terms and Conditions, including changing charges, or discontinue the provision of voice mail at any time.

The voice mail service described herein requires some regulated services such as: touch-tone telephone service; call forwarding features for Call Forward/Busy Line-Don't Answer (CF/BLDA) or Alternate Answering/Busy Line Transfer; and, Customer Alerting Enablement (CAE), or Message Waiting Indicator (MWI). In some cases, the call forwarding and message waiting features may be included as part of your voice mail service. If not, when you order voice mail, unless otherwise informed, an order is placed on your behalf with your AT&T local service provider for these services. Installation charges may apply. You can check with our office to verify if the services are included. The Busy/Don't Answer call forwarding feature may prevent reception of operator interrupt calls.

2. Prices

A monthly recurring charge and a one-time non-recurring charge apply. Monthly recurring charges are subject to change. Detailed rates and charges appear on your AT&T local telephone bill. If your local service is billed on a per call or per minute basis (e.g. measured service), you will be charged for all local calls associated with the use of your Voice Messaging Service. You will be charged for a local call every time you retrieve a message or otherwise access your mailbox using your local telephone number. You will also be charged for a local call every time a caller leaves or attempts to leave you a message. For customers on calling plans, such calls will be counted against your monthly allowance. If your local service is provided by a Competitive Local Service Provider, you will need to contact your provider for rate information. If you access your mailbox from outside your local calling area, you will incur applicable local toll, long distance, or other usage charges. In addition, if you have purchased a Call-in-One or Universal CallNotes® product, calls forwarded to your mailbox from your Cingular Wireless® phone will not incur charges. However, airtime charges will apply when using your Cingular handset to retrieve messages. AT&T Voice Mail Provider will notify you of any price change or discontinuance before its effective date.

3. Availability

Voice mail is available on most residential classes of service. Residential voice mail products are not available on business lines. Voice mail may be periodically unavailable for general maintenance.

4. Payment

If your local service is provided by one of the AT&T local telephone companies, your voice mail charges will appear on your AT&T local telephone bill. In all other cases or if requested, you will receive a bill from AT&T Voice Mail Provider for your voice mail charges. Payment is due on the date specified on the bill. If any portion of payment is received after the payment due date, a monthly late charge may apply. The monthly late charge will be administered according to applicable state tariffs and/or AT&T standard billing procedures and will not exceed the highest amount allowed by law. Telecommunications services cannot be disconnected solely for non-payment of your voice mail charges.

5. Cancellation of Services

You may cancel your mailbox at any time. If you have purchased a package or grouping of services from your AT&T local service provider, cancellation of your voice mail service may impact your package/grouping and associated discounts. If you cancel your mailbox, you agree to pay a pro-rated amount for the used portion of the final month of your mailbox service. AT&T Voice Mail Provider may cancel your mailbox service for non-payment of applicable charges. All voice mail products are designed and provided as a voice mail service—not an announcement service. Use of this service as an announcement service, and/or other improper or excessive use, may impair AT&T Voice Mail Provider's ability to provide reasonable service to other customers. AT&T Voice Mail Provider reserves the right to cancel your voice mail service at any time, with or without notice, if your mailbox is (1) being used in an improper manner, including, but not limited to using it as an announcement service or for unlawful purposes, (2) generating excessive usage (as determined solely by AT&T Voice Mail Provider based on its network/service design and usage experience, and applied in a nondiscriminatory manner), (3) affecting AT&T Voice Mail Provider's ability to provide reasonable service to other customers, or (4) being used to interfere with another's use of the telephone/voice mail system.

6. Pager Notification

Pager Notification allows Customer to receive a notification to a pre-determined pager or cell phone when a message is received in the main mailbox. Paging and cellular equipment must be purchased separately. Pager or cellular number must be in the same Service Area as your mailbox. Other restrictions may apply.

7. Limitation of Liability

AT&T VOICE MAIL PROVIDER SHALL MAKE REASONABLE EFFORTS TO PROVIDE CONTINUOUS, UNINTERRUPTED AND ERROR-FREE SERVICES TO VOICE MAIL CUSTOMERS, BUT THE LIABILITY OF AT&T VOICE MAIL PROVIDER, ITS PARENT AND AFFILIATES FOR FAILURE TO DO SO SHALL BE LIMITED TO A REFUND OF THE FEES PAID BY THE CUSTOMER FOR THE SERVICE FOR THE PERIOD OF INTERRUPTED OR ERRONEOUS SERVICE (THE PRORATED AMOUNT). NEITHER AT&T VOICE MAIL PROVIDER NOR ANY OF ITS AFFILIATES SHALL BE LIABLE TO THE CUSTOMER OR ANY THIRD PARTY FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, THE LOSS OF INFORMATION, PROFITS OR BUSINESS OPPORTUNITY, ARISING FROM THE PERFORMANCE OR FAILURE TO PERFORM VOICE MAIL SERVICE. WHILE AT&T VOICE MAIL PROVIDER CAN MONITOR AND MAINTAIN ACCEPTABLE SERVICE LEVELS BETWEEN ITS VOICE MAIL SERVICE AND AN INVOLVED PAGER COMPANY, WE CANNOT ENSURE ACCEPTABLE SERVICE LEVELS FROM THE PAGER SERVICE PROVIDER. ANY CONCERNS OR QUESTIONS ABOUT YOUR PAGING SERVICE MUST BE ADDRESSED TO YOUR PAGER SERVICE PROVIDER. THE PURPOSE OF THIS PROVISION IS TO LIMIT AT&T VOICE MAIL PROVIDER, ITS PARENT AND ITS AFFILIATES' LIABILITY ARISING OUT OF THIS AGREEMENT AND/OR PROVISION OF SERVICES.

AT&T Money-Saving Packages and Calling Plans

AT&T Money-Saving Packages

Complete Choice**

Includes:

- Residential phone line
- Unlimited local calling
- LINE-BACKER®/InLine®-IN wire protection plan
- A variety of our most popular calling features

Features:

- Three-Way calling
- Caller ID with Name
- Speed Calling 8
- Call Waiting

- Call Waiting ID (not available in IL, WI)
- Automatic Callback
- Repeat Dialing
- Call Forwarding

***Select Feature Package is available with the same features, excluding the wire protection plan. For an additional \$5, you can even add Voice Mail Plus or for \$7, add Unified Messaging (Including all the features that make them work) to both Complete Choice and Select Feature Package.**

Note: Not all features available in all areas.

ALL DISTANCE®

With ALL DISTANCE® service, you get unlimited local and domestic direct-dialed long distance calling for one low price every month. You'll also get Voice Mail Plus, a wire maintenance plan, and up to 10 Custom Calling Features. Call anyone, anywhere in the U.S., anytime 24/7.

Features:

- **Residential Flat Rate Service**
- **AT&T Unlimited Nationwide Calling II™**
- **10 Custom Calling features** Caller ID with Name, Call Waiting, Call Waiting ID, Privacy Manager®, Three-Way Calling, Automatic Callback, Call Forwarding, Call Screening, Repeat Dialing and/or Speed Calling; Privacy Manager®
- **LINE-BACKER®/InLine®-IN** is a service plan that covers repairs to jacks and standard wiring inside the customer premises
- **Voice Mail Plus†**

†Deluxe Mailbox or AT&T Unified Messaging may be substituted for Voice Mail Plus; prices will vary.

***Privacy Manager® is available upon request for no additional charge.**

AT&T ALL DISTANCES™ —IL, IN, MI, WI AND OH: ALL DISTANCE® offer for \$50 **excludes calling cards, taxes, fees, surcharges, subscriber line, extended area, installation charges, and universal service charges.** Calls not included in this plan are billed in one-minute increments; partial minutes are charged as full minutes. ALL DISTANCE® service includes an access line with 10 calling features, LINE-BACKER® (IN: InLine®), Voice Mail Plus, and AT&T Unlimited Nationwide Calling II™. Price includes \$18.50 AT&T Unlimited Nationwide Calling II™ long distance provided by AT&T Long Distance. Services may not be available in all areas or on all calls. Special Caller ID equipment is required for Caller ID with Name, Call Waiting ID and Privacy Manager®. Call Waiting ID requires subscription to Caller ID with Name and Call Waiting. With Caller ID with Name and Call Waiting ID, some call information may be blocked or unavailable. With Call Forwarding, Repeat Dialing, Speed Calling 8, Three-Way Calling and Automatic Callback, local usage, local toll or long distance charges may apply, depending on the location of the called party; services may not be available for international numbers. Privacy Manager® is available upon request for no additional charge. ALL DISTANCE® includes a protection plan LINE-BACKER® (IN: InLine®) that covers repairs to jacks and inside wiring. The protection plan is a required component of ALL DISTANCE® even if you rent, own a condominium, live in a nursing home, military or cooperative housing, or otherwise are not responsible for fixing inside wiring. However, you may not need LINE-BACKER® (IN: InLine®) as many property owners agree to be responsible for the maintenance of inside telephone wire. You are responsible for determining your need for LINE-BACKER® (IN: InLine®). You may purchase all elements of ALL DISTANCE® (consisting of the Select Feature Package with local service, 10 calling features, Voice Mail Plus and AT&T Unlimited Nationwide Calling Basic™ unlimited domestic direct-dialed long distance) without LINE-BACKER® (IN: InLine®). Voice Mail Plus and LINE-BACKER® (IN: InLine®) are subject to written terms and conditions; limitations and restrictions apply. Local service provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin, depending on the location of the service address. Availability, rates, terms and conditions are subject to change. ALL DISTANCE® price includes \$18.50 for AT&T Unlimited Nationwide Calling II™ which provides domestic, direct-dialed long distance service provided by AT&T Long Distance. AT&T Unlimited Nationwide Calling II™: For residential customer, non-business use only. Availability and terms can change. AT&T Unlimited Nationwide Calling II™ requires subscription to AT&T local service, Select Feature Package, wire maintenance and voice mail. This plan cannot be used for long distance or local toll access to the Internet or for business purposes such as telemarketing, auto-dialing, or commercial or broadcast facsimile (FAX) where any of these calls would be long distance or local toll calls. If the AT&T Unlimited Nationwide Calling II™ plan is used for nonresidential purposes or if qualifying services are removed from the account, customers will be moved to the AT&T ONE RATE® Nationwide 10c long distance plan with a rate of \$2 per month and 10 cents per minute.

Consumer's Choice Basic (Illinois Only)

Includes:

- Residential phone line
- 30 Local Calls per Month (additional calls charged at \$.06 per call)

Note: This package not available in all states/areas. Call your service representative for availability and details.

Consumer's Choice Extra (Illinois Only)

Includes:

- Residential phone line
- Unlimited local calling

Note: This package not available in all states/areas. Call your service representative for availability and details.

Consumer's Choice Plus (Illinois Only)

Includes:

- Residential phone line
- Unlimited local calling
- Your choice of two of our most popular calling features

Features:

- Customer Choice Package – pick two features from the following list:

Caller Identification (Name Display upon request)	
Call Forwarding	Call Waiting
Automatic Callback	Repeat Dialing
Speed Calling 8	Three-Way Calling
Voice Mail	

Note: This package not available in all states/areas. Call your service representative for availability and details.

Enhanced Flat Rate Package (Illinois Only)

Includes:

- Two residential phone lines
- Unlimited local and local toll calling on both lines
- Your choice of two of our most popular calling features for each of your lines

Features:

- Customer Choice Package – pick two features from the following list for each of your two lines; you can have different features on each line

Caller Identification with Name Display	Call Forwarding
Call Waiting	Automatic Callback
Repeat Dialing	Speed Calling 8
Three-Way Calling	Voice Mail

Note: This package not available in all states/areas. Call your service representative for availability and details.

AT&T Calling Plans

All AT&T Calling Plans exclude operator-handled, customer-dialed credit card/calling card calls.

Saver Pack Plans

Receive a block of local toll/zone minutes each month for a flat rate. Each minute over your allotment is billed at a per-minute rate.* Several Saver Pack options may be available, so choose the plan that is best for you.

*The local toll allotment covers intrastate/intraLATA local toll calls that originate and terminate in the AT&T territory. Interstate/intraLATA and your AT&T local service provider to Independent company calls are billed at a special rate of \$10 per minute.

Anytime Rate™ plan

All local toll calls are a simple flat rate, all day, every day, for just one low fee a month. It's that simple.

Maintenance Plans

LINE-BACKER®/InLine®

With LINE-BACKER®/InLine® if you have a problem with the phone, phone wires or jacks in your home, our technician will isolate the problem and, if it's in the phone wires or jacks, we'll fix it. Just call the toll-free number on your AT&T statement. We'll repair the faulty wires or jacks at no charge.

See LINE-BACKER®/InLine® Terms and Conditions directly below for important details.

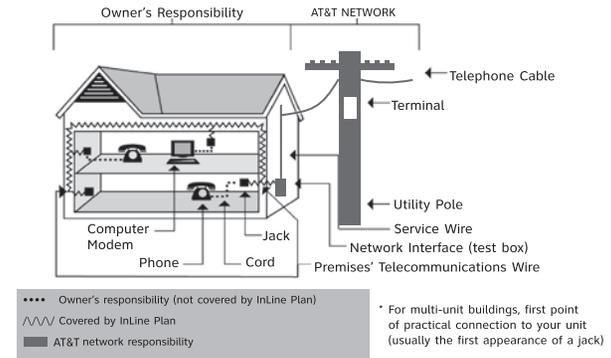
LINE-BACKER®/InLine® Terms and Conditions:

To Request Repair Service

Please refer to your phone bill for your local repair number.

Responsibility

AT&T is always responsible for maintaining AT&T network facilities. You are responsible for maintaining and repairing all Telecommunications Wire and equipment (e.g., phones, faxes, modems, etc.). Premises Telecommunications Wire ("Telecommunications Wire") is the wire extending from the network interface* (the point where AT&T network facilities connect to your home or business, and is generally mounted on the exterior wall) up to and including your jacks. AT&T offers LINE-BACKER®/InLine® to help protect you against unforeseen repair bills on Telecommunications Wire and jacks. You may not need LINE-BACKER® (IN: InLine®) as many property owners agree to be responsible for the maintenance of inside telephone wire. You are responsible for determining your need for LINE-BACKER® (IN: InLine®).



Description of Services

All LINE-BACKER®/InLine® Plans are optional services that protect AT&T customers against unexpected Telecommunications Wire repair charges in the event that a problem is found in the Telecommunications Wire and/or jacks. LINE-BACKER®/InLine® covers single phone lines and Multi LINE-BACKER®/InLine® (residential accounts only) covers multiple phone lines on the same account. All LINE-BACKER®/InLine® Plans cover the Telecommunications Wire from AT&T network facilities, up to and including the telephone jacks. (See the diagram on page 14.)

Damage to Premises

If damage to the Telecommunications Wire occurs as a result of catastrophic damage to all or a portion of your premises, the repair of Telecommunications Wire will be provided only to the portion of the premises, if any, that is in a condition suitable for immediate occupancy and does not require reconstruction or repair of walls, floors or other structural features. If the Telecommunications Wire repair cannot be completed until after such reconstruction is completed because of extreme damage to the premises, applicable charges will apply to install new or repair any existing wiring.

Conditions Not Covered

The following conditions are not covered under the LINE-BACKER®/InLine® Plan:

- Problems that existed before you subscribed to LINE-BACKER®/InLine®.
- Damage to Telecommunications Wire caused by negligence of a contractor or intentional damage by you or a third party.
- Damage to Telecommunications Wire caused by faulty equipment (e.g., telephone, fax, modem, etc.).
- Installation of additional Telecommunications Wire, including connecting the wire at the network interface or jacks.
- End-to-end replacement of Telecommunications Wire (e.g., from the network interface to one or more jacks/terminations).
- Repair of main line extension wire to unattached structures (such as a separate garage or barn).
- Repair of jacks located outdoors, except for jacks attached to the exterior of your premises.
- Repair of wiring for boat slips and special boat cords and jacks.
- Conversion of hard-wired phones to modular phone outlets.
- Repair of telecommunications equipment.

- For multi-unit dwellings, problems occurring in horizontal and/or riser cable.
- Requests to check for wire taps.

Please note that LINE-BACKER®/Inline® is not available with some services such as WATS and 800 service. To determine availability, call the customer service number listed on your telephone bill.

Inability to Access Premises

AT&T must have reasonable access to your premises to diagnose and repair problems. AT&T will try to schedule a mutually convenient appointment, but will be excused from performance if reasonable access is not provided. You may be responsible for a Service Call charge if a technician must return to your premises due to denied access.

Effective Date

When you order LINE-BACKER®/Inline®, it is effective immediately if you are ordering new telephone service. If your order is a change in your existing phone service options, LINE-BACKER®/Inline® is effective five calendar days after date of order.

Charges and Billing

The monthly charge for LINE-BACKER®/Inline® will appear on your AT&T telephone bill. Payment for LINE-BACKER®/Inline® has the same due date and is subject to the same late payment charges as other billed items. A one-time ordering charge may also apply. In addition, you are obligated to pay all applicable taxes assessed on your monthly bill. See the taxes section of your monthly bill. AT&T may allocate in any manner payments made against charges appearing on your phone bill.

Cancellation of LINE-BACKER®/Inline®

You may cancel your LINE-BACKER®/Inline® Plan at any time. To cancel, call the customer service number on the local service portion of your telephone bill. The monthly charge for the LINE-BACKER®/Inline® Plan will be credited, based on the requested removal date and your billing period. You may cancel LINE-BACKER®/Inline® within 10 days following the postmarked date of this Terms and Conditions at no charge. Afterward, the minimum contract period is 30 days. AT&T may cancel your LINE-BACKER®/Inline® for nonpayment of applicable charges at any time without notice.

Limitation of Liability

AT&T is not liable for delays or failure to perform services covered under your LINE-BACKER®/Inline® due to circumstances beyond its control, including, but not limited to, labor strikes, civil unrest, work stoppages or acts of nature. If AT&T fails to properly perform a repair under the terms and conditions of the LINE-BACKER®/Inline® service, a technician will return to correct the problem. AT&T is not liable for expenses, losses or damages caused by mistakes, omissions, interruptions, delays or errors in the performance of the service, or the failure or malfunctions of your Telecommunications Wire. AT&T SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS OR ANY OTHER EXPENSES, LOSS OR DAMAGE DIRECTLY OR INDIRECTLY ARISING FROM THE PERFORMANCE OR NONPERFORMANCE OF YOUR LINE-BACKER®/INLINE® PLAN OR ANY SERVICE COVERED UNDER LINE-BACKER®/INLINE® OR THE USE OR INABILITY TO USE THE TELEPHONE SERVICE TO WHICH LINE-BACKER®/INLINE® APPLIES.

Changes to Terms & Conditions

AT&T may change any of the Terms and Conditions or discontinue the Plan, or increase the price of your LINE-BACKER®/Inline® Plan by notifying you in writing at least 30 days before its effective date.

Important: Your agreement to these terms and conditions is indicated by your payment of the LINE-BACKER®/Inline® charges on your next AT&T bill.

Nota a los clientes de habla hispana: Para cualquier consulta, por favor llame al 1-800-621-4533 de lunes a viernes, de 7 a.m. a 10 p.m. o los sábados de 7 a.m. a 7 p.m. (hora central).

HELPFUL HINTS:

Troubleshooting You Can Perform Yourself

If you have a problem with your telephone service, try these simple steps before calling AT&T. You will need a screwdriver and a telephone that you know is working properly.

- 1) Find your telephone network interface. It's a gray box approximately 9" x 7" x 3" (businesses and multi-tenant buildings have a larger interface). This is the point where your inside wiring meets the AT&T network. The interface is usually located on an exterior rear or side wall. In some cases, this interface will be located in your basement or within 12" of an outside wall.
- 2) Unscrew and open the left side of the box. Find the test jack for each of your lines. If there are multiple lines in your home or business, each line should be tested.
- 3) Each line has a test point. Unplug your test jack for each line and wait at least one minute. Plug in your phone at the test point. To make sure your phone is working properly, dial a local number to see if you can complete a call.
- 4) If the original problem still exists, contact AT&T. If the trouble disappears, it's caused by your inside wire or telecommunications equipment. To determine if the problem is in your inside wire, continue with the next step.
- 5) If you have a cordless telephone, unplug it from the jack and power supply. Wait one to two minutes and pick up another phone. If the dial tone returns or the noise disappears, the problem was in the cordless phone. If the problem still exists, unplug the phone again from the jack and power supply and go to the next telephone.
- 6) Continue to unplug each telephone or piece of equipment (e.g., phone, fax, modem, etc.), wait one to two minutes, leave the equipment unplugged and check the next phone to see if the problem has cleared. If the dial tone returns or the noise disappears, this means that the problem existed on the last piece of equipment unplugged from the jack and power supply.
- 7) If the problem still exists, call AT&T at the appropriate number listed on your telephone bill. LINE-BACKER®/Inline® includes Service Calls to diagnose a problem, and repair of the Telecommunications Wire and jacks, if necessary. (NOTE: AT&T may be able to diagnose the problem without a visit.) Even if AT&T discovers that the problem is in your telephone, there will be no charge for the visit. Please keep this with your important papers.

PHONE-PROTECT®

Protect all the eligible phones in your home against costly repairs and replacements.

- No deductible.
- Protection for every eligible phone and Caller ID unit in your home for one low monthly price.
- Coverage of up to \$400 for repairs and replacements annually.
- Replacement phones and repaired phones delivered directly to your home.

See PHONE-PROTECT® Terms and Conditions letter and registration card.

For more information visit att.com or call:
 Illinois and Michigan customers: **1-800-244-4444**
 Indiana customers: **1-800-742-8771**
 Ohio customers: **1-800-660-1000**
 Wisconsin customers: **1-800-924-1000**

*AT&T local service is provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin based upon the service address location.