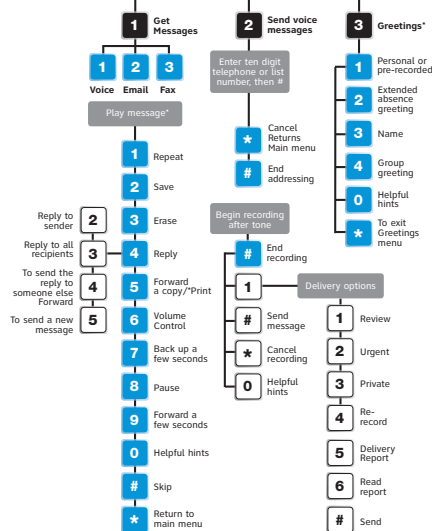


Quick Start Guide AT&T Voice Mail

AT&T Voice Mail Playback Controls



VMUG-04/08

Welcome to AT&T Voice Mail!

Prepare to have your communications life changed. That may sound like a bold statement, but you'll understand the difference your new service can make once you experience its many features and benefits. Even better, Voice Mail is easy to learn and use.

How does it work?

Voice Mail unifies telephone voice mail and email communications, making them easily accessible from most computers or any touchtone telephone.

Set up your mailbox on a computer

This option is highly recommended.

Things you'll need before you start:

- Your Temporary Email Address
(yourtelephonenumber@vm.att.com)
 - Your Temporary Password (111111)
- If you need assistance, you may call Voice Mail Customer Care at 1 800 288-2747 for help.

Now follow these steps:

1. **Go to www.vm.att.com.** This is where you'll go every time you want to access your email or voice mail using a computer. The Set-up Wizard¹ will give you an option to bookmark or add this location to your browser's Favorites list for future use.
2. **Enter your Temporary Email Address and Temporary Password**
3. **Follow the Set-Up Wizard instructions².**

You have the option of recording your greeting(s) during the set-up wizard. You will need a microphone, speakers and a sound card on your computer to do this. If you do not want to record your greeting(s) over the computer or do not have a microphone, you can always record your greeting(s) the first time you access Voice Mail over the phone.

Your mailbox is now ready to use. To begin, simply go to vm.att.com and enter your Email Address and the Password you created during set-up. You will be taken directly to your Inbox. You can also check your messages using a telephone by dialing your Access Number, which is 1 888 288-8893. See the online User Guide for more detailed instructions on your new service.

Set up your mailbox using your primary phone connected to the service

Things you'll need before you start:

- Your Access Number
 - Your Mailbox Number
(your home telephone number)
 - Your Temporary PIN³ (111111)
- You may call Voice Mail Customer Care at 1 800 288-2747 for help.

If you're using the telephone **CONNECTED** to your service, follow these steps:

1. Dial your access number, 1 888 288-8893.
2. Enter your Temporary PIN and press #.
3. When prompted, enter a new PIN and press #.
Your new PIN must be at least six digits in length.
If you make a mistake, press * and start again.
4. Re-enter your new PIN followed by #.
5. Next, you'll be prompted to record your name.
Say your name after the tone and press #.
 - If you're happy with the recording, press 1.
 - To record again, press 2.
 - If you need more time, press 8 to pause.
To resume, press any key.
6. Now, you'll be prompted to record your personal greeting or to use a pre-recorded system greeting.
Press 1 and say your greeting after the tone and press #.
Then follow the same procedure as in step 5 above.

Your Voice Mail mailbox is now ready to use. To begin, go online or simply use a telephone by dialing your access number and following the prompts. See the online user guide for other options to check your messages and more detailed instructions on your new service.

Set up your mailbox from another phone

Things you'll need before you start:

- Your Access Number
 - Your Mailbox Number
(your home telephone number)
 - Your Temporary PIN³
- You may call Voice Mail Customer Care at 1 800 288-2747 for help.

If you're setting up your mailbox using a telephone **NOT CONNECTED** to your service, select step 1a or 1b below:

- 1a. Dial your Access Number, 1 888 288-8893. Once you hear the system greeting, simply follow the prompts.
- 1b. Dial your Mailbox Number. Once you hear the greeting, press *. Because the phone will ring like any other call, someone may accidentally answer. Therefore, you may wish to access your mailbox using Option 1a above.
2. Enter your Temporary PIN and press #.
3. Enter your Mailbox Number and press # (if prompted).
4. Re-enter your new PIN followed by # for confirmation.
Your new PIN must be at least six digits in length.
If you make a mistake, press * and start again.
5. Next, record your name.
Say your name after the tone and press #.
 - If you're happy with the recording, press 1.
 - To record again, press 2.
 - If you need more time, press 8 to pause.
To resume, press any key.
6. Follow the same procedures as in step 5 above to record a personal greeting or use a pre-recorded system greeting.

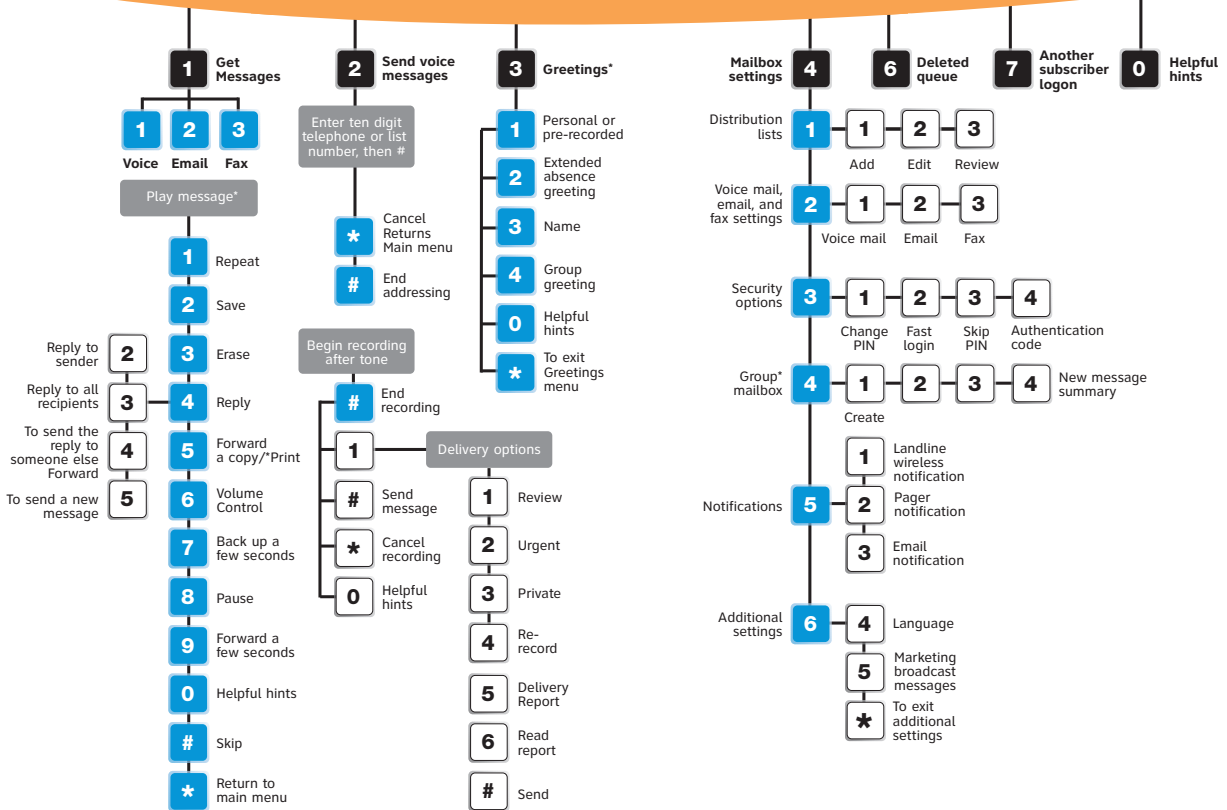
- ¹ The Set-Up Wizard will add the appropriate AT&T Unified Messaging Software to your computer to allow satisfactory use of AT&T Voice Mail.
- ² There are some Internet browser limitations for Apple™ Macintosh users. Apple Macintosh users will not be able to record greetings. In addition, to listen to voice messages over the Internet browser Apple Macintosh users will need to use their own media player.
- ³ For security reasons, we ask that you change your temporary website Email Address, website Password and PIN immediately, even if you're not yet using your mailbox. When choosing your Password and PIN, don't use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of your Password and PIN. Don't repeat digits (e.g., 444444), don't use sequential digits (e.g., 123456) and don't use easily identifiable numbers (e.g., ZIP code, street address, etc.) Treat your Password and PIN as you would your ATM PIN. Select a Password and PIN of at least six digits. For added security, you should change your Password and PIN periodically and check your greetings to make sure they haven't been changed.

Congratulations! You've just simplified your life!

Your Voice Mail mailbox is now ready to use. To begin, go online or simply use a telephone by dialing your access number and following the prompts. See the online user guide for other options to check your messages and more detailed instructions on your new service.

www.vm.att.com 1 800 288-2747

AT&T Prompts



*** Additional**

- (1) 1-1 Play previous message
- (2) 2-2 Marks message new
- (3) 77 = Slow down; 99 = Speed up
- (4) 66 = Play header

Terms and Conditions

The following terms and conditions (this “Agreement”) will govern AT&T’s provision and your use of AT&T Voice Mail (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 Voice Mail 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 Voice Mail 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 Voice Mail 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 Voice Mail 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 Voice Mail 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 class-wide 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 dis-

pute. 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.

13. VOICE MAIL WEB INTERFACE: Use of the vm.att.com mailbox, or other AT&T Voice Mail mailbox, is subject to the Voice Mail Acceptable Use Policy (AUP) available on vm.att.com. The AUP is subject to change. Notice of change will be provided by posting the new AUP at the aforementioned link. Initial and continued use of the Voice Mail service means that you have read, understood, and agreed to the AUP. Software downloaded as part of the Web interface set-up process is subject to the End User License Agreement that accompanied that software. The Voice Mail Web-based mailbox is accessed with an email address and a password. You are responsible and liable for all activities that occur under your address and password, you agree to (1) immediately notify AT&T if you suspect any breach of security pertaining to your Voice Mail service; (2) exit from your mailbox at the end of each session; and (3) periodically change your password. AT&T may establish general practices and limits concerning use of the Web interface, including without limitation, limiting the maximum number of days that messages are retained and allocating/limiting storage space. You agree that AT&T shall not have responsibility or liability related to the storage and transmission of messages, including responsibility or liability for the deletion of messages, the failure to store or accurately/timely deliver messages, or the modification or malformation of messages.

14. PAGER NOTIFICATION: Pager Notification allows your pager to notify you when a message is received in your mailbox. Your pager must have an email address associated with it and must be setup through the Web User Interface. Paging service and equipment must be purchased separately. Other restrictions may apply.

15. SPAM POLICY: Voice Mail has built-in unsolicited commercial email (SPAM) protection. Voice Mail monitors its systems for detection of suspected SPAM being sent to its subscribers and addresses SPAM on two levels. AT&T monitors and compiles listings of domain addresses that are identified as the biggest SPAM offenders who are sending SPAM mail to vm.att.com subscribers. These Voice Mail-identified SPAM emails are completely blocked and will NOT be delivered to your Voice Mail Inbox. Other emails received that appear they may be SPAM will be automatically marked as SPAM and passed to your Bulk Mail Folder. AT&T uses widely available lists of known SPAM domains to decide which messages to mark as SPAM. See mail-abuse.org for more information on this topic.

AT&T Voice Mail Important Information

AT&T Voice Mail Web Site: vm.att.com
(to run the setup wizard, and/or access your service via the Internet)

Temporary Website Email Address*:
yourtelephonenumber@vm.att.com

Access Number: 1 888 288-8893
(to access your service via telephone)

Phone Number (Mailbox Number):
Your telephone number (home telephone number associated with your service)

Questions: call 1 800 288-2747

Service Hours: 7am – 7pm

* For security reasons, we ask that you change your temporary website Email Address, website Password and PIN immediately, even if you're not yet using your mailbox. When choosing your Password and PIN, don't use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of your Password and PIN. Don't repeat digits (e.g., 444444), don't use sequential digits (e.g., 123456) and don't use easily identifiable numbers (e.g., ZIP code, street address, etc.) Treat your Password and PIN as you would your ATM PIN. Select a Password and PIN of at least six digits. For added security, you should change your Password and PIN periodically and check your greetings to make sure they haven't been changed.