

Terms of Service Home Wiring Protection Terms and Conditions 911 Acknowledgement Battery Backup Information Información sobre la batería de respaldo Aceptación del Servicio 911 de AT&T U-verse®

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AT&T U-VERSE® VOICE AND TV GENERAL TERMS OF SERVICE

September 2013

1. GENERAL AGREEMENT

The following Terms of Service (referred to as "TOS") are between you, the customer, and one of the following AT&T companies, depending upon your service address: Southwestern Bell Telephone Company; Pacific Bell Telephone Company; Illinois Bell Telephone Company; Indiana Bell Telephone Company; Nevada Bell Telephone Company; The Ohio Bell Telephone Company; Wisconsin Bell, Inc.; The Southern New England Telephone Company; or BellSouth Telecommunications, LLC (each individually and collectively referred to as "AT&T"). The TOS constitute a legal document that details your rights and obligations as a purchaser of AT&T U-verse Voice service and/or AT&T U-verse TV service (individually and collectively referred to as "Services"). If you purchase AT&T U-verse Voice service, your TOS include the General Terms of Service set forth herein, and the attached Schedule 1. If you purchase AT&T U-verse TV service, your TOS include the General Terms of Service set forth herein and the attached Schedule 2. Your TOS also include the Acceptance Form for Terms of Service for Purchase and Use of AT&T U-verse Voice and/or AT&T U-verse TV provided to you when Services are installed. Your TOS will continue to apply to your U-verse Services when they are transferred from one location to another.

PLEASE READ THIS AGREEMENT CAREFULLY TO ENSURE THAT YOU UNDERSTAND EACH PROVISION. THIS AGREEMENT REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS OR CLASS ACTIONS, AND ALSO LIMITS THE REMEDIES AVAILABLE TO YOU IN THE EVENT OF A DISPUTE.

You must accept these TOS as a condition of receiving the Services. For purposes of these TOS, "you" and "your" refer to the person purchasing the Services. "We," "our," "us," refer to AT&T.

AT&T will comply with all applicable federal, state and local laws, to the extent that such laws apply to AT&T and its obligations under the TOS. If there is any conflict between the TOS and such applicable law, such applicable law controls. These conflicts could include, but are not limited to, fees and charges for service, billing and payments, notices, and your rights and remedies.

Legal Authority. You must be at least 18 years of age to purchase the Services as an individual or to accept these TOS as an authorized representative for the person or entity who purchases the Services. By accepting these TOS, you confirm you are an adult of at least 18 years of age. If you are an entity, by accepting these TOS, you confirm (through your duly authorized representative) that you are a corporation, partnership, or other legal entity duly formed (and incorporated if applicable) in good standing where required to do business with all legal authority and power to accept these TOS; and you are also confirming that these TOS constitute a valid and binding obligation of yours. All use of the Services, whether or not authorized by you, shall be deemed for your use. You are responsible for ensuring that all use of the Services complies with these TOS.

By enrolling in, activating, using, or paying for the Services, you agree to the terms and conditions in these TOS, including but not limited to the prices, charges, and terms and conditions provided to you in marketing and informational materials associated with the Services and on the AT&T U-verse website, all of which are incorporated herein by reference. If you do not agree to all of the aforementioned terms and conditions, do not use the Services, and cancel the Services immediately by calling AT&T at 800.288.2020.

Updates. These TOS may be updated or changed from time to time. You can review the most current version of these TOS at any time at: http://www.att.com/u-verse/att-terms-of-service.jsp. If AT&T makes a change to these TOS and that change has a material impact on the Services, you will be provided notice of that change, and such notice will be provided consistent with Notice provisions of this TOS. Your continued use of the Services following such notice constitutes your acceptance of those changes.

Special Arrangements. Some customers may receive the Services through a special arrangement with their property owner or manager. If you have such an arrangement, these TOS shall apply to the Services, except that AT&T may not directly charge you for Services (including Equipment) provided to you as part of the special arrangement, and the Equipment return provisions may not apply to you even though Equipment remains AT&T-owned. You will be responsible for fees and charges associated with additional Service orders. You may have an additional agreement or contract with your property owner or manager that covers any applicable special arrangement. Any such additional agreement or contract is outside these TOS and AT&T is not responsible for nor bound by the terms of any agreement you may have with your property owner or manager. If the special arrangement with your property owner or manager terminates, you will continue receiving Service under standard billing terms and these TOS unless you notify AT&T.

2. ACCEPTABLE USE AND PRIVACY POLICIES

Use of the Services is subject to the **AT&T Acceptable Use Policy** (available at http://www.corp.att.com/aup), which is incorporated herein by reference. Once you have purchased the Services you will have an account with AT&T ("AT&T Account"). Your AT&T Account will include information applicable to the Services including but not limited to billing information and charges related to the Services (whether recurring or one-time). If you have, or later obtain, an AT&T Access ID, you are subject to the **AT&T Access ID Terms and Conditions** (available at

^{*} The AT&T U-verse Voice Terms of Service can also be found in the AT&T U-verse Voice and TV General Terms of Service at att.com/u-verse/att-terms-of-service.jsp.

http://www.att.com/accessidterms), which are incorporated herein by reference. The **AT&T Privacy Policy**, which is incorporated herein by reference and is available online at http://www.att.com/privacy, addresses AT&T's use of account information and other information specific to your use of AT&T U-verse Services.

AT&T U-verse Services are provided for your non-commercial personal use only, and for your enjoyment in a private residential dwelling/office unit. You agree not to reproduce, duplicate, copy, sell, transfer, trade, resell or exploit for any commercial purposes any portion of the Services, use of the Services, or access to the Services. Further, you agree that the AT&T U-verse TV service will not be viewed in areas open to the public or in commercial establishments and that your AT&T U-verse TV service may not be rebroadcast, nor performed, nor may admission be charged for listening to or viewing AT&T U-verse TV service.

3. INSTALLATION/SERVICE

You will be responsible for payment of service charges for visits by AT&T or its subcontractors to your premises when a service request results from causes not attributable to AT&T or its subcontractors, including, but not limited to, when you are unwilling to complete troubleshooting steps requested by AT&T. You will provide AT&T and its subcontractors with reasonable access to your premises in order to install, maintain, and repair the Service and you authorize any other adult resident or guest at your residence to grant access to your premises for these purposes. You understand and agree that AT&T may drill, cut, and otherwise alter improvements on the premises (including walls, flooring, and/or other surfaces) in order to install, maintain, or repair the Service. If you do not own your premises or your unit is part of a multi-tenant environment (e.g., apartment building, condominium, private subdivision), you warrant that you have obtained permission from any necessary party, including but not limited to the owner, landlord, or building manager, to allow AT&T and its subcontractors reasonable access to install, maintain, and repair the Service and to make any alterations AT&T deems appropriate for the work to be performed.

You acknowledge that AT&T may use existing wiring, including altering the wiring and removing accessories, located within your unit ("Inside Wiring"). You warrant that you own or control the Inside Wiring, and give AT&T permission to use, alter, and remove equipment from, such wiring. Without limiting any other provisions of this TOS, you agree to indemnify AT&T from and against all claims by an owner, landlord, building manager, or other party in connection with installation, maintenance, repair, or provision of the Services.

4. FEES AND CHARGES

Agreement to Pay. You agree to pay all fees and charges for the Services associated with your AT&T Account, including recurring and nonrecurring charges, taxes, fees, surcharges, and assessments applicable to the Services, associated equipment, installation and maintenance, and including all usage and other charges associated with your account. In order to provide you with the Services, AT&T may pay taxes, fees, and surcharges to municipalities and other governmental entities, which AT&T may pass on to you.

Late Payment Charge and Dishonored Check or Other Instrument Fee. If the entire amount of payment due is not received by the payment due date, a late payment charge will be charged to you. AT&T may assign unpaid late balances to a collection agency for appropriate action. You will be charged a fee for any check or other instrument (including credit card charge-backs) tendered by you and returned unpaid by a financial institution for any reason.

Unpaid Past Due Charges. You expressly authorize, and specifically consent to allowing, AT&T and/or its outside collection agencies, outside counsel, or other agents to contact you in connection with any and all matters relating to unpaid past due charges billed by AT&T to you. You agree that, for attempts to collect unpaid past due charges, such contact may be made to any mailing address, telephone number, cellular phone number, email address, or any other electronic address that you have provided, or may in the future provide, to AT&T. All contact information you provide will be kept confidential and used only for the purposes stated above. You agree and acknowledge that any email address or any other electronic address that you provide to AT&T is your private address and is not accessible to unauthorized third parties. For attempts to collect unpaid charges, you agree that in addition to individual persons' attempting to communicate directly with you, any type of contact described above may be made using, among other methods, pre-recorded or artificial voice messages delivered by an automatic telephone dialing system, pre-set email messages delivered by an automatic emailing system, or any other pre-set electronic messages delivered by any other pre-set elec

Changes to Fees & Charges. If you signed up for Services for a specified term, you agree that if you cancel your plan before the end of the term, you will pay any applicable early termination fee. At the conclusion of your term, AT&T will automatically begin charging the applicable month-to-month fee. If you purchased the Services as part of a bundled offering with one or more other products and are receiving a discount based upon that bundled offering, your discount may cease and you may be billed the standard monthly rate for the Services if you change or disconnect one or more of the services in the applicable bundle. AT&T may, upon notice required by applicable laws, at any time change the amount of or basis for determining any fee or charge or institute new fees or charges.

5. BILLING AND PAYMENTS

Credit Card Authorization. You may be asked to provide us with a valid email address and a credit card number from a card issuer that we accept in order to activate your Services. You hereby authorize AT&T to charge and/or place a hold on your credit card with respect to any unpaid charges related to the Services. You authorize the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree

that these TOS are to be accepted as authorization to the issuer of the credit card to pay all such amounts. You authorize AT&T and/or any other company who bills products or services, or acts as billing agent for AT&T to continue to attempt to charge and/or place holds with respect to all sums described herein, or any portion thereof, to your credit card until such amounts are paid in full.

You agree to provide AT&T with updated credit card information upon AT&T's request and any time the information you previously provided is no longer valid. You are solely responsible for maintaining and updating the credit card information. Without limiting the applicability of any other provisions of this TOS, you acknowledge and agree that neither AT&T nor any AT&T affiliated company will have any liability whatsoever for any non-sufficient funds or other charges incurred by you as a result of such attempts to charge, and/or place holds on, your credit card. If you mistakenly provide a debit card number, instead of a credit card number, you authorize all charges described herein to be applied to such debit card unless and until you provide a credit card number. In the event you are enrolled, or later enroll, in an automatic payment or electronic funds transfer plan, you agree that all sums described herein may be charged, at AT&T's option, to the account number provided for such automatic payment or electronic funds transfer plan.

Advance Payments, Deposits, Fees and Limits. We may require you to make deposits or advance payments for Services, which we may use to satisfy your initial bill for Services, to offset against any unpaid balance on your account, or as otherwise set forth in these TOS or permitted by law. Interest will not be paid on advance payments or deposits unless required by law. We may require additional advance payments or deposits if we determine that the initial payment was inadequate. Upon determination solely by AT&T of satisfactory payment history or as required by law, AT&T may begin refunding of the deposit or advance payment through bill credits, cash payments, or as otherwise determined solely by AT&T. Based on your creditworthiness, a non-refundable fee may be required to establish service and we may require you to enroll, and remain enrolled, in an automatic payment or electronic funds transfer plan. We may establish additional limits and restrict service or features as we deem appropriate. If your account balance goes beyond the limit we set for you, we may immediately interrupt or suspend service until your balance is brought below the limit. Any charges you incur in excess of your limit become immediately due.

Payment Cycle and Cancellation. Billing for the Services commences when AT&T has provisioned the Services. Recurring charges for each month's Services will be billed one month in advance. Billing is based on a 30-day cycle. Non-recurring and usage-based charges for the Services generally will be billed in the billing cycle following the transaction. Your first bill for Services may include pro-rated charges for a partial monthly period prior to the beginning of your first monthly billing cycle. Upon termination you will be charged for the pro-rated number of days for which you had Services in that billing cycle and, if applicable, you will receive a credit for any balance of payments for Services billed in advance. A downgrade fee may apply if you make changes to your Service within thirty (30) days of Service provisioning or later programming orders.

Method of Billing/Payment. Fees and charges for the Services will be billed to your AT&T Account. You will receive an online bill for the Service, unless you specifically notify us that you want to receive a paper bill for the Services (at 800.288.2020). You must register online to establish a personal AT&T My U-verse Account and provide a billing email address. You will then be able to view and pay your bill online by logging on to your personal AT&T My U-verse Account (username and password required). You understand that you have sole responsibility for the security of your password and you are solely responsible for notifying AT&T if your password is lost or stolen. AT&T is not liable for any claims, costs, damages, or expenses arising from a lost, misplaced, or stolen password. If you forgot your password or want to change your password for any reason, you may request to reset your password online. It is your responsibility to notify AT&T immediately if your contact information changes.

Bill Inquiries and Refunds. If you believe you have been billed in error for the Services, please notify us within 60 days of the billing date by contacting Customer Service (800.288.2020). AT&T will not issue refunds or credits after the expiration of this 60-day period, except where required by law or regulation.

Promotions and Contingent Benefits. You may receive or be eligible for certain discounts, features, promotions, and other benefits associated with your purchase of the Services as offered to you in marketing and informational materials, on the AT&T U-verse website, or in other materials ("Benefits"). Any and all such Benefits are provided to you so long as you continue to meet qualification requirements; provided, however, such Benefits may be modified or terminated at any time as set forth in these TOS or if you change your Services after installation. Unless otherwise set forth in Benefits materials, standard monthly rates will be charged at the conclusion of the Benefits period or when you no longer qualify for the Benefits.

6. EQUIPMENT

Equipment may be new or fully inspected and tested. Depending on your service address, your Services will include one of the following Equipment configurations:

a. A Residential/Wireless Gateway ("RG" or "WG") located inside your premises, and certain service-specific equipment set forth in Schedule 1 and/or Schedule 2 that is required for the Services to function (the RG and service-specific equipment herein collectively referred to as "Equipment"). If you do not purchase the Equipment from AT&T, you agree to rent the Equipment as part of your purchase of the Services for the duration of your receipt of the Services. Rental fees may be included in your monthly charge for the Services or be charged separately (different taxes and surcharges may apply to the rental fees, Service fees, and/or the rental fee

portion of the Service fees). Rental/purchase options depend on the AT&T U-verse Services you order and installation options you choose. The Equipment requires electrical power from your premises to operate, which you are responsible for providing.

b. If you have an RG inside your premises, you may also have an Optical Network Terminal ("ONT"), which is a box typically located on the side of your house or in your garage, where AT&T's fiber network terminates. The ONT also requires electrical power from your home to operate, which you are responsible for providing. AT&T installs an initial power supply box for the ONT when the first resident at a premises orders AT&T services. The ONT power supply box converts the AC power in your home to the DC power required by the ONT. c. If you do not have an RG located inside your premises, your service is provided by an Intelligent Network Interface Device ("iNID") and certain service specific equipment set forth in Schedule 1 and/or Schedule 2 that is required for the Services to function (the iNID and certain service-specific equipment therein collectively referred to as "Equipment"). If you do not purchase the Equipment from AT&T, you agree to rent the Equipment as part of your purchase of the Services for the duration of your receipt of the Services, Rental fees may be included in your monthly charge for the Services or be charged separately. Rental/purchase options depend on the AT&T U-verse Services you order and the installation options you choose. The iNID includes three components: (1) a unit typically located on the outside of your premises or in your garage where the AT&T network terminates (the outside unit); (2) a home networking hub, which provides wireless networking capability and is located inside your premises, (the inside unit); and, (3) a power supply unit, typically located in a sheltered area either inside your premises or in an attached structure. You are responsible for providing the electrical power for the iNID.

Backup Battery for RG. AT&T provides an initial RG battery backup unit, with an initial backup battery, for purchasers of AT&T U-verse Voice service. See Schedule 1, section IV, for more information on Power Outages and Backup Batteries.

Backup Battery for ONT. If there is an ONT at your premises and you are the first resident at the premises to order AT&T services, AT&T provides the initial backup battery for the ONT power supply box to you at no additional charge when your first AT&T service is installed. If a prior resident of the premises was the first resident to order AT&T services, you are responsible for determining whether a replacement battery for the existing ONT power supply box is needed and, if one is needed, for purchasing it. You hereby agree to be solely responsible for determining when the backup battery requires replacement and for replacing and recycling used batteries. You agree to read and follow all manufacturer or vendor directions for the replacement and recycling of backup batteries.

Backup Battery for iNID. If there is an iNID at your premises, AT&T provides an initial backup battery for purchasers of AT&T U-verse Voice service. See Schedule 1, section IV, for more information on Power Outages and Backup Batteries.

AT&T reserves the right to manage the Equipment during the time you are an AT&T U-verse customer and retains exclusive rights to data generated by the Equipment. Neither you nor a third party may change, interfere with, or block access to the Equipment data or settings. AT&T will repair or replace damaged Equipment as AT&T deems necessary. You understand that repair or replacement of the Equipment may delete stored content, reset personal settings, or otherwise alter the Equipment. If the Equipment was damaged due to your intentional acts, negligence, or use inconsistent with the TOS as determined by AT&T, you will be responsible for the price of repair or replacement. Any tampering with the Equipment, including, for example, opening and attempting to modify the Equipment, or attempting to connect the Equipment to other hardware, will be treated as damage due to your intentional acts or negligence. You agree that you will use the Equipment only for its intended residential use, and not for any other purpose (such as on another AT&T network, or on another provider's (non-AT&T) network). You agree to use appropriate and reasonable care in using any and all Equipment.

Return of Equipment. Upon termination of the Services, for whatever reason, you must return the Equipment, undamaged, within 21 calendar days to AT&T. If the Equipment is not returned within 21 calendar days, or is returned damaged, you will be charged for the value of the Equipment. We may retain any advance payment or deposit, or portion thereof that previously had not been refunded, if you fail to return the Equipment within this time period. If the Equipment is returned within 90 days of termination, any fees charged for the Equipment will be refunded (other than fees for damages). No refunds will be made for any Equipment returned more than 90 days after termination.

AT&T will not provide support for, or be responsible for, ongoing maintenance or management of, customer-owned equipment, including the initial battery backup units provided to AT&T U-verse customers.

7. INDEMNITY

You agree to indemnify and hold AT&T and its subsidiaries, affiliates, directors, officers, agents, and employees harmless from any claim, demand, action, citation, or legal proceeding, including, but not limited to, those arising out of or resulting from the death or bodily injury of any person, or the damage, loss, or destruction of any real or tangible personal property, or for reasonable attorneys' fees (except as provided in pragraph 11(e) below), made by any party against AT&T, its subsidiaries, affiliates, directors, officers, agents, and employees arising out of or related to your use of or inability to use the Services, your connection to the Services, the provisioning or alleged failure to provision the Services, a violation of any provision of this TOS, or your violation of any rights of another.

8. INTERRUPTIONS, LIMITATIONS, AND MODIFICATIONS TO SERVICE

Service may be temporarily interrupted or otherwise limited for a variety of reasons; some beyond the control of AT&T. AT&T reserves the right to refuse credit allowances for interruptions of Service. AT&T also reserves the right to modify or discontinue, temporarily or permanently, at any time and from time to time, the Services (or any function or feature of the Services or any part thereof) without liability. You acknowledge that AT&T may establish general practices and limits concerning use of the Services, including without limitation, the limits set forth in the attached Schedule 1 and Schedule 2.

IP Network Interruptions. You acknowledge and understand that the Services will not function in the event of an IP network interruption.

9. ACCOUNT SECURITY

Customer Duty. You agree to keep confidential all passwords, user IDs, IP addresses, and other account identifiers and are solely responsible for any liability or damages resulting from your failure to maintain that confidentiality. You are solely and fully responsible and liable for all activities that occur under your AT&T Account, password, user ID, or IP address. You agree to: (a) immediately notify AT&T if you suspect any breach of security such as loss, theft, public use (unrestricted, open, communal or shared use by third parties unrelated and/or not affiliated with the Customer either for profit or not for profit) or unauthorized disclosure or use of your AT&T Account, password, user ID, or any credit or charge card number provided to AT&T by calling 800.288.2020; (b) ensure you exit from your account as applicable at the end of each session; and (c) periodically change your password.

Account Access. You authorize AT&T to provide information about and to make changes to your AT&T Account, including adding new service, upon the direction of any person able to provide information we deem sufficient to identify you.

Assumption of Risk. There is a risk that other users may attempt to access your Services, such as through the Internet or connected networks. You acknowledge this risk as inherent to the shared nature of the Services and you agree to take full responsibility for taking adequate security precautions and safeguarding your data.

Theft of AT&T Equipment or Service. You agree to notify AT&T immediately, in writing or by calling the AT&T customer support line, if the Equipment is stolen or if you become aware at any time that Services are being stolen or fraudulently used. When you call or write, you must provide your AT&T Account number and a detailed description of the circumstances of the Equipment theft, including documentation of theft (e.g., a copy of a police report) or stolen or fraudulent use of the Services. You will be responsible for all charges incurred on your AT&T Account until you report the theft or fraudulent use of the Services. You will be responsible for stolen Equipment, however, AT&T may in its sole discretion waive or reduce charges for stolen Equipment upon submission of documentation of theft or other circumstances. Failure to provide notice to AT&T of theft in a timely manner may result in the termination of your Services and additional charges to you. Unless notified otherwise by AT&T, after you report the theft or fraudulent use of the Services, you will remain responsible for paying your monthly fees for Services not stolen or fraudulently used.

10. SUSPENSION AND TERMINATION

Suspension/Termination by AT&T. Your Services may be suspended or terminated if your payment is past due. AT&T may also suspend or terminate your Services if it is determined that there is previously unpaid, undisputed, and outstanding debt for U-verse service. Such suspension or termination may continue until satisfactory arrangements have been made for the payment of all past unpaid charges. While your Services are suspended you will not receive automatic credit balances (if any are due) and billing will continue for your monthly charges, and any applicable promotional offers may be discontinued and revoked as determined solely by AT&T. You will be charged a fee to restore your Service from suspension. In addition, AT&T may immediately terminate all or a portion of your Service or suspend Service, without notice, for conduct that AT&T believes (a) is illegal, fraudulent, harassing, abusive, or intended to intimidate or threaten; (b) constitutes a violation of any law, regulation, or tariff (including, without limitation, copyright and intellectual property laws); or (c) is a violation of these TOS, or any applicable policies or guidelines (including the Acceptable Use Policy), and AT&T may refer such use to law enforcement authorities without notice to you. Termination or suspension by AT&T of the Services also constitutes termination or suspension (as applicable) of your license to use any Software, if applicable.

Contacts to Terminate Service. You may terminate the Services at any time by calling 800.288.2020. You must pay service fees and other charges incurred through the termination date, including any early termination fees that apply. If you rent your Equipment, you may also be charged the value of any Equipment that is not returned in accordance with Section 6.

11. DISPUTE RESOLUTION WITH AT&T BY BINDING ARBITRATION PLEASE READ THIS CAREFULLY. IT AFFECTS YOUR RIGHTS.

Most customer concerns can be resolved quickly and to the customer's satisfaction by calling AT&T at 800.288.2020. In the unlikely event that AT&T's customer service department is unable to resolve a complaint you may have to your satisfaction (or if AT&T has not been able to resolve a dispute it has with you after attempting to do so informally), we each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction. Arbitration is more informal

than a lawsuit in court. Arbitration uses a neutral arbitrator instead of a judge or jury, allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief that a court can award. Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. For any nonfrivolous claim that does not exceed \$75,000, AT&T will pay all costs of the arbitration. Moreover, in arbitration you are entitled to recover attorneys' fees from AT&T to at least the same extent as you would be in court.

In addition, under certain circumstances (as explained below), AT&T will pay you more than the amount of the arbitrator's award and will pay your attorney (if any) twice his or her reasonable attorneys' fees if the arbitrator awards you an amount that is greater than what AT&T has offered you to settle the dispute.

Arbitration Agreement:

- a. AT&T and you agree to arbitrate **all disputes and claims** between us. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:
 - claims arising out of or relating to any aspect of the relationship between us, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
- claims that arose before this or any prior Agreement (including, but not limited to, claims relating to advertising);
- claims that are currently the subject of purported class action litigation in which you are not a member of a certified class; and
- claims that may arise after the termination of this Agreement.

References to "AT&T", "you," and "us" include our respective subsidiaries, affiliates, agents, employees, predecessors in interest, successors, and assigns, as well as all authorized or unauthorized users or beneficiaries of Services under this or prior Agreements between us. Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude you from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against us on your behalf. YOU AGREE THAT, BY ENTERING INTO THIS AGREEMENT, YOU AND AT&T ARE EACH WAIVING THE RIGHT TO A TRIAL BY JURY OR TO PARTICIPATE IN A CLASS ACTION. This Agreement evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This arbitration provision shall survive termination of this Agreement.

b. A party who intends to seek arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). The Notice to AT&T should be addressed to: Office for Dispute Resolution, AT&T, 1025 Lenox Park Blvd, Atlanta, GA 30319 ("Notice Address"). The Notice must (1) describe the nature and basis of the claim or dispute; and (2) set forth the specific relief sought ("Demand"). If AT&T and you do not reach an agreement to resolve the claim within 30 days after the Notice is received, you or AT&T may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by AT&T or you shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or AT&T is entitled.

You may download or copy a form Notice and a form to initiate arbitration from here: www.att.com/arbitration-forms.

c. After AT&T receives notice at the Notice Address that you have commenced arbitration, it will promptly reimburse you for your payment of the filing fee, unless your claim is for greater than \$75,000. (The filing fee currently is \$200 but is subject to change by the arbitration provider. If you are unable to pay this fee, AT&T will pay it directly upon receiving a written request at the Notice Address.) The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this Agreement, and will be administered by the AAA. The AAA Rules are available online at http://www.adr.org, by calling the AAA at 800.778.7879, or by writing to the Notice Address. (You may obtain information that is designed for non-lawyers about the arbitration process at att.com/arbitration-information.) The arbitrator is bound by the terms of this agreement. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision are for the court to decide. Unless AT&T and you agree otherwise, any arbitration hearings will take place in the county (or parish) of your billing address. If your claim is for \$10,000 or less, we agree that you may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided for herein, AT&T will pay all AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all such fees will be governed by the AAA Rules. In such case, you agree to reimburse AT&T for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules. In addition, if you initiate an arbitration in which you seek more than \$75,000 in damages, the payment of these fees will be governed by the AAA rules.

d. If, after finding in your favor in any respect on the merits of your claim, the arbitrator issues you an award that is greater than the value of AT&T's last written settlement offer made before an arbitrator was selected, then AT&T will-

- pay you the amount of the award or \$10,000 ("the alternative payment"), whichever is greater; and
- pay your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert
 witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing
 your claim in arbitration ("the attorney premium").

If AT&T did not make a written offer to settle the dispute before an arbitrator was selected, you and your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards you any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within fourteen (14) days of the arbitrator's ruling on the merits.

e. The right to attorneys' fees and expenses discussed in paragraph (d) supplements any right to attorneys' fees and expenses you may have under applicable law. Thus, if you would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding you that amount. However, you may not recover duplicative awards of attorneys' fees or costs. Although under some laws AT&T may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, AT&T agrees that it will not seek such an award.

f. The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. YOU AND AT&T AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. Further, unless both you and AT&T agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this specific provision is found to be unenforceable, then the entirety of this arbitration provision shall be null and void.

g. Notwithstanding any provision in this Agreement to the contrary, we agree that if AT&T makes any future change to this arbitration provision (other than a change to the Notice Address) during the period of time that you are receiving Services, you may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any future change, you are agreeing that you will arbitrate any dispute between us in accordance with the language of this provision.

12. SOFTWARE

The Services use and include certain software and/or firmware (the "Software"). Some Software resides on the Fouriment

End User License Agreement. If you downloaded or installed Software, your use of that Software is subject to the End User License Agreement that accompanied that Software. With regard to any Software (including Software upgrades, changes, or supplements) which is not accompanied by an End User License Agreement, AT&T, or its applicable third party licensors, grants you a limited, personal, nontransferable, and nonexclusive right and license to use the object code of its Software on the Equipment; provided that you do not (and do not allow any third party to) copy, modify, create a derivative work of, reverse engineer, reverse assemble, or otherwise attempt to discover any source code or structure, sequence and organization of, sell, assign, sublicense, distribute, rent, lease, grant a security interest in, or otherwise transfer any right in the Software. You acknowledge that this license is not a sale of intellectual property and that AT&T or its third-party licensors, providers, or suppliers continue to own all right, title, and interest to the Software and related documentation. The Software is protected by the copyright laws of the United States and international copyright treaties.

Export Limits. You shall comply with all export laws and restrictions and regulations of the Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control ("OFAC"), or other United States or foreign agency or authority, and shall not export, or allow the export or re-export of the Software in violation of any such restrictions, laws or regulations. By downloading or using the Software, you agree to the foregoing and represent and warrant that you are not located in, under the control of, or a national or resident of any restricted country or on any such list.

Restricted Rights. The Software is provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraphs (a) through (d) of the Commercial Computer Restricted Rights clause at 48 CFR 52.227-19 when applicable, or in subparagraph (c)(1)(ii) of The Rights in Technical Data and Computer Software clause of DFARS 252.227-7013 and in similar clauses in the NASA FAR Supplement.

Non-AT&T Software, Services or Applications. Your use of the Services may also include access to and use of software, services and/or applications which interact with the Services and which are provided by non-AT&T third parties, and, when applicable, those third-parties terms and conditions apply to your access to and use of such non-AT&T software, services and/or applications. AT&T is not liable to you for any loss or injury arising out of or caused, in whole or in part, by your use of any such software, services, and/or applications accessed through, or in conjunction with, the Service.

NOTICE ABOUT AUTOMATIC SOFTWARE UPGRADES. AT&T, or its applicable third-party licensors may provide Software upgrades, updates, or supplements (such as, but not limited to, adding or removing features or updating security components). You understand and agree that AT&T, or the applicable third-party licensor, have the unrestricted right, but not the obligation, to upgrade, update, or supplement the Software on the Equipment at any time. Although unlikely, Software upgrades, updates, or supplements could reset your Equipment and erase saved preferences and stored content.

13. DISCLAIMER OF WARRANTIES

YOU EXPRESSLY UNDERSTAND AND AGREE THAT:

- YOUR USE OF THE SERVICES IS AT YOUR SOLE RISK. THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS
 AVAILABLE" BASIS. AT&T EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR
 IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A
 PARTICULAR PURPOSE AND NONINFRINGEMENT.
- 2. AT&T MAKES NO WARRANTY THAT (i) THE SERVICES WILL MEET YOUR REQUIREMENTS, (ii) THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, (iii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES WILL BE ACCURATE OR RELIABLE, (iv) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICES WILL MEET YOUR EXPECTATIONS, OR (v) THE SERVICES WILL NOT CONFLICT OR INTERFERE WITH OTHER SERVICES FROM AT&T OR THIRD PARTIES THAT YOU RECEIVE AT YOUR PREMISES.
- 3. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM AT&T OR THROUGH OR FROM THE SERVICES WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THESE TOS.

14. LIMITATION OF LIABILITY

YOU EXPRESSLY UNDERSTAND AND AGREE THAT, UNLESS PROHIBITED BY LAW, AT&T SHALL NOT BE LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR PERSONAL INJURY, PROPERTY DAMAGE, LOSS OF REVENUE OR PROFITS, BUSINESS OR GOODWILL, USE, DATA, OR OTHER INTANGIBLE LOSSES (EVEN IF AT&T HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), RESULTING FROM: (a) USE OF THE SERVICES (WHICH INCLUDES EQUIPMENT, SOFTWARE, AND INSIDE OR OUTSIDE WIRING), (b) THE PERFORMANCE OR NONPERFORMANCE OF THE SERVICES, (c) THE INSTALLATION, MAINTENANCE, REMOVAL, OR TECHNICAL SUPPORT OF THE SERVICES, EVEN IF SUCH DAMAGE RESULTS FROM THE NEGLIGENCE OR GROSS NEGLIGENCE OF AN AT&T INSTALLER, TECHNICIAN, OR OTHER REPRESENTATIVE, AND/OR (d) ANY INABILITY TO REACH 911 EMERGENCY SERVICES, ANY ALLEGED INTERFERENCE WITH ALARM OR MEDICAL MONITORING SIGNALS, OR ANY FAILURE OF ALARM OR MEDICAL MONITORING SIGNALS TO REACH THEIR INTENDED MONITORING STATIONS ALLEGEDLY AS A RESULT OF THE SERVICES.

IN ANY EVENT, YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE WITH AT&T IN CONNECTION WITH THE SERVICE IS A REFUND NOT TO EXCEED THE TOTAL AMOUNT OF SERVICE FEES PAID DURING THE IMMEDIATELY PRECEEDING TWELVE MONTH PERIOD.

15. EXCLUSIONS AND LIMITATIONS

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES. ACCORDINGLY, SOME OF THE ABOVE LIMITATIONS OF SECTIONS 13 AND 14 MAY NOT APPLY TO YOU.

16. NOTICE

Unless otherwise specified in these TOS, notices to you may be made via email, regular mail, posting online at http://www.att.com/u-verse/att-terms-of-service.jsp, recorded announcement, bill message, bill insert, newspaper ad, postcard, letter, or call to your billed telephone number. In addition, if you purchase AT&T U-verse TV service, AT&T may also provide notices of changes to these TOS or other matters by displaying notices on AT&T U-verse TV. It is your responsibility to check for such notices.

Unless otherwise specified in these TOS or required by applicable law, notices by you to AT&T must be given by calling 800.288.2020 and such notices are effective as of the date that our records show we received your call.

17. INTELLECTUAL PROPERTY

All portions of the Services and Equipment and any firmware or software used to provide the Services or provided to you in conjunction with providing the Services, or embedded in the Equipment, and all Services, information, documents, and materials on related website(s) are the property of AT&T or third-party providers and are protected by trademark, copyright, or other intellectual property laws and international treaty provisions. All websites, corporate names, service marks, trademarks, trade names, logos, and domain names (collectively "Marks") of AT&T or third-party providers are and shall remain the exclusive property of AT&T or third-party providers, and nothing in this Agreement shall grant you the right or license to use such Marks.

18. CREDIT REPORTING AUTHORIZATION

As permitted under applicable laws and without limitation to other rights provided in these TOS or other applicable policies, you authorize AT&T to (a) disclose your account information, including your payment history and confidential

information, to credit reporting agencies or private credit reporting associations, and (b) periodically obtain and use your credit report and other credit information from any source in connection with AT&T's offering of the Services and other services. You understand that if you fail to fulfill the terms of your obligations under these TOS, AT&T may report your failure to a credit reporting agency.

19. ASSIGNMENT

AT&T may assign these TOS and its rights and obligations pertaining to the provision of the Services, or parts thereof, to a parent or affiliated company without notice to you. You may not assign these TOS or your rights or obligations pertaining to the Services or any parts thereof without the written consent of AT&T.

20. MISCELLANEOUS PROVISIONS

- 1. These TOS do not provide any third party with a remedy, claim, or right of reimbursement.
- 2. These TOS, any policies, guidelines, or other documents referenced herein, the provisions set forth in any marketing and informational materials or promotional offers for the Services, and the terms and conditions posted on the AT&T U-verse website constitute the entire agreement between AT&T and you and supersede any prior agreements between you or AT&T with respect to the subject matter of these TOS.
- 3. These TOS and the relationship between you and AT&T will be governed by the law of the state of your billing address except to the extent such law is preempted by or inconsistent with applicable federal law. In the event of a dispute between us, the law of the state of your billing address at the time the dispute is commenced, whether in litigation or arbitration, shall govern except to the extent that such law is preempted by or inconsistent with applicable federal law.
- The failure of AT&T to exercise or enforce any right or provision of these TOS will not constitute a waiver of such right or provision.
- 5. If any provision of these TOS is found by a court or agency of competent jurisdiction to be unenforceable, the parties nevertheless agree that the remaining provisions of these TOS shall remain in full force and effect. The foregoing does not apply to the prohibition against class or representative actions that is part of the arbitration clause; if that provision is found to be unenforceable, the arbitration clause (but only the arbitration clause) shall be null and void.
- 6. To the fullest extent permitted by law, you and AT&T agree that regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to use of the Service or these TOS must be filed within one (1) year after such claim or cause of action arose or be forever barred.
- The section titles and paragraph headings in these TOS are for convenience only and have no legal or contractual effect.

SCHEDULE 1 AT&T U-VERSE VOICE

I. Service Description

AT&T U-verse Voice is a residential enhanced voice communication service that converts voice communications into Internet Protocol (IP) packets that are carried over AT&T's IP network. It may be generically referred to as "voice over IP" or "VoIP" The Service includes direct-dialed calling and certain calling and call management features or advanced features associated with the Service, including additional features or advanced features which may be offered at additional costs, all of which AT&T, in its sole discretion, may add, modify, or delete from time to time. The Service also includes a telephone number or numbers that will be included in AT&T printed directories and/or directory assistance databases, and options, available at additional costs, to have numbers withheld from AT&T printed directories and/or directory assistance databases. The Service is not available for business use. It is not mobile or nomadic and will function only in your home.

When you accept these TOS, you become the main account holder for each telephone number assigned to the AT&T U-verse Voice service and all plans, features, and functionalities associated with each telephone number, whether those telephone numbers, plans, features, and functionalities are purchased initially or are added subsequently. These TOS apply to all such telephone numbers, and to the Service and the plans, features, and functionalities associated with the Service, for both the main account and all sub accounts. You will be asked to choose a unique name for the main account (your main account ID).

Subaccounts. You may create up to ten subaccounts under your main account, for others in your household (each subaccount will have a separate password and ID). Main account holders are responsible for all activity on their main account and on any and all subaccounts. Violations of these TOS in a main account or in a subaccount can result in suspension or termination of the main account and all associated subaccounts. Call histories (call logs for outgoing, answered, and missed calls) for each telephone number are accessible in the main account and in each subaccount created under the telephone number. Main account holders can reset subaccount passwords and IDs by contacting Customer Service and can delete and recreate subaccounts. You agree to advise all subaccount holders that the main account holder can have access to all aspects of their subaccount, including, but not limited to, feature settings, voicemail messages, and address books. All subaccount holders can therefore have no expectation of privacy vis-à-vis the main account holder with regard to any aspect of the subaccount.

II. Billing And Payments

For AT&T U-verse Voice service, nonrecurring and usage-based charges generally billed in the billing cycle following the transaction include, but are not limited to, international calling (including surcharges for international termination to a wireless phone number), Operator Services, Directory Assistance (411 or xxx.555.1212), call trace, and overage minutes associated with defined minutes-of-use plans (e.g. U-verse Voice 500 plan). Partial minutes are rounded up for per-minute usage charges.

III. Service-Specific Equipment

AT&T U-verse Voice service requires a regular touchtone landline telephone, which you must supply and which must be connected to the RG or iNID, either directly or through your home's inside wiring. (Rotary and pulse phones will not work). The RG or iNID will support up to two U-verse Voice lines (telephone numbers used for inbound and outbound calling).

You agree that neither you nor a third party will move Equipment used for AT&T U-verse Voice service within your premises or to any other physical location outside of the premises where it was installed by AT&T. AT&T U-verse Voice service is not designed to be nomadic and will not function properly if the RG is moved or altered by a non-AT&T employee. If you require the RG to be moved, you must contact AT&T. Failure to do so may result in a failure of the Service and/or in AT&T's termination of your Service.

IV. Interruptions, Limitations, And Modifications to Service

Since voice over IP is dependent on the IP network, the availability of an adequate power supply, and correct Equipment configuration, AT&T does not quarantee that AT&T U-verse Voice service will be continuous or errorfree. You acknowledge and understand that AT&T cannot quarantee that voice over IP communication is completely secure.

You also acknowledge that AT&T may establish general practices and limits concerning use of the AT&T U-verse Voice service, including without limiting other limitations set forth in these TOS or otherwise, AT&T U-verse Voice service cannot be used to make or receive operator-assisted collect or third-party billing calls, nor can AT&T U-verse Voice service be used to make 900/976 calls; area code 500, 700, and 710 calls; 10-10-XXX dial-around calls; or international operator or directory assistance calls. Also, the ability to call certain N11 services (211, 311, 511) may not be available.

AT&T also limits the maximum number of days that messages will be retained; the maximum number messages that will be retained by the Service; the maximum size of any message; and the maximum disk space that will be allotted on AT&T's servers on your behalf. You agree that AT&T will have no responsibility or liability for the deletion, for failure to store or to deliver any messages and other communications, for the modification or malformation of communications over the AT&T U-verse Voice service, or for other content maintained or transmitted by AT&T U-verse Voice service. You acknowledge that AT&T reserves the right to log off accounts or disconnect sessions that are inactive for an extended period of time. You further acknowledge that AT&T reserves the right to change these general practices and limits at any time without advance notice.

If you also purchase AT&T U-verse TV call history, information for all missed and answered calls can be displayed on your TV screen and cannot be PIN protected. Call history for dialed calls cannot be displayed on your TV screen. Also, Caller ID information may be displayed on your TV screen at the time you purchase AT&T U-verse Voice and AT&T U-verse TV or in later iterations of the Sérvices.

Power Outages and Backup Batteries. YOU ACKNOWLEDGE AND UNDERSTAND THAT AT&T U-VERSE VOICE REQUIRES ELECTRICAL POWER TO FUNCTION AND THAT YOU THEREFORE MUST AT ALL TIMES MAINTAIN A WORKING BACKUP BATTERY FOR YOUR INID, RG AND YOUR ONT (IF YOU HAVE ONE). YOU ACKNOWLEDGE AND UNDERSTAND THAT IT WILL TAKE APPROXIMATELY 18 HOURS TO CHARGE AN INITIAL BACKUP BATTERY AFTER U-VERSE VOICE IS INSTALLED AND/OR AFTER A REPLACEMENT BATTERY IS INSTALLED. YOU ACKNOWLEDGE AND UNDERSTAND THAT TO CONSERVE BATTERY POWER DURING A POWER OUTAGE. YOU SHOULD NOT ATTEMPT TO USE THE BACKUP BATTERIES FOR ANY PURPOSE OTHER THAN TO POWER YOUR U-VERSE VOICE SERVICE (OR TO POWER YOUR INTERNET CONNECTION, FOR THE PURPOSE OF POWERING YOUR HOME ALARM, IF YOU HAVE AN IP-BASED HOME ALARM THAT USES AT&T U-VERSE HIGH SPEED INTERNET). YOU ACKNOWLEDGE AND UNDER-STAND THAT THE BACKUP BATTERIES INITIALLY SUPPLIED BY AT&T DO NOT PROVIDE POWER FOR CORDLESS PHONES AND THAT, IF YOU ARE USING A CORDLESS PHONE WITH YOUR AT&T U-VERSE VOICE SERVICE, A SEPARATE BACKUP BATTERY OR OTHER POWER SOURCE MAY BE REQUIRED IF THERE IS A POWER OUTAGE. YOU ACKNOWLEDGE AND UNDERSTAND THAT YOU ARE SOLELY RESPONSIBLE FOR DETERMINING WHEN THE INID, RG AND ONT BACKUP BATTERIES REQUIRE REPLACEMENT AND FOR REPLACING AND RECYCLING USED BATTERIES IN ACCOR-DANCE WITH MANUFACTURER OR VENDOR DIRECTIONS. YOU ALSO ACKNOWLEDGE AND UNDERSTAND THAT YOU ARE SOLELY RESPONSIBLE FOR OBTAINING AND MAINTAINING BACKUP BATTERIES OR OTHER SOURCES OF POWER FOR ANY CORDLESS PHONES YOU USE WITH YOUR U-VERSE VOICE SERVICE.

V. AT&T U-verse Voice 911 Limitations

YOU HEREBY ACKNOWLEDGE AND AGREE TO ALL OF THE INFORMATION BELOW REGARDING THE LIMITATIONS OF 911 SERVICE OVER AT&T U-VERSE VOICE SERVICE AND THE DISTINCTIONS BETWEEN 911 SERVICE OVER AT&T U-VERSE VOICE SERVICE AND 911 SERVICE OVER TRADITIONAL WIRELINE TELEPHONE SERVICE. YOU AGREE TO ADVISE ALL INDIVIDUALS WHO MAY PLACE CALLS OVER AT&T U-VERSE VOICE SERVICE OF THE 911 LIMITATIONS DESCRIBED BELOW.

AT&T MAKES NO WARRANTY THAT AT&T U-VERSE VOICE SERVICE FOR ACCESS TO 911 WILL BE UNINTERRUPTED. TIMELY, SECURE, OR ERROR-FREE OR BATTERY BACKUP POWER WILL BE SUFFICIENT TO MAINTAIN THE SERVICE THROUGHOUT ANY AND/OR ALL POWER OUTAGES.

911 SERVICE OVER AT&T U-VERSE VOICE SERVICE IS ONLY AVAILABLE AT YOUR SERVICE ADDRESS, WHILE CONNECTED TO A PROPERLY POWERED INID. OR RG (AND A PROPERLY POWERED ONT, IF APPLICABLE) AND AFTER AT&T U-VERSE VOICE HAS BEEN ACTIVATED.

911 SERVICE OVER AT&T U-VERSE VOICE SERVICE WILL NOT FUNCTION IF YOUR INID OR RG FAILS OR IS NOT CONFIGURED CORRECTLY OR IF YOUR AT&T U-VERSE VOICE IS INTERRUPTED OR NOT FUNCTIONING FOR ANY REASON, INCLUDING, BUT NOT LIMITED TO, IN THE EVENT OF A POWER OUTAGE (UNLESS YOU HAVE WORKING BACKUP BATTERY POWER). NETWORK OUTAGE. OR DISCONNECTION OF YOUR SERVICE BECAUSE OF BILLING ISSUES. IF THERE IS A POWER OUTAGE, YOU MAY BE REQUIRED TO RESET OR RECONFIGURE THE EQUIPMENT PRIOR TO BEING ABLE TO USE YOUR SERVICES, INCLUDING USE FOR 911 CALLING. YOU ACKNOWLEDGE THAT AT&T STRONGLY RECOMMENDS YOU MAINTAIN AT ALL TIMES AN ALTERNATIVE MEANS OF ACCESSING 911 SERVICES, SUCH AS VIA CELLULAR TELEPHONE SERVICE.

YOU ACKNOWLEDGE AND UNDERSTAND THAT AT&T WILL NOT BE LIABLE FOR ANY LOSSES INCURRED DIRECTLY OR INDIRECTLY AS A RESULT OF SERVICE OUTAGE AND/OR INABILITY TO DIAL 911 USING YOUR AT&T U-VERSE VOICE SERVICE OR INABILITY TO ACCESS EMERGENCY SERVICE PERSONNEL FOR ANY REASON, INCLUDING BUT NOT LIMITED TO THE 911 CHARACTERISTICS AND LIMITATIONS SET FORTH IN THIS DOCUMENT AND/OR THE CHARACTERISTICS, LIMITATIONS, AND/OR FAILURE OF THE 911 NETWORK ITSELF.

WITHOUT LIMITING ANY PROVISIONS OF THE TOS, YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD HARMLESS AT&T, ITS SUBSIDIARIES, AFFILIATES, OFFICERS, AGENTS, DIRECTORS, EMPLOYEES, AND ANY OTHER SERVICE PROVIDER WHO FURNISHES SERVICES TO YOU IN CONNECTION WITH THE AT&T U-VERSE VOICE SERVICE, FROM ANY AND ALL CLAIMS, LOSSES (INCLUDING LOSS OF PROFITS OR REVENUE), LIABILITIES, DAMAGES, FINES, PENALTIES DEMANDS, ACTIONS, COSTS, AND EXPENSES (INCLUDING, WITHOUT LIMITATION, REASONABLE ATTORNEY FEES) BY, OR ON BEHALF OF YOU OR ANY THIRD PARTY OR USER OF THE AT&T U-VERSE VOICE SERVICE, REGARDLESS OF THE NATURE OF THE CLAIM, INCLUDING WITHOUT LIMITATION CLAIMS RELATED TO 911 DIALING, ARISING FROM OR IN CONNECTION WITH ANY FAILURE OR OUTAGE OF AT&T U-VERSE VOICE SERVICE OR ANY FAILURE OR OUTAGE OF THE 911 NETWORK ITSELF.

VI. Home Alarm and Other Device Compatibility

AT&T MAKES NO WARRANTY THAT (i) AT&T U-VERSE VOICE SERVICE USED AS A COMMUNICATIONS PATHWAY FOR MONITORED BURGLAR ALARMS, MONITORED FIRE ALARMS, AND/OR MEDICAL MONITORING SYSTEMS OR DEVICES, WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, (ii) THE SERVICE WILL BE COMPATIBLE WITH ANY PARTICULAR OR ALL MONITORED BURGLAR ALARM(S), MONITORED FIRE ALARM(S), OR MEDICAL MONITORING SYSTEM(S) OR DEVICE(S), OR (iii) BATTERY BACKUP POWER WILL BE SUFFICIENT TO MAINTAIN THE SERVICE THROUGHOUT ANY AND/OR ALL POWER OUTAGES.

Potential Incompatibility with Monitored Fire Burglar Alarm, Monitored Fire Alarm, and Medical Monitoring Systems, and Other Devices, MONITORED FIRE ALARM AND BURGLAR ALARM SYSTEMS AND MEDICAL MONITORING DÉVICES MAY NOT BE COMPATIBLE WITH AT&T U-VERSE VOICE SERVICE.

IF YOU HAVE OR PURCHASE A MONITORED FIRE ALARM OR BURGLAR ALARM SYSTEM OR A MEDICAL MONITORING DEVICE THAT YOU INTEND TO USE WITH AT&T U-VERSE VOICE AS THE COMMUNICATIONS PATHWAY, YOU AGREE TO CONTACT YOUR PROVIDER FOR THOSE SYSTEMS/DEVICES TO DETERMINE COMPATIBILITY WITH AT&T U-VERSE VOICE SERVICE AND TO ARRANGE FOR YOUR PROVIDER TO TEST SUCH SYSTEMS/DEVICES AFTER INSTALLATION OF AT&T U-VERSE VOICE SERVICE. YOU ALSO ACKNOWLEDGE AND UNDERSTAND THAT EVEN IF SUCH SYSTEMS AND DEVICES ARE COMPATIBLE WITH AT&T U-VERSE VOICE SERVICE, THEY WILL NOT BE ABLE TO COMMUNICATE WITH MONITORING STATIONS DURING A POWER OUTAGE UNLESS YOU MAINTAIN BATTERY BACKUP POWER FOR AT&T U-VERSE VOICE AS DESCRIBED IN THESE TOS. IF YOU PURCHASE A MONITORED BURGLAR ALARM OR MONITORED FIRE ALARM SYSTEM AFTER U-VERSE VOICE HAS BEEN INSTALLED, YOU ALSO AGREE TO CALL AT&T PRIOR TO INSTALLATION OF ANY SUCH SYSTEM. SUBSEQUENT INSTALLATION OF THESE SYSTEMS MAY REQUIRE RE-WIRING OF AT&T U-VERSE VOICE SERVICE, WHICH MAY ALSO RESULT IN TIME AND MATERIAL CHARGES. (AT&T DOES NOT PROVIDE SUPPORT FOR, OR RE-WIRING OF AT&T U-VERSE VOICE IN SUPPORT OF, MEDICAL MONITORING SYSTEMS OR DEVICES).

ONCE U-VERSE VOICE HAS BEEN INSTALLED FOR USE WITH A MONITORED FIRE ALARM OR MONITORED BURGLAR ALARM SYSTEM, YOU AGREE THAT YOU WILL NOT CHANGE OR MODIFY THE INSIDE WIRING OF YOUR HOME OR MOVE OR RECONFIGURE YOUR RG IN ANY WAY WITHOUT CONTACTING AT&T AND YOUR ALARM SERVICE PROVIDER, YOU ALSO AGREE THAT YOU WILL NOT PLUG ANY TELEPHONE EOUIPMENT INTO THE BACK OF THE RG. YOU ACKNOWLEDGE AND UNDERSTAND THAT IF YOU CHANGE OR MODIFY YOUR INSIDE WIRING, MOVE OR

RECONFIGURE YOUR RG IN ANY WAY, OR PLUG ANY TELEPHONE EQUIPMENT INTO THE BACK OF THE RG IT COULD RESULT IN A FAILURE OF YOUR MONITORED BURGLAR ALARM OR MONITORED FIRE ALARM SYSTEM.

BY ACCEPTING THESE TOS, YOU USE AT&T U-VERSE VOICE SERVICE AT YOUR OWN RISK AND WAIVE ANY CLAIM AGAINST AT&T FOR INTERFERENCE WITH OR DISRUPTION OF A MONITORED FIRE ALARM OR BURGLAR ALARM SYSTEM, A MEDICAL MONITORING DEVICE, OR OTHER SUCH SYSTEMS OR DEVICES DUE TO THE AT&T U-VERSE VOICE SERVICE

VII. Local Number Portability

In the event you are transferring an existing phone number for your AT&T U-verse Voice service (i.e., porting a number to AT&T U-verse Voice service), you hereby authorize AT&T to process your order for AT&T U-verse Voice and to notify your existing provider of your decision to switch your local, local toll, and long distance services to AT&T U-verse Voice service, and you represent that you are authorized to take this action. Not all telephone numbers are eliqible for porting to AT&T U-verse Voice service.

VIII. AT&T U-verse Voicemail

AT&T U-verse Voice service includes AT&T U-verse Voicemail, a full-featured voicemail service. If you access your AT&T U-verse Voicemail voice mailbox from outside your local calling area, you may incur applicable local toll or long distance charges.

In addition, AT&T U-verse Voicemail service allows you the option to integrate your AT&T wireless service voice mailbox with your AT&T U-verse Voicemail mailbox. (Wireless service from AT&T must be separately purchased.) Calls forwarded to your AT&T U-verse Voicemail voice mailbox from your wireless phone will not incur airtime charges. However, airtime charges may apply when using your wireless handset to retrieve messages. Pager notification allows your pager to notify you when a message is received in your U-verse Voicemail voice mailbox. Your pager can have either an email address or your pager can have a telephone number associated with it and must be set up through the AT&T U-verse. Paging service and equipment must be purchased separately. Other restrictions may apply.

AT&T Unified Voicemail may include a Voicemail-to-Text (VMTT) feature that provides automated transcription of your voicemail. AT&T is not responsible nor liable for: 1) errors in the conversion of or its inability to transcribe voicemail messages to text/email; 2) lost or misdirected messages; or 3) content that is unlawful, harmful, threatening, abusive, obscene, tortious, or otherwise objectionable. We do not filter, edit or control voice, text, or email messages, or guarantee these security of messages. We can interrupt, restrict or terminate VMTT without notice, if your use of VMTT adversely impacts AT&T's network, for example that could occur from abnormal calling patterns or an unusually large number of repeated calls and messages; or if your use is otherwise abusive, fraudulent, or does not comply with the law.

You are solely responsible for and will comply with all applicable laws as to the content of any text messages or emails you receive from VMTT that you forward or include in a reply to any other person. You authorize AT&T or a third party working on AT&T's behalf to listen to, and transcribe all or part of a voicemail message and to convert such voicemail message into text/email, and to use voicemail messages and transcriptions to enhance, train and improve AT&T's speech recognition and transcription services, software and equipment. You agree that the results of benchmarking VMTT against competing products or services is AT&T confidential information requiring AT&T written consent to disclose in accordance with the BSA or RSA as may be applicable to you. Additional charges may apply to receiving email on your wireless device from VMTT, as well as, replying to or forwarding VMTT messages via SMS (text) or email, depending on your plan. Transcription times cannot be guaranteed. You are responsible for providing a correct email address and updating the email address when changes to the email account are made.

IX. Prohibited Uses of AT&T U-verse Voice Service

You agree that you will NOT use AT&T U-verse Voice service:

- 1. As a business service or for a business purpose.
- 2. To engage in auto-dialing, continuous or extensive call forwarding, telemarketing, fax broadcasting or fax blasting, or for uses that result in excessive usage inconsistent with normal residential usage patterns. In addition, connection of your AT&T U-verse Voice service to a device which converts use of the Service to an outbound trunk line by more than one individual is prohibited. If AT&T determines, in its sole discretion, that you are reselling or transferring AT&T U-verse Voice service or that you are using AT&T U-verse Voice service for any of the aforementioned activities, AT&T reserves the right, without advance notice, immediately to terminate or modify the Service, or to change your calling plan to a different offer on a prospective basis, and in addition, to assess additional charges for each month in which excessive usage occurred. If you subscribe to a calling plan which includes unlimited calling of any type, unless otherwise specified by your specific plan in marketing materials associated therewith, consistent monthly use in excess of 5,000 aggregate minutes per month, taking into account all types of calling in your plan which are provided on an unlimited basis, shall be presumed to be inconsistent with these restrictions and shall be subject to the conditions above.
- 3. As an announcement service, particularly with regard to AT&T U-verse Messaging, which is provided as an integral component of AT&T U-verse Voice service and is designed as a voicemail, not an announcement, service. Use of AT&T U-verse Messaging service as an announcement service and/or other improper or excessive

use may impair AT&T's ability to provide reasonable service to other customers. AT&T reserves the right to cancel your AT&T U-verse Voice service at any time, with or without notice, if as determined solely by AT&T based on its network/service design and usage experience, your messaging service is (1) being used in an improper manner including, but not limited to, using it as an announcement service or for unlawful purposes, (2) consistently generating excessive usage, (3) affecting AT&T's ability to provide reasonable service to other customers, or (4) being used to interfere with another's use of the voicemail system.

X. Suspension/Termination

Without limiting other rights set forth in these TOS, AT&T may either terminate your AT&T U-verse Voice service or transfer your AT&T U-verse Voice service to a different telephone number without penalty, upon reasonable notice, if AT&T stops providing AT&T U-verse Voice service either generally or in your area, if at any time 911 service over AT&T U-verse Voice service is not available, or for other reasons associated with the provisioning of 911 service to your premises. AT&T also may terminate your order for Service if you do not activate the Service within 90 days or if you do not formally acknowledge information about 911 service limitations in accordance with directives from AT&T.

Service suspension may, and cancellation will, result in your loss of the number associated with the AT&T U-verse Voice service. Suspension (but not termination) of AT&T U-verse Voice service still allows for the following dialing privileges: outbound calling to 911, outbound calling to Operator Services (for emergency assistance only), and inbound calling (intended to maintain a call back path for emergency service providers). AT&T has no responsibility for retaining or delivering messages that are located in any voice mailbox at the time of the suspension or termination, or that are addressed to any main account holder or subaccount holder thereafter.

SCHEDULE 2 Relates to Video Specific Terms of Service and not applicable. Information may be found at www.att.com/u-verse/att-terms-of-service.jsp

AT&T PRIVACY POLICY

AT&T is updating its privacy policy. We are making important changes to the way we use the information we collect, and to your choices about that use. Please visit att.com/privacy to view the updated privacy policy and to learn more about our commitments, privacy safequards and customer choices.

AT&T está actualizando su norma de privacidad. Estamos realizando cambios importantes en la manera en que usamos la información que recolectamos y a las opciones que usted tiene en cuanto al uso. Visite att.com/privacy (en inglés) para consultar la norma de privacidad actualizada y obtener más información sobre nuestros compromisos, medidas de protección de la privacidad y opciones del cliente.

INLINE® AND HOME WIRING PROTECTION SERVICES Terms and Conditions

These Terms and Conditions ("Agreement" or "Plan") for InLine Services and for Home Wiring Protection Services for U-verse customers ("HWP") are an optional plan offered, depending on your service location, by AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas (referred to herein as "we," "us," "our," or "AT&T") to provide trouble isolation and repair services for inside telephone/communications and coaxial cable wiring used to provide AT&T residential services (other than satellite TV services.) They apply to all customers who purchase InLine/HWP Services.

Important Note: Please Read this agreement carefully. This agreement contains an arbitration provision that governs disputes between you and at&t. This agreement also establishes limitations of liability in the event of a dispute.

If you do not agree with these Terms and Conditions, please call us immediately to cancel InLine/ HWP Services. If you cancel within thirty (30) days after receipt of these Terms and Conditions, there will be no charge for the Services, and we will refund any amounts you paid for them. If you cancel more than thirty (30) days after receipt of these Terms and Conditions, we will provide you a pro rata refund of the monthly charge for InLine/HWP Services.

INTRODUCTION

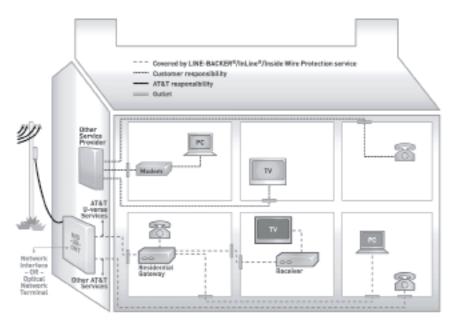
AT&T is responsible for maintaining its network facilities. You are responsible for maintaining and repairing all telephone/communications wiring (twisted pair) and coaxial cable wiring inside your premises that is used to provide AT&T services and all associated equipment (e.g., phones/soft phones, faxes, modems, computers, monitors, televisions, etc.). "Inside Wire" is the telephone/communications and coaxial cable wiring on your side of the network interface device (NID) or optical network terminal (ONT), up to and including your communications jacks and coaxial cable outlets, that is used to provide AT&T services (other than satellite TV services). The NID/ONT is usually a box located on the outside of your home and is the line of demarcation between Inside Wire and AT&T network facilities. In multi-unit buildings, Inside Wire is the wire that is inside the walls of your unit and that is dedicated to your unit.1 "Standard Inside Wire" is Inside Wire that meets, and has been installed in accordance with, the specifications outlined in the National Electrical Code and the Electronic Industry Association standards. If something goes wrong with your Inside Wire, you have several choices. You can fix it yourself. You can have it fixed by a third party, such as an electrician. Alternatively, you can call AT&T to fix it. If you call AT&T, we will charge you for time and materials to fix the problem if you do not subscribe to InLine/HWP Services. If your AT&T service is located in rented or leased facilities, military housing, or a multi-unit building (apartment, dormitory, condominium, cooperative dwelling, nursing home or other group living facility), you should determine whether you or your landlord/property manager are responsible for repairs to your Inside Wire prior to subscribing to InLine/HWP services. However, if your landlord/property manager permits, you may still choose to subscribe to InLine/HWP Services if you prefer AT&T diagnostic and repair services to those of others.

DESCRIPTION OF SERVICES

The InLine/HWP Plan is an optional service plan that protects AT&T residential customers against unexpected charges for repair of Standard Inside Wire, including repairs that result from normal wear and tear. If you report a problem with your AT&T service(s) and/or your Inside Wire and you subscribe to InLine/HWP Services, we will perform standard diagnostics to determine where the problem exists (trouble isolation). We will also repair, as necessary, your Standard Inside Wire, as well as certain connecting components used to provide AT&T U-verse services, such as jack face-plates, connectors, splitters, diplexers, baluns, short jumper cables, external adapters, and blocking filters, ("Covered Components")² subject to the Exclusions listed below. Power supplies, back-up batteries, electrical wiring, residential gateways, telephone adapters, and set-top boxes are not covered. Components that are not used to provide AT&T U-verse services are not covered. Inside Wire that is not connected to AT&T network facilities is not covered. (See diagram below.)

Under the InLine/HWP Plan, we will repair or replace defective Standard Inside Wire and Covered Components at no additional cost to you. (You pay only your monthly InLine/HWP subscription charge.) At our discretion, we will determine the manner in which repairs will be made. We will also decide the color and specifications of replaced wire, communications jacks, cable outlets, and connecting blocks. Surface mounting is the standard for replacing communications wiring and jacks. Requests for replacement with concealed communications wiring requiring extra work may be subject to time and material charges. We reserve the right to dispatch a repairman at our discretion, since trouble isolation can often be performed through our remote testing facilities.

The InLine/HWP Plan covers Standard Inside Wire at a single location on a single customer account. If you wish to purchase InLine/HWP Services, no fewer than all lines at your location on your account must be covered. If you have multiple lines at one location, you must subscribe to Inline/HWP services separately for each line. For purposes of this paragraph, a "line" is each outgoing telephone number used to provide AT&T local exchange telephone services. All AT&T U-verse services of any kind (e.g., High Speed Internet, Voice, and TV) and/or all AT&T DSL and dial-up Internet access services are considered one "line" and do not add to the total number of lines when both local exchange telephone services and other AT&T services are provided at a single location on a single customer account.



EXCLUSIONS

The following are NOT covered under the InLine/HWP Plan:

- Inside Wire and Covered Components rendered defective by negligence, willful damage, vandalism, faulty
 equipment, and/or premises construction/repair/remodeling activities;
- Inside Wire and Covered Components that did not work when InLine/HWP Services were ordered;
- Wiring for boat slips, special boat cords and jacks, and/or wiring for recreational vehicle locations;
- Jacks located outdoors, except for waterproof jacks located on the exterior of your premises;
- Shared tenant service locations (STS)—where tenants purchase services from the building owner/manager or other non-AT&T entity;
- For multi-unit dwellings, problems occurring in horizontal and/or riser cable or problems we are prevented from accessing, for example, by the owner of the property, by government or military authorities (i.e., you live on a military base), or by your landlord;
- Repair of complex Inside Wire associated with multiple lines that use common equipment. This includes Inside
 Wire associated with telephone stations that are a part of a key or PBX telephone system, repair of Inside Wire
 associated with Centrex, Dimension, CentraLink 2100, CentraLink 3100, CentraLink DCOSS type service, and
 lines connected to coin telephones;
- Inside Wire and Covered Components damaged by a catastrophic event (such as fire, flood, earthquake, terrorism, act of war, lightning, or wind) that also damages all or a portion of your premises, except that repair will be provided for Standard Inside Wire in any portion of your premises that is suitable for occupancy without reconstruction or repair of walls, floors or other structural features, so long as you do not disconnect all AT&T services at your premises. If repairs cannot be completed until after such reconstruction is completed, or if you disconnect all AT&T services at your premises, applicable charges will apply to install new or repair any existing wiring.
- Installation of additional (as opposed to replacement) wire, jacks, cable outlets and/or components, including connecting the wire at the NID/ONT or jacks/cable outlets;
- End-to-End replacement of wire (e.g., from the NID/ONT to one or more jacks/cable outlets) unless AT&T determines, in its sole discretion, that replacement is necessary;
- Main line extension wire to unattached structures (such as a separate garage or barn);
- Conversion of hard-wired phones and/or other customer equipment to modular jacks/outlets;
- Jacks/cable outlet rewiring, relocation, and/or rearrangements from one working line to another;
- Moving/rearranging Inside Wire at the NID/ONT;
- Jacks/cable outlets without wiring (non-modular) and/or conversion of non-modular jacks/outlets to modular ones:
- Wiring used for satellite TV services; and
- · Requests to check for wire taps.

CUSTOMER'S RESPONSIBILITY

If the work you request requires conduit; cutting and patching of finished walls, floors and/or ceilings; or structure modifications, you are responsible for arranging to have such work performed by other persons.

After each repair visit, you have the responsibility to reestablish the connection or verify proper functioning of any equipment (e.g., phones/soft phones, faxes, modems, computers, monitors, televisions, fire and burglar alarms, meters, sensors, automatic dialers, answering devices, etc.) connected to your inside wiring. It is your responsibility to reprogram any telephone numbers or codes that have been extinguished as a result of the diagnostic testing we perform, which may include disconnecting such equipment from inside wiring and/or disconnecting inside wiring from the network interface/optical network terminal. It is also your responsibility to ensure proper functioning of any services other than AT&T services, or to contact the company that provides such services.

CHARGES, TAXES AND FEES

Billing for InLine/HWP Services begins on the effective date of coverage. See section below entitled "Effective Date of Coverage." You agree to pay our current charges for InLine/HWP Services as reflected on monthly bills, as well as taxes and fees assessed against either you or AT&T on those charges. Payment has the same due date and is subject to the same late payment charges as other items billed on your AT&T bill. For current prices, taxes or other applicable fees, check your AT&T bill or call the service center at the number listed on your bill.

EFFECTIVE DATE OF COVERAGE (Subject to Exclusions)

1) When you order InLine/HWP Services at the same time you order new AT&T service(s) (you do not have any existing AT&T services):

The InLine/HWP Plan is effective for the wiring used to provide the new AT&T service(s) immediately upon activation of the new AT&T service(s).

- 2) When you order InLine/HWP Services and you do have existing AT&T service(s): The InLine/HWP Plan is effective for the wiring used to provide the existing AT&T service(s) on the date you place your order for the Plan. If you are also ordering new AT&T service(s) at the same time, it is effective for the wiring used to provide the new AT&T service(s) immediately upon activation of the new AT&T service(s).*
- 3) When you already have InLine/HWP Services and you purchase new AT&T service(s): The InLine/HWP Plan is effective for the wiring used to provide the new AT&T service(s) immediately upon activation of the new AT&T service(s).*

*Note: If you order InLine/HWP Services on the day of a repair visit, the Plan is effective for the wiring used to provide your existing AT&T service(s) on the day after the repairs are completed and is effective for the wiring used to provide any new AT&T service(s) immediately upon activation of the new AT&T service(s).

CANCELLATION OF SERVICE

You may cancel InLine/HWP Services at any time by calling our service center, without incurring any cancellation charge or disconnect fee. Charges are prorated to the date service is cancelled. We may cancel your InLine/HWP Services if you fail to timely pay the charges for the plan; if you repeatedly cause or permit damage to occur to Inside Wire or Covered Components; if a ruling, regulation, statute, or order issued or passed by a judicial, legislative or regulatory body causes AT&T to believe that these Terms and Conditions may be in conflict with such rules, regulations or orders; or if we decide, in our sole discretion, to cease providing InLine/HWP Services in any particular geographic area, in all geographic areas, and/or under any particular circumstances or conditions.

LIMITED WARRANTY

Identification and isolation of the cause of trouble in an electronic or fiber network is sometimes difficult and time consuming, especially if the trouble is from multiple causes or is intermittent. Our sole responsibility under the InLine/HWP Plan is to use reasonable skill, procedures and equipment to locate and fix the trouble on Standard Inside Wire and Covered Components, or to isolate it to specific equipment (e.g., phones/soft phones, faxes, modems, computers, monitors, televisions, etc.).

Except as otherwise provided in these Terms and Conditions, if we are not successful in identifying or eliminating the problem, or if we do not perform a repair or replacement correctly, we will return to your premises to correct the covered repair or replacement at no additional charge. This warranty applies as long as you continue to subscribe to InLine/HWP Services.

WE HEREBY EXPRESSLY DISCLAIM ALL AND ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, OR ANY IMPLIED WARRANTIES NOT EXPRESSLY GRANTED IN THESE TERMS AND CONDITIONS

LIMITATION AND EXCLUSION OF LIABILITY

Neither we nor any of our affiliated companies, nor any of our or their officers, directors, employees, or agents will be liable for delays or failure to perform repairs due to circumstances beyond our reasonable control, including labor strikes or disputes, natural catastrophes, civil disturbances, weather, material shortages, terrorism, unusual work loads, acts of God, fire, flood, acts of any governmental body, or any other cause beyond our or their reasonable control. Our liability and their liability, in total, for damages caused by or arising out of a failure to perform the service covered by the InLine/HWP Plan in a proper and timely manner, shall in no event exceed

the lesser of (i) \$100, or (ii) the actual cost to repair, replace or install the Standard Inside Wire and Covered Components (except to the extent additional monetary remedies are provided for in the Dispute Resolution by Binding Arbitration provision below). Neither we nor any of our affiliated companies, nor any of our or their officers, directors, employees, or agents will be responsible or liable for defacement or damage to customer premises occasioned by drilling of holes, or in the attachment and removal of wiring and equipment with standard screws, staples, hooks, fasteners and adhesives when performed in a workmanlike manner.

NEITHER WE NOR ANY OF OUR AFFILIATED COMPANIES, NOR ANY OF OUR OR THEIR OFFICERS, DIRECTORS, EMPLOYEES, OR AGENTS WILL BE LIABLE UNDER ANY CIRCUMSTANCES FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. INCLUDING BUT NOT LIMITED TO LOST PROFITS DIRECTLY OR INDIRECTLY ARISING FROM THE PERFORMANCE OR NONPERFORMANCE OF SERVICES COVERED UNDER THE INLINE/HWP PLAN. IN ADDITION, NEITHER WE NOR ANY OF OUR AFFILIATED COMPANIES, NOR ANY OF OUR OR THEIR OFFICERS, DIRECTORS, EMPLOYEES. OR AGENTS WILL BE LIABLE UNDER ANY CIRCUMSTANCES FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS FOR THE MALFUNCTIONING OR NON-FUNCTIONING OF ANY APPARATUS CONNECTED TO YOUR INSIDE WIRE, SUCH AS AUTOMATIC DIALERS, FIRE AND BURGLAR ALARMS, METERS, SENSORS, ANSWERING DEVICES, TELEVISIONS, PERSONAL COMPUTERS, AND TELEPHONES.

EXCLUSIONS AND LIMITATIONS

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ACCORDINGLY, SOME OF THE LIMITATIONS OR EXCLUSIONS IN THE SECTIONS ABOVE ENTITLED "LIMITED WARRANTY" AND "LIMITATION AND EXCLUSION OF LIABILITY" MAY NOT APPLY TO YOU.

DISPUTE RESOLUTION BY BINDING ARBITRATION

All disagreements and disputes between you and AT&T, of every kind, if not resolved by negotiations, shall be resolved by arbitration.

Summary of Arbitration Agreement (which is set forth below in detail): Most customer concerns can be resolved guickly and to the customer's satisfaction by calling AT&T's customer service center. In the unlikely event that AT&T's customer service center is unable to resolve a complaint you may have to your satisfaction (or if we have not been able to resolve a dispute we have with you after attempting to do so informally), we each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction. Arbitration is more informal than a lawsuit in court. Arbitration uses a neutral arbitrator instead of a judge or jury, allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief that a court can award. Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed \$75,000, we will pay all costs of the arbitration. Moreover, in arbitration you are entitled to recover attorneys' fees from us to at least the same extent as you would be in court. In addition, under certain circumstances (as explained below), we will pay you more than the amount of the arbitrator's award and will pay your attorney (if any) twice his or her reasonable attorneys' fees if the arbitrator awards you an amount that is greater than what we have offered you to settle the dispute.

Arbitration Agreement:

- a) We and you agree to arbitrate all disputes and claims between us. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:
 - · claims arising out of or relating to any aspect of the relationship between us, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
 - · claims that arose before this or any prior Agreement (including, but not limited to, claims relating to
 - claims that are currently the subject of purported class action litigation in which you are not a member of a certified class; and
 - · claims that may arise after the termination of this Agreement.

In this Arbitration Agreement, references to "we," "us," "our," "you," and "your" include our respective subsidiaries, affiliates, agents, officers, employees, predecessors in interest, successors and assigns, as well as all authorized or unauthorized users or beneficiaries of services or equipment under this or prior agreements between us. Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude you from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against us on your behalf. You agree that, by entering into this agreement, you and we are each waiving the right to a trial by jury and to participate in a class action. This Agreement evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This arbitration provision shall survive termination of this Agreement.

b) A party who intends to seek arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). The Notice to us should be addressed to: AT&T Services, Inc., 208 S. Akard, Room 3100.04, Dallas, Texas 75202, Attn Customer Arbitration ("Notice Address"), The Notice must (1) describe the nature and basis of the claim or dispute; and (2) set forth the specific relief sought ("Demand"). If we and you do not reach an agreement to resolve the claim within thirty (30) days after the Notice is received, you or we may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by us or you shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or we are entitled.

You may download or copy a form notice and a form to initiate arbitration from here: att.com/residentialarbitration.

- c) After we receive notice at the Notice Address that you have commenced arbitration, we will promptly reimburse you for your payment of the filing fee, unless your claim is for greater than \$75,000. (The filing fee currently is \$125 for claims under \$10,000, but is subject to change by the arbitration provider. If you are unable to pay this fee, we will pay it directly upon receiving a written request at the Notice Address.) The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this Agreement, and will be administered by the AAA. The AAA Rules are available online at www.adr.orq, by calling the AAA at 800.778.7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this Contract. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision are for the court to decide. Unless we and you agree otherwise, any arbitration hearings will take place in the county (or parish) of your billing address. If your claim is for \$10,000 or less, we agree that you may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided for herein, We will pay all AAA filling, administration and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all such fees will be governed by the AAA Rules. In such case, you agree to reimburse us for all monies previously disbursed by us that are otherwise your obligation to pay under the AAA Rules. In addition, if you initiate an arbitration in which you seek more than \$75,000 in damages, the payment of these fees will be governed by the AAA rules.
- 4) If, after finding in your favor in any respect on the merits of your claim, the arbitrator issues you an award that is greater than the value of our last written settlement offer made before an arbitrator was selected; then we will:
- pay you the amount of the award or \$10,000 ("the alternative payment"), whichever is greater; and
- pay your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration ("the attorney premium").

If we did not make a written offer to settle the dispute before an arbitrator was selected, you and your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards you any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within fourteen (14) days of the arbitrator's ruling on the merits.

- 5) The right to attorneys' fees and expenses discussed in this arbitration agreement supplements any right to attorneys' fees and expenses you may have under applicable law. Thus, if you would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding you that amount. However, you may not recover duplicative awards of attorneys' fees or costs. Although under some laws we may have a right to an award of attorneys' fees and expenses if we prevail in an arbitration, we agree that we will not seek such an award.
- 6) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. Further, unless both you and we agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this specific proviso is found to be unenforceable, then the entirety of this Arbitration Agreement shall be null and void.
- 7) Notwithstanding any provision in this Agreement to the contrary, you agree that if we make any change to this arbitration agreement (other than a change to the Notice Address) during the period of time that the Agreement is in effect, you may reject any such change by sending us written notice within thirty (30) days

of the change to the Arbitration Notice Address provided above. By rejecting any future change, you are agreeing that you will arbitrate any dispute between us in accordance with the language of this provision.

CHANGES TO TERMS AND CONDITIONS

We reserve the right to amend these Terms and Conditions and to change prices. We will notify you in advance of any increase in price or any amendment that would have a material effect on the InLine/HWP Plan, by a message on your AT&T bill or by any other reasonable means. If you do not cancel InLine/HWP Services prior to the effective date of such change, you will be bound by the new terms and/or charges until you do cancel.

GENERAL PROVISIONS

Except as provided in the Dispute by Binding Arbitration provision, in the event any of the provisions of this Agreement shall be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render unenforceable any other provision of this Agreement, and this Agreement shall be construed as if it did not contain such invalid or unenforceable provision.

TRANSFERABILITY

AT&T may sell, assign or transfer your InLine/HWP account and this Agreement to a third party without notice to you. You may not sell your InLine/HWP account or this Agreement, and you may not assign or transfer your InLine/HWP account or this Agreement without AT&T's written consent.

ENTIRETY OF AGREEMENT

NO REPRESENTATIVE OF AT&T HAS THE AUTHORITY TO MAKE ANY REPRESENTATION. PROMISE. GUARANTEE. OR WARRANTY TO YOU OTHER THAN THAT STATED IN WRITING IN THIS AGREEMENT. THIS AGREEMENT CONSTITUTES THE COMPLETE AND EXCLUSIVE AGREEMENT AND UNDERSTANDING BETWEEN AT&T AND YOU CONCERNING THE PROVISION OF INLINE/HWP SERVICES.

HELPFUL HINTS: Troubleshooting You Can Perform Yourself

Please ensure your equipment is connected to any required electrical power supply and to the residential gateway, jack, cable outlet, and/or other appropriate connecting component. Also, refer to the materials provided to you at time of service installation or to online help for assistance in trouble diagnosis.

¹ Inside Wire does not include horizontal or riser cable in the building. If you live in a multi-demarc building, in which a separate NID is installed for each unit (as opposed to a single demarc for the entire building), Inside Wire does include the wiring from your NID to the wiring inside the walls of your unit.

² Covered Components may include wireless adapters, but only if they were installed by AT&T, in its sole discretion, in lieu of installing additional wiring. Covered Components may also include patch panels, but only if installed by AT&T. Covered Components do not include any customer premises equipment.

³ Repair services for the residential gateway, telephone adapters, and set-top boxes may be included as part of a rental agreement in the Terms of Service for the applicable AT&T U-verse service or may be available separately if the equipment is purchased.

AT&T U-verse® 911 Acknowledgement

911 Acknowledgement

There are significant differences between accessing 911 service using AT&T U-verse Voice and accessing 911 service using traditional wireline telephone service.

Electrical Power. Historically, telephone service primarily has been powered by electrical power within the telephone network. By contrast, AT&T U-verse Voice is powered in part by electrical power in your home. AT&T provides a battery backup unit at the point where the electrical power is required (see "Battery Locations" below for specific configurations). It is your responsibility to ensure the battery remains charged and to replace the battery periodically.

During a power outage, you will not be able to make or receive calls, including 911 calls, unless you have a functioning backup battery. To conserve battery power for AT&T U-verse Voice, DO NOT use any AT&T U-verse service other than AT&T U-verse Voice during a power outage. AT&T recommends that you use a corded phone with AT&T U-verse Voice during a power outage. (Cordless phones require electrical power to work and may not be equipped with backup batteries.) AT&T also recommends that you always have an alternative means of accessing 911 during a power outage, such as via a mobile phone.

Broadband Network. AT&T U-verse Voice is provided to you over a broadband (Internet Protocol or "IP") network. If there is a broadband network outage, your AT&T U-verse Voice service will not function and you will not be able to make 911 calls with this service.

Additional Limitations. Please note that AT&T U-verse Voice will work only in your home. You will not be able to make any calls, including 911 calls, from any other location, even if you move your Residential Gateway (RG) or an external Telephone Adapter (TA) to the new location.

Battery Locations

Please see att.com/newbattery for additional details regarding your backup batteries including pictures on how to change the battery. Your backup battery or batteries may be in different locations, depending on your network configuration:

- a. Optical Network Terminal (ONT) You may have an ONT, which is a box typically located on the side of your house or in your garage. It will have a power supply unit with a backup battery, typically located inside your garage, that powers the ONT.
- b. Residential Gateway (RG) This unit is inside your home near your primary computer or television set. It requires home-provided electrical power, and has a backup battery.
- c. Intelligent Network Interface Device (iNID) You may have an iNID, which is a box that includes an outside unit, typically located on the side of your house or in your garage, where AT&T's network terminates, and an iNID power supply unit (iPSU), typically located inside your house or in an attached garage. This iPSU powers the iNID and includes the housing in which the backup battery unit is contained.

I have read and understand that there are critical differences between accessing 911 service with AT&T U-verse Voice and accessing 911 service with traditional wireline telephone service. I have been advised which of the battery locations above apply to my AT&T U-verse Voice service.

In addition, I have been provided with stickers that describe the differences and have been instructed to place the stickers on all telephones/equipment used for AT&T U-verse Voice service.

Printed Name

ORDER # / CUSTOMER BILLING ACCOUNT NUMBER

No signature required on this copy; for your records only.

SIGNATURE / ACKNOWLEDGEMENT DATE

ACEPTACIÓN DEL SERVICIO 911 DE AT&T U-VERSE®

Aceptación del servicio 911

Hay importantes diferencias en el servicio 911 según utilice el servicio AT&T U-verse Voice o el servicio de telefonía fiia tradicional.

Energía eléctrica. El servicio telefónico siempre ha funcionado principalmente con la energía eléctrica de la red telefónica. Por el contrario, el servicio AT&T U-verse Voice funciona en parte con la energía eléctrica de la casa del cliente. AT&T provee una unidad de respaldo de batería en el lugar donde se requiera energía eléctrica (consultar la sección "Ubicaciones de las baterías" para ver las configuraciones específicas). Es responsabilidad del cliente asegurarse de que la batería se mantenga cargada, así como reemplazar la batería ocasionalmente.

Durante un corte de energía, el cliente no podrá realizar o recibir llamadas, incluidas las llamadas al servicio 911. a menos que tenga una batería de respaldo en funcionamiento. A fin de conservar la energía de la batería para el servicio AT&T U-verse Voice, NO utilizar ningún otro servicio de AT&T U-verse más que el de voz durante un corte de energía. AT&T recomienda usar un teléfono con cable con el servicio AT&T U-verse Voice durante un corte de luz. (Los teléfonos inalámbricos requieren energía eléctrica para funcionar y pueden carecer de baterías de respaldo.) AT&T asimismo recomienda disponer siempre de un medio alternativo para llamar al 911 en caso de un corte de energía como, por ejemplo, un teléfono móvil.

Red de banda ancha. El servicio AT&T U-verse Voice se suministra a través de una red de banda ancha (protocolo de Internet o "IP"). En caso de una interrupción de la red de banda ancha, el servicio AT&T U-verse Voice no funcionará y el cliente no podrá llamar al 911 con este servicio.

Limitaciones adicionales. El cliente deberá tener en cuenta que el servicio de voz AT&T U-verse Voice sólo funcionará en su casa. No podrá realizar ninguna llamada, ni siguiera al 911, desde ninguna ubicación, incluso si traslada su portal residencial o un adaptador telefónico externo a una nueva ubicación.

Ubicaciones de las baterías

Consultar att.com/newbattery (en inglés) para obtener detalles adicionales sobre las baterías de respaldo, incluso fotos sobre cómo cambiar la batería. Es posible que sus baterías de respaldo estén en lugares diferentes, según la configuración de su red:

- a. Terminal para red de fibra óptica (ONT, por su sigla en inglés): puede tener una terminal para red de fibra óptica, que es una caja generalmente ubicada al costado de la vivienda o en el garaje. Tendrá una unidad de suministro de energía con batería de respaldo, generalmente ubicada en el garaje, que alimenta a la terminal para red de fibra óptica.
- b. Portal residencial (RG, por su sigla en inglés): esta unidad está dentro de su casa cerca de su computadora o televisor principal. Requiere energía eléctrica suministrada por el hogar y tiene una batería de respaldo.
- c. Equipo de interfaz de la red telefónica inteligente (iNID, por su sigla en inglés): es posible que tenga un equipo de interfaz de la red telefónica inteligente, que es una caja que incluye una unidad exterior, generalmente ubicada al costado de la casa o en el garaje, donde acaba la red de AT&T, y una unidad de suministro de energía para el equipo iNID (iPSU, por su sigla en inglés), generalmente ubicada dentro de la casa o en un garaje adyacente. Esta unidad suministra energía para el equipo iNID e incluye la batería de respaldo y su compartimiento.

El cliente ha leído y comprende que hay importantes diferencias en el servicio 911 según utilice el servicio AT&T U-verse Voice o el servicio de telefonía fija tradicional. Se le ha indicado al cliente cuál de las anteriores ubicaciones de batería corresponde a su servicio AT&T U-verse Voice.

Asimismo, el cliente recibió etiquetas adhesivas que describen las diferencias, así como las instrucciones para colocar dichas etiquetas en todos los teléfonos o equipos utilizados para el servicio AT&T U-verse Voice.

NOMBRE EN IMPRENTA

NÚMERO DE PEDIDO / NÚMERO DE CUENTA DE FACTURACIÓN DEL CLIENTE

No es necesario firmar esta copia; es sólo para los registros del cliente.

FIRMA / FECHA DE ACEPTACIÓN



Battery Backup Information Please retain for your records

Historically, telephone service has been powered by electrical power within the telephone network. Your AT&T U-verse Voice service, including 911 dialing, is an enhanced voice communications service that requires electrical power and will not function during a power outage without battery backup power at your premises. Therefore, you must at all times maintain a working backup battery for all of the following components that apply to your particular AT&T U-verse installation. Please refer to the pictures below to determine which type of unit(s) you have.

You may have a **Residential Gateway (RG)** (also known as Wireless Gateway) inside your home. AT&T provides an initial RG battery backup unit, with an initial battery. All subsequent batteries are your responsibility.

Residential Gateway (RG) and Battery Backup Unit (BBU)





You may have an Optical Network Terminal (ONT) in your home, apartment, or garage, or on the side of your home. If you have an ONT, you will also have an RG. AT&T provides a Power Supply Unit (PSU) for the ONT. AT&T supplies an initial battery in the PSU for the first customer at the premises. All subsequent backup batteries are your responsibility.

If you have an ONT, the PSU will be located inside your home, apartment or garage (within 100 feet of the ONT), and will look like one of the following:



Delta One Piece PSU



CyberPower PSU



Delta Two Piece PSU



APC Power Shields PSUs (Two models that look the same; model numbers CP24U12 & CP27U13)

You may have an Intelligent Network Interface Device (iNID), in your home, apartment, or garage, or on the side of your home. AT&T provides a Power Supply Unit (iPSU) for the iNID and an initial battery for the first customer of AT&T U-verse Voice service at the premises. All subsequent batteries are your responsibility.

If you have an iNID, the iPSU will be located in a sheltered area either inside your home or in an attached structure, such as a garage, closet, or basement within 100 feet of the iNID.



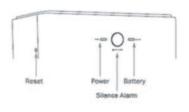


Figure 1

After you have determined which of these pieces of equipment you have, refer to the relevant sections below to learn more about how to monitor your specific type of backup battery or batteries, how to get new batteries, and how to install them.

Important Notes:

You are solely responsible for monitoring the backup batteries of your applicable equipment to determine when they require replacement, and for replacing and recycling used batteries in accordance with manufacturer or vendor directions.

- AT&T shall have no liability for the failure of your service to function during a power outage, including failure due to the absence or insufficiency of battery backup power.
- AT&T is not responsible for ongoing maintenance or management of equipment, including the battery backup units provided to AT&T U-verse Voice customers.
- You must properly dispose of your old battery. You can visit call2recycle.org to find resources in your area for recycling rechargeable batteries.

If you have an ONT or iNID that is located in an area that you do not use regularly, check it periodically to ensure that you receive any visual or audible warnings regarding the status of its battery backup.

If there is a broadband network outage, your AT&T U-verse Voice service will not function and you will not be able to make 911 calls, since AT&T U-Verse Voice is provided to you over a broadband (Internet Protocol or "IP") network.

You should always have an alternative means of dialing 911, such as via a cellular telephone.

To conserve battery backup power for necessary calls during a power outage, AT&T recommends that you DO NOT use any AT&T U-verse service other than AT&T U-verse Voice. However, if you do want to use other AT&T U-verse services (high-speed Internet and/or TV) during a power outage, you must have battery backup power for the RG, ONT, and/or iNID (as applicable), as well as power for your devices. For example, to use your AT&T U-verse Internet service during a power outage, you must provide battery backup power for your computer (such as an Uninterruptible Power Source [UPS], available at certain home and electronics stores).

The backup batteries will not power cordless phones or other equipment, such as telecommunications devices used to assist customers with disabilities, that are connected to the telephone line and require electricity from the customer's premises.

- If you have a monitored home alarm that uses AT&T U-verse Voice or Internet service as the communications pathway, your monitored home alarm will not function during a power outage without battery backup power for your home alarm panel (if necessary) and for your AT&T U-verse Voice or Internet service, as applicable. If you have a monitored home alarm, you should never plug a multi-line phone directly into the RG as it could interfere with the alarm signals.
- AT&T recommends that you have a corded single-line phone to use with AT&T U-verse Voice during a power outage. This should be directly connected to your in-home wiring, or if you have a Residential Gateway, the corded phone can be directly connected to the RG. If you connect more than one corded phone, it will use more power. Remember that rotary and pulse phones do not work with AT&T U-verse Voice service.
- If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped. You are solely responsible for obtaining and maintaining backup batteries or other sources of power for any cordless phones you use with your AT&T U-verse Voice Service.

Incorrect or substitute battery connection replacement creates a risk of explosion. Batteries are intended for installation and operation in a controlled environment (e.g., inside the garage area, free of conductive contaminants).

Refer any repair issues only to qualified AT&T technicians. Monitoring and/or replacing batteries are not considered repair issues.

In the event of extended power outages, portable generators with 120-volt outlets and extension cords can power the RG, ONT, or iNID. See manufacturer details for operating and safety procedures before using a

portable generator. Other 120-volt PSU backup solutions (e.g., Uninterruptible Power Sources [UPSs] and Duracell® Standby Power Plugs) may be available at certain home and electronics stores.

If you have any additional questions, please call 800.288.2020.

If you have a Residential Gateway (RG)

The RG is located inside your house and uses electrical power to deliver all your AT&T U-verse services. The backup battery unit for the RG must be installed inside your house within approximately 5 feet of the RG and should be easily accessible.

Backup Battery for RG: Your RG backup battery will provide approximately four hours of backup power when equipped with a new, fully charged CSB- or YUASA-branded battery, or other battery recommended or supplied by Belkin, with one corded, single-line touch-tone phone connected to the AT&T U-verse Residential Gateway directly or through your in-home wiring, and with no other equipment and no service other than AT&T U-verse Voice service drawing power from the RG backup battery. Actual results will vary, depending on, among other things, battery age, usage patterns, and environmental conditions, including temperature extremes and fluctuations. It takes approximately 18 hours at normal indoor temperatures to charge an initial battery after AT&T U-verse Voice is installed and/or after a replacement battery is installed.

When to replace the RG backup battery

When the battery is low, the yellow LED on the front panel will flash and the audible alarm will sound every second. You should purchase a new backup battery when this happens. The alarm will continue until the battery is depleted and the unit performs a forced shutdown. The red LED on the front panel will flash and the audible alarm will sound every two seconds when the battery has reached the end of its useful life — you must replace the battery as soon as possible to ensure proper operation of the RG backup battery.

How to replace the RG backup battery

Disconnect the RG battery backup unit from power and any connected devices. Remove the battery door on the rear of the device. Remove the battery from the enclosure; remove the wire connections from the battery. Connect the new battery (black-to-black, red-to red); place the battery into the enclosure. Securely reconnect the battery door.

You should not connect the RG battery backup to any device other than the AT&T U-verse RG or use it with any service other than your AT&T U-verse Voice service.

Replacement Battery Model Numbers

- Belkin: F6C127xBAT
- China Storage Battery: GP 1272
- Yuasa: NPW 36-12

Replacement batteries are widely available at:

- Belkin (AT&T recommended provider): Call 866.539.5791 or visit belkin.com/qatewaybattery
- China Storage Battery
- Yuasa
- Radio Shack
- Local hardware stores
- Batteries Plus
- Sears

Note: Locations where batteries are available are subject to change.

Backup battery specifications

- Type/Rating: 12V/7.2Ah
- Size: not to exceed 5.94" length x 2.56" depth x 3.7" height, with F2 Faston connectors

For more information: Please refer to your Feature Guide and your Belkin® | Residential Gateway Battery Backup User Manual.

If you have an Optical Network Terminal (ONT)

The ONT is a box typically located on the side of your house or in your garage, where AT&T's fiber network terminates. The ONT requires electrical power from your home to operate, which you are responsible for providing. AT&T installs an initial power supply unit (PSU) and battery for the ONT when the first resident at the premises orders AT&T services. AT&T does not install a new battery at a premises where a prior occupant had initiated AT&T service. The PSU converts the AC power in your home to the DC power required by the ONT. This unit also houses the backup battery. The PSU must be placed within 100 feet of the ONT and is installed inside your home or garage.

If a power outage occurs, you will not be able to make or receive calls, including 911 calls, unless you have backup power for both the ONT and the RG.

Backup Battery for ONT: A new, fully charged ONT backup battery will provide four to eight hours of backup power. It takes approximately eight hours at normal temperatures to charge an initial or replacement battery. Actual results will vary, depending on, among other things, battery age, usage patterns, and environmental conditions, including temperature extremes and fluctuations.

When to replace the ONT backup battery

First, determine which type of power supply unit (PSU) your ONT has by checking the serial number on the front of the PSU (the serial number is designated with "S/N"). If the S/N starts with DAE, this is a Delta PSU. If the S/N starts with CYB this is a CyberPower PSU. Otherwise, it is an APC model. The two APC PowerShield PSU models look the same but have different features. To determine the model number, loosen the screws in the battery compartment located at the bottom left of the PSU, lift up the PSU, and look at the model number on the back of the unit. Also see the PSU images on page 42 for reference.

Delta One Piece PSU

The Replace Battery and Missing Battery status lights are on the front right of the Delta One Piece PSU. The Replace Battery status light will be red if the battery needs to be replaced. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. When the power supply begins using battery power, it will beep once and then remain silent. If the battery begins to run low while running on battery power, the alarm will beep four times per minute. The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply. The Missing Battery status light will be green if no battery is connected to the power supply.

Delta Two Piece PSU

There are status lights on the front right of the Delta Two Piece PSU. Refer to the Replace Battery status light, third down from the top. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. When the power supply begins using battery power, it will beep once and then remain silent. If the battery begins to run low while running on battery power, the alarm will beep four times per minute. The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery.

CyberPower PSU

There are status lights on the front right of the CyberPower PSU. The Replace Battery status light on the right will be red if the battery needs to be replaced. An audible alarm also will sound with two beeps every three minutes when the battery needs to be replaced. If the battery begins to run low while running on battery power, the alarm will beep four times every two minutes. The alarm can be silenced for 24 hours by pushing and holding the blue button on the front of the power supply for three seconds. This unit has a Missing Battery status light, which will be red if no battery is connected to the power supply.

APC PowerShield PSU Model # CP24U12

There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. There is no audible alarm on this unit. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery.

APC PowerShield PSU Model # CP27U13

There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery.

How to replace the ONT battery

Open the door, carefully pull the battery off the shelf, and remove the black and red wires. Connect the black (–) and red (+) wires to the new battery, noting the proper battery polarity. Slide the new battery onto the shelf and secure. Close the door.

Replacement Battery Model Number

GS Battery: PX12072-HG or GT12080-HG

Replacement batteries are widely available at:

- GS Battery (USA) Inc. (AT&T recommended provider): Call 800.472.2879 or visit qsbattery.com
- Batteries Plus
- Radio Shack
- Amazon.com
- · Sears.com

Note: Locations where batteries are available are subject to change.

Backup battery specifications

- Type/rating: 12V/8Ah
- Size: not to exceed 6.05" length x 2.6" depth x 4.05" height, with F2 Faston connectors.

If you need further assistance, visit att.com/newbattery.

If you have an Intelligent Network Interface Device (iNID)

The iNID includes three components:

- The outside unit, typically located on the outside of your premises or in your garage where AT&T's network terminates.
- The inside unit, a home networking hub that provides wireless networking capability.
- A power supply unit (iPSU), that includes a backup battery and is usually located near where power comes
 into your home (the iPSU must be located within 100 feet of the outside unit). AT&T provides an initial iPSU
 battery when the first resident at the premises orders AT&T services. AT&T does not install a new battery at
 a premises where a prior occupant had initiated AT&T service.

Backup Battery for iNID: Your iNID backup battery unit will provide approximately four hours of backup power when equipped with a new, fully charged battery. It takes less than 24 hours at normal indoor temperatures to charge an initial backup battery to 90% capacity after AT&T U-verse is installed and/or after a replacement battery is installed. Actual results will vary depending on, among other things, battery age, usage patterns, and environmental conditions.

When to replace your iNID backup battery:

When the battery needs to be replaced, a chirp sounds intermittently unless you press the button to silence it for 12 hours. The chirp resumes after 12 hours if the battery is not replaced. A flashing red battery light indicates that the battery needs to be replaced. Solid green indicates that the battery is installed and functioning properly. Off indicates that no battery is installed.

Note: The BATTERY indicator works properly only when the iPSU is connected to and communicates with the outside unit.

How to replace the iNID backup battery:

Use a Phillips screwdriver to unfasten two screws (one on each side) securing the power supply battery cover. Press down on the tension springs and pull to disconnect the battery cable connector from the battery cable. Release the safety strap securing the battery. Insert the new battery gently into the housing. Connect the battery cable connector to the battery cable. Secure the battery with the safety strap. Replace the housing cover and fasten the cover with the two screws.

Do not connect the iNID backup battery to any device other than the AT&T U-verse iNID or use it with any service other than your AT&T U-verse Voice service.

Replacement Battery Model Number

EnerSys: FiberSafe12

Replacement batteries are available only at:

EnerSys—call 1.866.327.5755 or visit fibersafebattery.com.

Note: Locations where batteries are available are subject to change.

Backup battery specifications

Type/Rating: FiberSafe 12 VDC 12 Ah Sealed Valve Regulated Lead Acid (VRLA) battery

If you need further assistance, visit att.com/newbattery.

Información sobre la batería de respaldo Guardar como referencia

El servicio telefónico siempre ha funcionado con la energía eléctrica de la red telefónica. El servicio AT&T U-verse Voice, incluido el servicio de marcado 911, es un servicio de comunicaciones de voz optimizado que requiere energía eléctrica y no funcionará durante un corte de luz si no cuenta con una batería de respaldo en su domicilio. Por lo tanto, debe tener una batería de respaldo funcionando en todo momento para los siguientes componentes correspondientes a su instalación particular de AT&T U-verse. Consulte las imágenes que siquen para establecer qué tipo de unidad o unidades corresponden a las que usted tiene.

Puede tener un **portal residencial (RG)** en su casa. AT&T proporciona una unidad de batería de respaldo inicial del portal residencial, con una batería inicial. Las siquientes baterías serán responsabilidad del cliente.

Portal residencial (RG) y unidad de batería de respaldo (BBU)





Puede tener una **terminal para red de fibra óptica (ONT)** en su casa, apartamento o garaje, o al costado de su casa. En tal caso, también tendrá un portal residencial. AT&T ofrece una unidad de suministro de energía (PSU) para dicha terminal. AT&T proporciona una batería inicial en la unidad PSU para el primer residente de la vivienda que solicite el servicio. Las siguientes baterías de respaldo serán responsabilidad del cliente.

Si usted tiene una terminal para red de fibra óptica, la unidad PSU se ubicará en su casa, apartamento o garaje (en un rango de 100 pies de la terminal), y se verá como uno de los siguientes:



Unidad Delta de una pieza



Unidad CyberPower



Unidad Delta de dos piezas



Unidades (Dos modelos similares; modelos número CP24U12 y CP27U13)

Puede tener un **equipo inteligente de interfaz de la red (iNID)** en su casa, apartamento o garaje, o al costado de su casa. AT&T ofrece una unidad de suministro de energía (iPSU) para dicho equipo y una batería inicial para el primer residente de la vivienda que solicite el servicio AT&T U-verse Voice. Las siguientes baterías serán responsabilidad del cliente.

Si usted tiene un equipo inteligente de interfaz de la red, la unidad iPSU se ubicará en un área protegida ya sea dentro de su casa o en una estructura adyacente, como un garaje, armario o sótano en un rango de 100 pies de la terminal.



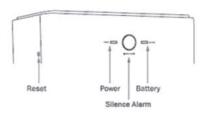


Figura 1

Una vez que haya establecido cuál de estos equipos es el que usted tiene, consulte las siguientes secciones que correspondan para saber cómo supervisar el tipo específico de batería o baterías que posee, cómo conseguir nuevas baterías y cómo instalarlas.

Avisos importantes:

El cliente será el único responsable de supervisar las baterías de respaldo del equipo que corresponda con el fin de determinar en qué momento es necesario reemplazarlas así como para reemplazar y reciclar las baterías usadas, de acuerdo con las instrucciones del fabricante o proveedor.

- AT&T no será responsable por las fallas de funcionamiento que su servicio pueda presentar durante un corte de luz, incluidas las fallas por ausencia o insuficiencia de energía de la batería de emergencia.
- AT&T no será responsable del mantenimiento continuo o de la administración del equipo, lo que incluye las unidades de batería de respaldo ofrecidas a los clientes del servicio AT&T U-verse Voice.
- El cliente debe deshacerse de la batería usada adecuadamente. Puede visitar call2recycle.org (en inglés) para encontrar recursos en su área para reciclar baterías recargables.

Si usted tiene una terminal para red de fibra óptica o un equipo inteligente de interfaz de la red en un área que no usa frecuentemente, verifíquela en forma periódica para asegurarse de captar cualquier advertencia sonora o visual sobre el estado de su batería de respaldo.

En el caso de una interrupción en la red de banda ancha, su servicio AT&T U-verse Voice no funcionará y no podrá realizar llamadas al 911 ya que el servicio es ofrecido por una red de banda ancha (protocolo de Internet o "IP").

Siempre debe tener una manera alternativa de llamar al 911, como por ejemplo un teléfono celular.

Para conservar la energía de la batería de respaldo para realizar llamadas necesarias durante un corte de energía, AT&T le recomienda que NO UTILICE ningún servicio de AT&T U-verse que no sea el servicio AT&T U-verse Voice. Sin embargo, si desea utilizar otros servicios de AT&T U-verse (Internet de alta velocidad o televisión) durante un corte de energía, debe tener una batería de respaldo para el portal residencial, la terminal para red de fibra óptica o el equipo inteligente de interfaz de la red (según el caso), así como energía para que sus equipos funcionen. Por ejemplo, para utilizar el servicio de Internet de AT&T U-verse durante un corte de energía, deberá tener una batería de respaldo para su computadora (por ejemplo un sistema de suministro ininterrumpido de energía o UPS, disponible en algunas tiendas de productos electrónicos y para el hogar).

Las baterías de respaldo no suministrarán energía a teléfonos inalámbricos u otros equipos, como dispositivos de telecomunicaciones utilizados para asistir a clientes con discapacidades, que se conectan a la línea telefónica y requieren electricidad en las instalaciones del cliente.

- Si tiene una alarma residencial con monitoreo que utilice el servicio de Internet de AT&T U-verse o AT&T U-verse Voice como vía de comunicación, esta alarma no funcionará durante un corte de luz sin una batería de respaldo para su panel de alarma residencial (si fuera necesario), y para su servicio de Internet de AT&T U-verse o AT&T U-verse o AT&T U-verse voice, según corresponda. Si tiene un sistema de alarma residencial con monitoreo, nunca deberá enchufar directamente un teléfono de múltiples líneas en un portal residencial, ya que podría interferir con las señales de la alarma.
- AT&T le recomienda que tenga un teléfono con cable de una sola línea para utilizar el servicio AT&T U-verse Voice durante un corte de luz. Este teléfono debe estar directamente conectado al cableado de su casa, o en caso de que tenga un portal residencial, el teléfono con cable puede estar directamente conectado a este portal. Si conecta más de un teléfono con cable, utilizará más energía. Recuerde que los teléfonos de disco y de impulsos no funcionan con el servicio AT&T U-verse Voice.
- Si se conecta un teléfono inalámbrico, éste no funcionará sin una batería de respaldo aparte, y no todos los teléfonos inalámbricos están equipados de esa manera. El cliente será también exclusivamente responsable de obtener y mantener las baterías de respaldo y otras fuentes de energía para los teléfonos inalámbricos que utilice con el servicio AT&T U-verse Voice.

El reemplazo incorrecto o sustitutivo de la conexión de la batería genera riesgo de explosión. Las baterías fueron hechas para ser instaladas y utilizadas en un ambiente controlado (por ejemplo, en el área del garaje, libre de contaminantes conductivos).

Las reparaciones deben estar a cargo sólo de técnicos calificados de AT&T. La supervisión o el reemplazo de baterías no son considerados reparaciones.

En el caso de cortes de luz prolongados, se pueden utilizar generadores portátiles con conectores de salida de 120 voltios y cables de extensión para alimentar el portal residencial, la terminal para red de fibra óptica o el equipo inteligente de interfaz de la red. Consulte los detalles del fabricante para obtener los procedimientos de seguridad y funcionamiento antes de utilizar un generador portátil. Podrá encontrar otras soluciones de respaldo de 120 voltios para unidades de suministro de energía (por ejemplo, sistemas de suministro ininterrumpido de energía o UPS, y equipos de alimentación de respaldo Duracell* en algunas tiendas de productos electrónicos y para el hogar.

Si tiene preguntas adicionales, llame al 800.288.2020.

Si tiene un portal residencial (RG)

El portal está ubicado en el interior de la vivienda del cliente y utiliza energía eléctrica para prestar todos sus servicios AT&T U-verse. La unidad de batería de respaldo para el portal residencial debe estar instalada en su casa en un rango de aproximadamente 5 pies del mismo y debe ser de fácil acceso.

Batería de respaldo del portal residencial: su batería de respaldo para el portal residencial ofrece aproximadamente cuatro horas de energía de respaldo cuando utiliza una batería CSB o YUASA nueva y con carga completa o con otra batería recomendada o suministrada por Belkin, con un teléfono de tonos con cable de una sola línea conectado directamente con el portal residencial de AT&T U-verse o a través del cableado interno de la vivienda, y sin otro equipo o servicio recibiendo energía de la batería de respaldo del portal residencial que no sea el servicio AT&T U-verse Voice. Los resultados reales varían dependiendo, entre otras cosas, de la antigüedad de la batería, los patrones de uso y las condiciones ambientales, incluidos los extremos y las fluctuaciones de temperatura. A temperaturas interiores usuales, toma aproximadamente 18 horas cargar una batería inicial una vez que el servicio AT&T U-verse Voice se haya instalado o luego de que se haya instalado una batería de respaldo.

Cuándo se debe reemplazar la batería de respaldo del portal residencial

Cuando la batería esté baja, el indicador luminoso amarillo en el panel del frente parpadeará y sonará la alarma una vez por segundo. Deberá comprar una nueva batería de respaldo cuando esto suceda. La alarma continuará sonando hasta que la batería se haya agotado y la unidad se apague. El indicador luminoso rojo en el panel frontal parpadeará y la alarma sonará una vez cada dos segundos cuando la batería haya alcanzado el límite de su vida útil. Deberá reemplazar la batería tan pronto como sea posible para asegurarse que la batería de respaldo del portal residencial funcione correctamente.

Cómo se debe reemplazar la batería de respaldo del portal residencial

Desconectar de la corriente la batería de respaldo del portal residencial y todos los equipos que estén conectados. Retirar la tapa de la batería de la parte trasera del equipo. Retirar la batería de la caja de protección y las conexiones del cable de la batería. Conectar la nueva batería (negro con negro, rojo con rojo); colocarla dentro de la caja de protección. Volver a colocar la tapa de la batería con firmeza.

No debe conectar la batería de respaldo del portal residencial a ningún equipo además del portal residencial de AT&T U-verse ni utilizarlo con cualquier otro servicio que no sea el servicio AT&T U-verse Voice.

Números de modelo de baterías de repuesto

- Belkin: F6C127xBAT
- China Storage Battery: GP 1272
- Yuasa: NPW 36-12

Puede encontrar baterías de repuesto en:

- Belkin (proveedor recomendado por AT&T): llame al 866.539.5791 o visite belkin.com/gatewaybattery (en inglés)
- China Storage Battery
- Yuasa
- Radio Shack
- Ferreterías locales
- Batteries Plus
- Sears

Importante: los lugares donde se venden las baterías están sujetos a cambios.

Especificaciones de baterías de respaldo

• Tipo/categoría: 12 V/7.2 Ah

• Tamaño: no puede exceder 5.94" de largo x 2.56" de ancho x 3.7" de alto, con conectores Faston F2

Para obtener más información: consulte la Guía de funciones y el Manual del usuario de la batería de respaldo para portal residencial de Belkin*.

Si usted tiene una terminal para red de fibra óptica (ONT)

La terminal para red de fibra óptica es una caja generalmente ubicada al costado de la vivienda o en el garaje, donde acaba la red de fibra óptica de AT&T. El cliente será responsable de proporcionar la energía eléctrica que la terminal requiere para operar. AT&T instalará una unidad de suministro de energía inicial (PSU) y la batería para la terminal para red de fibra óptica cuando el primer residente de la vivienda solicita los servicios de AT&T. AT&T no instalará una nueva batería en la vivienda en caso de que el residente anterior ya hubiera contratado un servicio de AT&T. La unidad de suministro de energía convierte la corriente alterna del hogar en la corriente continua que requiere dicha terminal. Esta unidad también contiene la batería de respaldo. La unidad de suministro de energía debe estar ubicada en un rango de 100 pies de la terminal para red de fibra óptica y se instala dentro de su casa o qaraje.

Si ocurre un corte de luz, no podrá realizar ni recibir llamadas como, por ejemplo, al 911, a menos que tenga alimentación de una batería de respaldo tanto para la terminal como para el portal residencial.

Batería de respaldo de la terminal para red de fibra óptica: una batería de respaldo para la mencionada terminal, nueva y completamente cargada, brindará de cuatro a ocho horas de energía. En temperaturas normales, la batería inicial o de reemplazo demora aproximadamente ocho horas en cargar. Los resultados reales varían dependiendo, entre otras cosas, de la antigüedad de la batería, los patrones de uso y las condiciones ambientales, incluidos los extremos y las fluctuaciones de temperatura.

Cuándo se debe reemplazar la batería de respaldo de la terminal para red de fibra óptica Primero, establezca qué tipo de unidad de suministro de energía (PSU) utiliza su terminal en base al número de serie en el frente de la misma (el número de serie está indicado por "S/N"). Si el número comienza con DAE, se trata de una unidad Delta. Si el número comienza con CYB, se trata de una unidad CyberPower. De lo contrario, es un modelo APC. Los dos modelos de unidad de suministro de energía APC PowerShield tienen el mismo aspecto pero diferentes funciones. Para determinar el número de modelo, desenrosque los tornillos del compartimiento de la batería ubicado a la izquierda, en la parte de abajo de la unidad, levántela y busque el número de modelo en la parte de atrás de la unidad. Consulte también las imágenes de la unidad en la página 42 como referencia.

Unidad Delta de una pieza

Las luces de estado de reemplazo de batería y de ausencia de batería se encuentran en el frente y a la derecha de la unidad Delta de una pieza. Si es necesario reemplazar la batería, la luz de estado de reemplazo de batería se pondrá roja. Escuchará una señal sonora cada quince minutos, cuando se deba reemplazar la batería. Cuando la unidad de suministro de energía comience a alimentarse de la batería, se escuchará una señal sonora y luego permanecerá en silencio. Si la batería comienza a agotarse mientras se utiliza como fuente de energía, la alarma sonará cuatro veces por minuto. La alarma puede silenciarse por 24 horas presionando el botón azul al frente de la unidad de suministro de energía. La luz de estado de ausencia de batería se pondrá verde si no hay ninguna batería conectada a la unidad de suministro de energía.

Unidad Delta de dos piezas

El lado derecho del frente de la unidad Delta de dos piezas presenta luces de estado. Verifique la luz de estado de reemplazo de batería, que es la tercera contando desde arriba. Estará roja si la batería debe reemplazarse o si falta. Escuchará una señal sonora cada quince minutos, cuando se deba reemplazar la batería. Cuando la unidad de suministro de energía comience a alimentarse de la batería, se escuchará una señal sonora y luego permanecerá en silencio. Si la batería comienza a agotarse mientras se utiliza como fuente de energía, la alarma sonará cuatro veces por minuto. La alarma puede silenciarse por 24 horas presionando el botón azul al frente de la unidad de suministro de energía. Para determinar si la batería no está puesta, abra la tapa y búsquela; no hay alarmas sonoras que le indiquen si la misma no está colocada.

Unidad CyberPower

El lado derecho del frente de la unidad CyberPower presenta luces de estado. Si es necesario reemplazar la batería, la luz de estado de reemplazo de batería que está a la derecha se pondrá roja. También escuchará dos señales sonoras cada tres minutos cuando deba reemplazar la batería. Si la batería comienza a agotarse mientras se utiliza como fuente de energía, la alarma sonará cuatro veces cada dos minutos. La alarma puede silenciarse por 24 horas presionando el botón azul al frente de la unidad de suministro de energía por tres segundos. La unidad tiene una luz de estado de ausencia de batería, que se pondrá roja si no hay ninguna batería conectada al suministro de energía.

Unidad APC PowerShield, modelo número CP24U12

El lado derecho del frente de la unidad APC presenta luces de estado. Verifique la luz de estado de la batería. Estará roja si la batería debe reemplazarse o si falta. Esta unidad no cuenta con alarmas sonoras. Para determinar si la batería no está puesta, abra la tapa y búsquela; no hay alarmas sonoras que le indiguen si la misma no está colocada.

Unidad APC PowerShield, modelo número CP27U13

El lado derecho del frente de la unidad APC presenta luces de estado. Verifique la luz de estado de la batería. Estará roja si la batería debe reemplazarse o si falta. Escuchará una señal sonora cada quince minutos, cuando se deba reemplazar la batería. Para determinar si la batería no está puesta, abra la tapa y búsquela; no hay alarmas sonoras que le indiquen si la misma no está colocada.

Cómo se debe reemplazar la batería de la terminal para red de fibra óptica

Abra la tapa, retire cuidadosamente la batería del estante y quite los cables negros y rojos. Conecte los cables negros (-) y rojos (+) a la nueva batería asegurándose de hacerlo en los polos correctos. Deslice la nueva batería hacia el estante y asegúrela. Cierre la tapa.

Número de modelo de la batería de repuesto

Batería GS: PX12072-HG o GT12080-HG

Puede encontrar baterías de repuesto en:

- GS Battery (USA), Inc. (proveedor recomendado por AT&T): llame al 800.472.2879 o visite qsbattery.com (en inglés)
- Batteries Plus
- Radio Shack
- Amazon.com
- Sears.com

Importante: los lugares donde se venden las baterías están sujetos a cambios.

Especificaciones de baterías de respaldo

- Tipo/categoría: 12 V/8 Ah
- Tamaño: no puede exceder 6.05" de largo x 2.6" de ancho x 4.05" de alto, con los conectores Faston F2.

Visite att.com/newbattery (en inglés) si necesita más ayuda.

Si tiene un equipo inteligente de interfaz de la red (iNID)

El equipo incluye tres componentes:

- La unidad exterior, generalmente ubicada en el exterior de sus instalaciones o en su garaje donde termina la red de AT&T.
- La unidad interior, un centro de red residencial, que proporciona la red inalámbrica residencial.
- Una unidad de suministro de energía (iPSU), que incluye una batería de respaldo y está generalmente
 ubicada cerca de la fuente de suministro de energía dentro de su casa (la unidad debe estar ubicada en un
 rango de 100 pies de la unidad exterior). AT&T proporciona una batería inicial para la unidad de suministro
 de energía cuando el primer residente de la vivienda solicita los servicios de AT&T. AT&T no instalará una
 nueva batería en la vivienda en caso de que el residente anterior ya hubiera contratado un servicio de AT&T.

Batería de respaldo del equipo inteligente de interfaz de la red: su unidad de batería de respaldo del equipo inteligente de interfaz de la red le proporciona aproximadamente cuatro horas de energía de respaldo cuando está equipado con una batería completamente cargada y nueva. A temperaturas interiores usuales, toma menos de 24 horas cargar una batería de respaldo inicial a 190% de su capacidad una vez que AT&T U-verse se haya instalado o luego de que se haya instalado una batería de respaldo. Los resultados reales varían dependiendo, entre otras cosas, de la antigüedad de la batería, los patrones de uso y las condiciones ambientales.

Cuándo se debe reemplazar la batería de respaldo del equipo inteligente de interfaz de la red:

Cuando sea necesario reemplazar la batería, se escuchará un sonido intermitente a menos que el cliente oprima el botón para desactivar el sonido por 12 horas. Luego de las 12 horas el sonido vuelve a comenzar si no se reemplaza la batería. Una luz roja parpadeante en la batería indica que es necesario reemplazarla. La luz fija en verde indica que la batería está instalada y que funciona correctamente. Si está apagada significa que no hay una batería instalada.

Importante: el indicador **BATTERY** funciona correctamente sólo si la unidad iPSU está conectada con la unidad exterior y se comunica con ella.

Cómo se debe reemplazar la batería de respaldo del equipo inteligente de interfaz de la red:

Utilizar un destornillador Phillips para aflojar los dos tornillos (uno de cada lado) que fijan la tapa de la batería de suministro de energía. Empujar hacia abajo los resortes de tensión y tirar para desconectar el conector del cable de la batería. Soltar la correa de seguridad que fija la batería. Insertar con cuidado la nueva batería en el compartimiento. Conectar el conector al cable de la batería. Sujetar la batería con la correa de seguridad. Volver a colocar la tapa del compartimiento y fijarla con los dos tornillos.

No debe conectar la batería de respaldo del equipo inteligente de interfaz de la red a ningún equipo además del equipo inteligente de AT&T U-verse ni utilizarlo con cualquier otro servicio que no sea el servicio AT&T U-verse Voice.

Número de modelo de la batería de repuesto

EnerSys: FiberSafe12

Las baterías de reemplazo se ofrecen en:

EnerSys: llame al 1.866.327.5755 o visite fibersafebattery.com (en inglés).

Importante: los lugares donde se venden las baterías están sujetos a cambios.

Especificaciones de baterías de respaldo

Tipo/categoría: batería sellada FiberSafe de ácido y plomo con válvula reguladora (VRLA) de 12 V de corriente continua y 12 Ah

Visite att.com/newbattery (en inglés) si necesita más ayuda.