Exhibit 1, Exhibit 2.a, 2.b, & 2.c, and Exhibit 3.a, 3.b, & 3.c
Are Redacted in Their Entirety as Highly Confidential Information
Dear Administrator,

Broadband-enabled technologies are enhancing educational opportunities for students at all levels – from kindergarten through high school and beyond. These technologies have enabled educators and students to extend learning beyond the classroom through multimedia tools that can be tailored to meet the needs of students at all levels and better prepare them to meet the challenges of the 21st century economy. They also have fueled ever growing demand for faster and higher capacity connections to the Internet. AT&T has partnered with schools and libraries across the country to meet this demand, and we’re expanding our state of the art fiber network across the country.

AT&T is pleased to advise schools and libraries that we are deploying high speed Internet access services in many areas. Our high-speed Internet services will allow schools and libraries to enjoy faster Internet access speed, including 1Gbps. Please take a look at our network capabilities as you explore how best to meet your Internet access needs.

Our sales representatives will be happy to answer your questions. Please go to www.att.com/internetinfo to submit an online request to have a specialist contact you.
Exhibit 5 Is Redacted in Its Entirety as Confidential Information
More bandwidth, more learning.

Scaling upwards of 1Gbps and greater for both upload and download, our newest high-speed Internet service is now bolstering the speed of your school or library building. Making you faster today, and enabling you to quickly move onto new possibilities tomorrow. Now, you can bring faster speeds to your students, staff and patrons at more flexible and affordable options than ever before.

Contact an AT&T Fiber Specialist today to find out more.

att.com/internetinfo
EXHIBIT 7

Exhibit: Materials Regarding AT&T Usage Allowance Practices

a.i. High Speed Internet Terms of Service (in effect from July 1, 2016 to October 22, 2016)

a.ii. AT&T Internet Terms of Service (in effect from October 23, 2016 to present)

b.i. Broadband Information (in effect from July 1, 2016 to August 20, 2016)

b.ii Broadband Information (in effect from August 21, 2016 to present)

c.i. Screenshot of AT&T’s Online Data Calculator (in effect from July 1, 2016 to August 20, 2016)

c.ii. Screenshot of AT&T’s Online Data Calculator (in effect from August 21, 2016 to present)

d.i. Support Page - Broadband Usage FAQs (in effect from July 1, 2016 to August 20, 2016)

d.ii. Support Page - Broadband Usage FAQs (in effect from August 21, 2016 to November 8, 2016)

d.iii Support Page - Broadband Usage FAQs (in effect from November 9, 2016 to present)

e.i. Internet Usage Support Landing Page (in effect from July 1, 2016 to August 20, 2016)

e.ii. Internet Usage Support Landing Page (in effect from August 21, 2016 to present)

f.i. Myatt Sales - Shopping Flow (in effect from July 1, 2016 to August 20, 2016)

f.ii. Myatt Sales - Shopping Flow (in effect from August 21, 2016 to present)

g.i. Myatt Sales - Adjust Data Limits Screen (in effect from July 1, 2016 to August 20, 2016)

g.ii. Myatt Sales - Adjust Data Limits Screen (in effect from August 21, 2016 to present)

h. MyAT&T Service Screenshots - Billing and Usage

i. Customer Announcement Letters

j. Blog Release
AT&T High Speed Internet Terms of Service / att.net Terms of Use

Last Updated: July 1, 2016

This Terms of Service & Terms of Use ("Agreement") along with the AT&T Acceptable Use Policy, the AT&T and Yahoo! privacy policies, and the other documents incorporated by reference herein, set forth your obligations, the obligations of AT&T, and the rules you must follow when using the att.net portal and/or email ("Site") and/or AT&T U-verse® High Speed Internet, AT&T U-verse High Speed Internet Business Edition, AT&T High Speed Internet, AT&T High Speed Internet Business Edition, AT&T High Speed Internet Direct, AT&T High Speed Internet Business Edition Direct, AT&T Dial, FastAccess DSL, FastAccess Business DSL, FastAccess Business DSL Direct, Wireless Broadband provided by BellSouth Entertainment, LLC, and BellSouth® Dial Internet Service ("Service(s)"). THE DESCRIPTION OF YOUR SERVICE AND OTHER TERMS, SET FORTH IN THE CUSTOMER SERVICE SUMMARY OR ORDER CONFIRMATION LETTER YOU RECEIVED, ARE PART OF THIS AGREEMENT.

PLEASE READ THIS AGREEMENT CAREFULLY. This is a binding agreement between you (the Member Account holder), Yahoo! Inc. ("Yahoo!"), and the AT&T entity that provides the Service and/or Site [1]. Your registration, payment for, or use of the Site and/or Service constitutes your agreement to be bound by the charges, terms, and conditions set forth in this Agreement, including those incorporated by reference as well as those located at: http://info.yahoo.com/legal/us/yahoo/.

IMPORTANT: THIS AGREEMENT AFFECTS YOUR LEGAL RIGHTS. PARAGRAPH 13 REQUIRES ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS OR CLASS ACTIONS. PARAGRAPH 19 LIMITS THE LIABILITY OF AT&T. ARBITRATION TERMS FOR BUSINESS CUSTOMERS ARE SET FORTH ON SCHEDULE 1. PLEASE READ THEM CAREFULLY.

This Agreement is based on four general principles. First, AT&T supports our customers' right to free expression. Second, AT&T will give our customers clear notice of any meaningful limitations on the Services. Third, AT&T will give our customers clear information about the experience they can expect when using the Services. Fourth, AT&T will provide consumer high speed Internet access service in discrete, non-overlapping speed tiers.

1. Changes to this Agreement

From time to time, we may change this Agreement. We will provide you with notice of material changes via either your Member Account email address or any other email address you provide, posting online at att.com/internet-terms, recorded announcement, bill message, bill insert, newspaper ad, postcard, letter, or call to your billed telephone number or U.S. mail. It is your responsibility to check for any such notices. Your continued subscription to the Service after the effective date of the change constitutes your acceptance of such changes.

2. AT&T High Speed Internet Service

a. Service Description. AT&T High Speed Internet Service (referred to as "the Service") is composed of narrowband or broadband access to Internet, and offers you a capability for acquiring or retrieving information from; generating,
storing, transforming, processing, or utilizing information on; or making available information to other Internet end points connected directly or indirectly to the AT&T network

Because the Internet consists of multiple interconnected networks and most Internet end points (for example, Web sites and other content providers) are not directly connected to the AT&T network, AT&T must connect to and exchange traffic with other networks to provide its subscribers the capability of uploading data to or downloading data from Internet end points that are connected to those networks. To that end, AT&T has entered into commercially negotiated agreements to exchange traffic with such networks on mutually agreeable terms. Consistent with its longstanding practice, AT&T does not warrant that it will establish or expand the connections between its network and other networks except on such mutually agreeable terms. To the extent AT&T is unable to reach agreement on terms of interconnection or network expansion with these other networks, it could affect your service. These impacts on your service performance are described in more detail in the AT&T Open Internet Notice. AT&T therefore makes no promise, express or implied, that you will be able to upload data to or download data from Internet end points connected to other networks at any particular speed.

Like the other networks that make up the Internet, the AT&T network is a shared network, which means that the transmission links and other network resources used to provide the Service are shared among the subscribers of AT&T. AT&T manages this network for the benefit of all users based on a variety of factors, and our technical expertise.

b. Speed, Service Capability Speed Ranges, and Conditions that May Impact Service Performance. AT&T offers many broadband service options, each of which has a different service capability speed range. The term "speed" is commonly used as a shorthand way to describe the capacity at which a particular broadband internet access service can transmit data. This capacity is typically measured in the number of kilobits, megabits, or gigabits that can be transmitted in one second (Kbps, Mbps, or Gbps). Some applications like a short email without attachments or basic Web browsing do not require high service capability speeds to function optimally, while other activities like transferring large data files can be performed faster with higher-speed services. Your service capability speed may not be suitable for some applications, particularly those involving real-time or near real-time, high-bandwidth uses such as streaming video or video conferencing.

The current speed ranges AT&T offers may be found at att.com/speedtiers, which identifies the downstream and upstream rates at which your line transfers internet access data between the network interface device at your home, office, or apartment building to the point you connect to the AT&T network. Our wired broadband Internet access customers should expect to see service capability speeds within the speed tier of their service plan. For example, a customer with AT&T High Speed Internet Elite Service should expect service capability download speeds between 3.1Mbps and 6Mbps between the network interface device at your premises and the point at which you connect to the AT&T network. The high-end of this range represents expected maximum speed capabilities. For more information about how AT&T helps transmit your information to points on the Internet, how AT&T manages the network, broadband options such as different service capability and expected and actual speed ranges, device attachment rules, activities which may impair or degrade your internet experience, and for additional information regarding
network practices with respect to data usage caps related to AT&T Broadband Internet access services, please visit att.com/broadbandinfo.

Because service performance varies on an end-to-end basis, the service capability speeds of AT&T are limited to, and measured between, your location and a point on the AT&T network, which constitutes only one segment of the end-to-end transmission path connecting the end user to Internet Web sites or content providers. End-to-end performance of your Service depends on a variety of factors, including (but not limited to): the number of subscribers simultaneously using the network; customer location; destination and traffic on the Internet; Wi-Fi connectivity; interference with high frequency spectrum on your telephone line; wiring inside your premises, office or apartment; the capacity or performance of your devices or modem; the server with which you are communicating; internal network management factors (including Overhead, which refers to the various control and signaling data required to achieve the reliable transmission of Internet access data); and, the networks you and others are using when communicating. In addition, your use of other AT&T services (such as U-verse video, Voice, Unified Messaging, and other services) that share the capacity of your broadband connection with the Service may impact the amount of capacity available for your use of the Service at that particular time and thus affect the performance of the Service. Consequently, AT&T does not guarantee the performance of your service on an end-to-end basis.

c. **IP Addresses.** AT&T High Speed Internet and AT&T U-verse High Speed Internet Services are provided with a dynamic Internet Protocol ("IP") address, a static IP address, multiple static IP address service (as applicable), or a privately managed IP address utilizing CGN (Carrier Gateway NAT) technology, at the sole discretion of AT&T. Static IP addresses are not available with all speeds. The dynamic IP address is a single Internet address intended for use with a single Member Account and any associated Sub Accounts. The static IP address or multiple static IP address is intended for use with a single computer or a network of computers and/or servers. You may not use the Service in a manner that is inconsistent with these intended uses. AT&T High Speed Internet services will support both IPv6 and IPv4 Internet addresses; however, to reach IPv6-exclusive Internet content, some of your equipment may require upgrades or replacement. AT&T Dial service will support Web sites that utilize IPv4, but it will not support IPv6-only Web sites. For more information about IPv6 and how it affects you, visit att.com/ipv6.

d. **Availability.** The Service is not available in all areas, and may not be available at certain speeds (or at all) at your location, even if our initial testing indicated that your line qualified for a particular speed or Service.

e. **Service/Site Changes.** AT&T reserves the right to modify or discontinue the Service or Site (including rates and charges), temporarily or permanently. If AT&T makes a change that would have a material impact on your Service, AT&T will give you notice. The terms and conditions for temporary changes, if any, will be included in the notice and incorporated by reference into this Agreement at: att.com/temporaryterms. Your continued subscription to the Service after the effective date of the change constitutes your acceptance of the changes and the associated terms and conditions. In lieu of notice and Web site posting, AT&T may instead, at its sole discretion, require customers to enter into an agreement with AT&T regarding temporary material changes.

f. **Conversion from DSL to U-verse High Speed Internet.** When AT&T is able to provision U-verse High Speed Internet Service at your location, we may, in our discretion, discontinue your DSL service and make available to you AT&T U-verse High Speed Internet at the then applicable U-verse rates, terms, and conditions, which may differ from
your previous DSL Service rates, terms, and conditions (including Bundle Discounts). If you are on a Term Plan and your price will increase as a result of this conversion, you will not have to pay any applicable Early Termination Fee ("ETF") if you elect to cancel DSL Service.

Your new AT&T U-verse High Speed Internet will require different customer premises equipment ("CPE"). When you are selected for conversion, we will provide at least thirty days' notice of the discontinuation or suspension of your service via email, direct mail, bill page message, or bill insert. Thirty days after such notice, we may at our sole discretion, either disconnect your service or temporarily suspend your service for up to fifteen days.

g. Data Usage. The data plan you purchased, which contains either an unlimited data allowance or a monthly data usage allowance with overage charges for usage in excess of your allowance, is set forth in the Customer Service Summary or Order Confirmation Letter you received. Use of certain services, including but not limited to digital TV features and apps, AT&T Digital Life, home security, home automation and medical alarm systems, will count towards your Internet data usage allowance. For additional information about the use of regarding your residential High Speed Internet Service, including management of your data usage, as well as information about other data plans that you might consider, please refer to att.com/internet-usage. (This paragraph is not applicable to Business customers.)

h. Wi-Fi Hot Spots (For HSIA). AT&T Wi-Fi Hot Spots may be available to you as part of the Service, and the AT&T Wi-Fi Hot Spots will provide you with access to the Internet via certain AT&T high-speed Internet access points (Locations). Primarily, this access is provided via a Wi-Fi network using an IEEE 802.11 standard. To access the Wi-Fi Hot Spots, you must have a device that is compatible with the specific Wi-Fi equipment deployed at a Location. Access to the Hot Spots is intended for the limited purposes of assisting with access to the public Internet for email and Web browsing or other purposes consistent with the AT&T Wi-Fi Terms of Service, which may be found at att.com/legal/terms.wiFiServices.html. In order to gain access to the Internet at a Location, You may need your U-verse Member account information including your Member ID. If you are also an AT&T Mobility customer, You may auto-authenticate at certain Locations without the use of your U-verse Member ID. The AT&T Wi-Fi Terms of Service will govern your use of AT&T Wi-Fi Hot Spots.

i. Business Customers. Additional terms and conditions for business customers are set forth in Schedule 1 attached hereto.

3. Registration and Membership

When you complete the registration process for the Site or the Service, you become the "Member Account" holder. You must be 18 years or older to be a Member Account holder. You will be asked to choose a unique "Member ID" for your account. Customers of the Service may also create up to ten "Sub Accounts" (each of which will have a separate password and Member ID). Each Sub Account will also be required to accept this Agreement and complete the Sub Account registration. The Member Account holder is responsible for all activity associated with the Member Account and any of its Sub Accounts, including all fees and charges, whether the charges are incurred by the Member Account or the Sub Accounts. Use of an AT&T Access ID subjects you to the AT&T Access ID Terms and Conditions (available at att.com/accessidterms), which are incorporated herein by reference.
All information that you provide to AT&T and Yahoo! must be accurate, including your name, address, credit or charge card numbers and expiration dates, and any payment information ("Registration Data"). You are responsible for keeping such information up-to-date and must provide changes promptly to the AT&T Yahoo! Member Center by going to http://att.yahoo.com/myaccount.

4. Pricing

a. Term Plans, Bundle Discounts. When you purchased the Service, you agreed to specific price and plan, which may have included a term of one, two, or three years ("Term Plan"). Similarly, some plans may offer a discount on the Service if you sign up for other AT&T services ("Bundle Discount"). You agree to maintain your Service and the bundled services for the applicable term. If you signed up for a Term Plan or a Bundle Discount, the price available with those plans is valid until one of the following occurs, at which time your price may revert to the then-existing price for your Service: (1) the term expires; (2) you move from your current Service address to another Service address; (3) you drop one of the AT&T services you were required to purchase to receive the special rate; or (4) AT&T exercises a right under these Terms to terminate your Master Account’s (or any associated Sub Account’s) use of the Service (in which case you will still be entitled to bundled pricing for any non-terminated bundled services for the duration of the applicable term).

b. Dial-Up Access Options and Toll Charges. AT&T will provide telephone numbers to connect to or register for the Service. Depending on location, local access numbers for dial-up Internet access may not be available in your area. Even access numbers in your area code may result in toll, usage, or long distance charges. Please check with your local phone company to determine whether additional charges apply. You are responsible for selecting the best number for you and for all telephone fees and charges associated with the use of the telephone number you select. In no event will AT&T or Yahoo! be responsible for any telephone fees or charges incurred as a result of the telephone number you select. Use of the Service (or portions thereof) and of specific telephone numbers is subject to change or interruption at the discretion of the telecommunication company or AT&T.

5. Termination or Cancellation of Service

a. Your Decision to Terminate or Continue Service. When you purchased the Service, you agreed to a specific price and plan, which may have included a term. You may cancel your plan before the end of the term and cease making your monthly payments, in exchange for which you will be subject to the early termination fee associated with that plan as specified in your Customer Service Summary or Order Confirmation Letter. At the conclusion of your term, or if you did not sign up for a plan with a term, the term for your continued Service will be month-to-month. If you elect to continue Service on a month-to-month basis, you should review the current Terms of Service at att.com/internet-terms. The current Terms of Service will govern your Service. Your election to continue Service represents your agreement to the current Terms of Service. When you cancel your Service, your account ID email address will remain active, as will all email subaccounts you have created. The email accounts may be accessed from the att.net Web site.
b. **Suspension/Termination by AT&T or Yahoo!** AT&T respects freedom of expression and believes it is a foundation of our free society to express differing points of view. AT&T will not terminate, disconnect, or suspend Service because of the views you or we express on public policy matters, political issues, or political campaigns; provided, however, that AT&T shall not be required to refrain from termination based on another provision of this Agreement (e.g., allegations of copyright infringement) just because the conduct at issue arguably includes viewpoint expression. AT&T and/or Yahoo! may, however, immediately terminate or suspend your Member Account and Sub Accounts, and all or a portion of your Service without notice for any of the reasons set forth in AT&T’s Acceptable Use Policy, or if: (a) you provide false or inaccurate information to AT&T; (b) you (or a Sub Account associated with your Member ID) violate this Agreement or the AT&T Acceptable Use Policy; (c) you (or a Sub Account associated with your Member ID) engage in conduct that is a violation of any law, regulation or tariff (including, without limitation, copyright and intellectual property laws); or, (d) if you engage in conduct that is threatening, abusive or harassing to AT&T or Yahoo!, employees or any of their vendor’s employees or representatives, including, for example, making threats to physically harm or damage employee or company property, frequent use of profane or vulgar language, or repeatedly contacting our customer service representatives for reasons that do not pertain to our provisioning, maintenance, repair, or general servicing of your Service after you have been asked to stop such conduct. You may also be subject to suspension or termination pursuant to Section 6 herein entitled “Payment.”

If we terminate or suspend your Service, your license to use any software provided in connection with the Service is also terminated or suspended (as applicable). If your Service is terminated, AT&T has the right to immediately delete all data, files, and other information stored in or for your account without further notice to you. You must pay all charges for the Service through the date of termination. Should you wish to resume Service after any suspension, a restoral of service fee may apply. This fee is in addition to all past due charges and other fees.

c. **Termination of Voice Service.** If you change or terminate your AT&T local wireline voice service, we may in our discretion either terminate your AT&T High Speed Internet Service or continue to provide it at the then-current rates, terms, and conditions applicable for AT&T High Speed Internet Direct, our broadband service without Voice. You agree to pay any new or higher monthly fees that may apply to your new AT&T High Speed Internet Direct Service after termination of the wireline voice service. If AT&T elects to terminate your AT&T High Speed Internet Service, we reserve the right to charge any applicable early termination fees.

d. **Termination of Dial Service.** Monthly recurring charges for Dial service are not prorated. If you disconnect, cancel, move to another price plan, or are suspended by AT&T prior to month-end, you will be charged for the entire month of Service. If you upgrade your AT&T Dial service to an AT&T High Speed Internet Service your Dial charges will be prorated.

e. **Access to Yahoo!, After Termination by AT&T.** If your Service is terminated by AT&T, you will no longer have access to your Member account information using your Member ID, except as outlined in this Section and Section 9 (Yahoo! Premium Services). If you combined your Yahoo! ID with a Member ID, you will not be able to access Yahoo! using your combined ID after termination, unless you close your Member ID (your Member ID will be closed automatically no fewer than 60 days after termination). If you did not combine a Yahoo! ID with your Member ID, you will be given the option (when you sign in at Yahoo! using your Member
ID) for at least 60 days after termination, to close your Member ID and transfer certain account information to a new Yahoo! ID. If you continue to access a Yahoo! account through a different Internet access provider after your Service account is terminated, then your use of your Yahoo! account after that time will be subject to the Yahoo! Terms of Service at https://policies.yahoo.com/us/en/yahoo/terms/utos/.

Note: Sub Accounts with a combined Yahoo! ID may be able to access the Yahoo! account provisioned under their combined Yahoo! ID when the Member ID of the Member Account holder is closed. After the Member ID of the Member Account holder is closed, Sub Accounts who do not have a combined Yahoo! ID will not be able to transfer any of their Member account information to a new Yahoo! ID. Therefore, Sub Account holders who wish to elect to transfer should make the election before the Member ID of the Member Account holder is closed.

6. Payment

Service customers agree to pay: (1) the monthly fee specified when you ordered your Service; (2) the charge for all equipment required for your Service; (3) activation fees, connection charges, and/or installation charges, if any; (4) late fees, restoral of Service fees, and other applicable Service charges; and, (4) any applicable taxes, recovery fees, and surcharges which AT&T pays to municipalities and other governmental entities and may pass on to you.

a. Credit Check / Advance Payments & Deposits. Service customers give us permission to obtain their credit information from consumer credit reporting agencies at any time. If we determine that you may be a credit risk due to: (1) unsatisfactory credit rating; (2) insufficient credit history; (3) fraudulent or abusive use of any AT&T services within the last five years; or, (4) late payments for current or prior bills, we may refuse to provide the Services or we may require an advance payment, a non-refundable payment, and/or a deposit. Interest will not be paid on advance payments or deposits unless required by law. We may require special payment terms such as additional advance payments or deposits if we determine that the initial payment was inadequate. We may establish 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. Upon determination solely by AT&T of satisfactory payment history or as required by law, AT&T may begin refunding of deposits through bill credits, cash payments, or as otherwise determined solely by AT&T.

b. Billing. For customers who choose to self-install the Service, billing will begin when Service is provisioned by AT&T, whether or not customer has installed and begun to use the Service. For customers who choose to have a technician install the Service, billing will begin when the installation is complete, unless the customer initially selects to self-install, and subsequently asks for a technician installation.

c. Method of Payment. Your monthly charges may be billed via a monthly AT&T bill or to a credit card. Credit card billing is not available for AT&T High Speed Internet Direct. AT&T U-verse High Speed Internet customers will automatically receive an online bill (see below), unless you specifically notify us that you want to receive a paper bill by calling the following number: Consumer: 800.ATT.2020; Business: 800.321.2000.
d. **Credit Card Billing.** You may be asked to provide us with a credit card number from a card issuer that we accept in order to activate your Service. You hereby authorize AT&T to charge and/or place a hold on your credit card with respect to any unpaid charges for Services or any related equipment. You authorize the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree that this Agreement shall be accepted as authorization to the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree that this Agreement shall 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 the request of AT&T and any time the information you previously provided is no longer valid. 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 the option of AT&T, to the account number provided for such automatic payment or electronic funds transfer plan. When payment is made by credit card or debit card, payment will also be subject to the terms and conditions established by the credit or debit card issuer. If charges cannot be processed through your credit card, or if your bank draft or electronic funds transfer is returned for insufficient funds, we will charge you an additional $15.00. If the state law where you receive the Service requires a different fee, we will charge you that amount.

e. **Online Billing for AT&T U-verse High Speed Internet Members.** 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 have forgotten 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.

f. **Late Payment & Failure to Pay.** You agree that for each bill not paid in full by the payment due date, we may charge you a late fee of (i) $9.00; or (ii) the maximum amount permitted under and subject to applicable law per month or partial month until the delinquent amount is paid in full. Acceptance of late or partial payments (even if marked "Paid in Full") shall not waive any AT&T rights to collect the full amount due. Notice of any disputes must be in writing and received by us within 30 days after you received your bill or you will waive any objection. AT&T may suspend or terminate Service if your payment is past due. While your Service is suspended, billing will continue for your monthly charges. If AT&T suspends your service for non-payment, you must pay all past due amounts in order to have service restored, and you may also, at the sole discretion of AT&T, be required to pay a service restoral fee. In the event you fail to pay AT&T, or AT&T is unable to bill charges to your credit card,
AT&T may assign unpaid late balances to a collection agency. 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.

**g. Returned Checks and other Instruments.** If any check, or other instrument is tendered by you and returned unpaid by a financial institution for any reason, you will be charged a fee.

**h. 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 (Consumer 800.288.2020; Business 800.321.2000). AT&T will not issue refunds or credits after the expiration of this 60-day period, except where required by law or regulation. Any amounts refunded in the form of bill credits, cash payments, or any other form shall be inclusive of all applicable taxes, fees, and surcharges that were originally paid on such amounts. Credit amounts, such as customer loyalty rewards, that do not represent a refund of, or a discount to, the price paid for any good or service will not result in the refund of any tax, fee, or surcharge previously paid by the customer.

**i. Refunds.** Any amounts refunded in the form of bill credits, cash payments, or any other form shall be inclusive of all applicable taxes that were originally paid on such amounts.

### 7. Equipment & Software

Other than the equipment and/or software provided to you by AT&T for use with the Service, you must provide all equipment, devices, and software necessary to receive the Service. Any equipment or software that was not provided to you by AT&T, including batteries, is not the responsibility of AT&T, and AT&T will not provide support, or be responsible for ongoing maintenance of such equipment. Any AT&T-provided modem, router, or gateway will be either a new or a fully inspected and tested refurbished unit. Regardless of whether the equipment used to access your Service (modem, gateway, or otherwise) is owned by you or AT&T, AT&T reserves the right to manage such equipment for the duration of your Service, and retains exclusive rights to data generated by the equipment. Neither you nor a third party may change, interfere with, or block access to equipment data or settings.

AT&T will repair or replace damaged equipment as AT&T deems necessary. You understand that repair or replacement of equipment may delete stored content, reset personal settings, or otherwise alter the functionality of your equipment. If you own the equipment or the equipment is damaged due to your intentional acts or negligence as determined by AT&T, you will be responsible for the price of repair or replacement.

**a. Additional Equipment Information for AT&T U-verse High Speed Internet Customers.** AT&T will make available to you certain equipment (which may include a modem, gateway located inside your premises, or Optical Network Terminal (“ONT”) which is a box that may be located inside your premises, on the outside of your premises,
a central location in a multi-tenant building, or in your garage, where AT&T’s fiber network terminates or an Intelligent Network Interface Device ("iNID") (which provide your services if you do not have a gateway), all of which is herein collectively referred to as "U-verse Equipment"), required for your Service. If you have not purchased U-verse Equipment from AT&T or if previously purchased U-verse Equipment is beyond the one-year (1-year) warranty period (from date of installation) and requires replacement, then you agree to pay a monthly equipment fee for the U-verse Equipment, as part of your purchase of or continued use of the Service and/or other U-verse services. Equipment fees and purchase options depend on the AT&T U-verse services you order and the installation options you choose.

The U-verse Equipment requires electrical power from your premises to operate, which you are responsible for providing. If there is a gateway at your premises, AT&T will not provide an initial gateway battery backup unit or an initial backup battery. For Consumer Dial customers only, if there is an ONT located on the outside of your premises and you are the first customer at the premises to order AT&T services, AT&T will install an initial ONT power supply unit and provide an initial backup battery for the ONT power supply box. For all other Consumer and Business customers, if there is an ONT anywhere on your premises, a battery backup will not be provided by AT&T. Any backup battery solution other than that stated herein is your responsibility. You may choose to purchase battery backup for your Equipment from third party manufacturers or retailers. For more information and minimum specifications visit att.com/batterybackup.

You hereby agree to be solely responsible for determining when backup batteries for any U-verse Equipment require 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. For more information and minimum specifications visit att.com/batterybackup.

Note that U-verse Equipment without battery backup will not function in the event of a loss of customer-supplied power. This will disrupt the U-verse Service as well as any additional services that use the U-verse connection for transport (e.g. Voice over IP including e911). AT&T will have no liability for loss of any service(s) in the event of interruption of customer-supplied power, with or without battery backup present in the AT&T equipment.

Tampering with the U-verse 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 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 notify AT&T immediately, in writing or by calling the AT&T customer support line, if the U-verse 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 a detailed description of the circumstances of the theft, including documentation of theft or fraudulent use of the U-verse Equipment or Services (such as a copy of a police report). You will be responsible for all charges incurred until you report the theft or fraudulent use. You will also be responsible for stolen U-verse Equipment not owned by you; however, AT&T may in its sole discretion waive or reduce charges 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.
**Return of equipment:** If your U-verse service is provided by an iNID, you must return the TV receivers. You should not return the iNID home networking hub, (Model # j38HG) or the ONT. All other unowned U-verse equipment must be returned to AT&T undamaged, within twenty-one (21) calendar days after the Service is terminated. If equipment is not returned within twenty-one (21) calendar days, or is returned damaged, you will be charged for the value of the U-verse Equipment. We may retain any advance payment or deposit, or portion thereof that previously had not been refunded, if you fail to return the U-verse Equipment within this time period. If all U-verse Equipment is returned within six (6) months of termination, any fees charged for such U-verse Equipment will be refunded (other than fees for damages). No refunds will be made for U-verse Equipment returned after six (6) months from termination. The return of equipment provisions also apply if your existing equipment is replaced or upgraded for any reason.

8. **Account Security**

You will receive a password associated with your Member ID upon completing the Site/Service registration process. You agree to keep confidential all passwords, IP addresses, and computer names and are solely responsible for any liability or damages resulting from your failure to maintain that confidentiality. You are also solely and fully responsible and liable for all activities that occur under your password, Member ID, or IP address. You agree to do all of the following:

(a) Immediately notify AT&T if you suspect any breach of security such as loss, theft, Public Use, or unauthorized disclosure or use of your Member Account or Sub Account, password, Member ID, or any credit or charge card number provided to AT&T or Yahoo! by calling:

866.722.3425 for AT&T Dial subscribers

877.722.3755 for AT&T High Speed Internet subscribers, and AT&T High Speed Internet Direct (Business and Consumer)

800.ATT.2020 for AT&T U-verse High Speed Internet consumer subscribers


888.321.2375 for FastAccess Business DSL and FastAccess Business DSL Direct subscribers, FastAccess DSL, and BellSouth Dial Internet subscribers (Business and Consumer)

(b) Ensure that you exit from your account at the end of each session; and,

(c) Periodically change your password. There is a risk that other users may attempt to access your computer through the Internet or connected networks. You acknowledge this risk as inherent to the shared nature of the Service and you agree to take full responsibility for taking adequate security precautions and safeguarding your data from loss.
9. Yahoo! Premium Services

Yahoo! also offers certain premium services. You may be prompted to complete the registration process and provide billing and other information before you can use Premium Services. Premium Services are considered part of the Service and are covered by the terms of this Agreement, but may have separate posted guidelines or additional terms that you must follow when using such Premium Services. In addition, certain services offered by Yahoo! are governed by additional agreements. The posted guidelines, additional terms, or additional agreements (as applicable) will be provided to you when you use, sign up for, or register for those particular services. Unless otherwise expressly noted, the services provided by Yahoo! are consumer services.

Certain Premium Services are included as part of your membership in the Service. These are called “Core Premium Services.” Other premium services are available for purchase at an additional cost. These are called “A La Carte Premium Services.”

a. Termination of Premium Services and Benefits. Core Premium Services, any discounts that are provided to Members of the Service on the purchase of certain additional A La Carte Premium Services, or any other benefits provided as part of the Service will terminate upon termination or discontinuance of your membership with the Service. All Core and A La Carte Premium Services, discounts and other benefits provided as part of or in connection with the Service are subject to change at any time without notice. You may cancel a Premium Service at any time by calling Yahoo! Customer Service at 409.349.5151.

For customers who have a Yahoo! ID that is combined with an account under this Service, any A La Carte Premium Services you may have will remain in effect according to the terms applicable to each of those services after termination of your account. For a period of at least 90 days after the termination of your Service account, you will be asked to close your Member ID when you log in to Yahoo! at any Yahoo! "sign in” opportunity (including http://att.yahoo.com) using your Yahoo! ID or Member ID. If you do not close your Member ID within such period, we will automatically close your Member ID for you. After your Member ID is closed, you will be able to access your A La Carte Premium Services using your Yahoo! ID.

If you did not combine a Yahoo! ID with an account under this Service, then any A La Carte Premium Services that you purchased under your Member ID will terminate if you fail to transfer them to a new Yahoo! ID within 90 days after termination of your Service account. Unless and until they are terminated, any A La Carte Premium services you may have will remain in effect according to the terms applicable to each of those services. Upon transferring your A La Carte Premium Services to a new Yahoo! ID, you will be able to access these premium services using your new Yahoo! ID. You will be given the option to transfer these premium services to a new Yahoo! ID, when you log in to Yahoo! at any Yahoo! "sign in” opportunity (including http://att.yahoo.com) using your Member ID within the transfer period. If you do not transfer these premium services to a new Yahoo! ID, we will terminate these premium services and you may lose some associated data that is stored in connection with such premium services, such as emails, photos, or briefcase data that are attributable to premium services that offer extra storage in the Yahoo! Mail, Yahoo!
Photos, and Yahoo! Briefcase properties. Your Member ID will close when you transfer your A La Carte Premium Services or, if you fail to transfer them, at the end of the transfer period.

**Note:** Sub Accounts with a combined Yahoo! ID will keep their A La Carte Premium Services under their Yahoo! ID when the Member ID of the member Account holder is closed. Sub Accounts with no combined Yahoo! ID will not have an opportunity to transfer their A La Carte Premium Services and associated data. Sub Account holders should make the election following the process above before the Member ID of the Member Account is closed.

**10. Restrictions on Use**

Your use of the Site and Service is subject to the AT&T Acceptable Use Policy ("AUP") which may be viewed at [http://www.att.com/aup](http://www.att.com/aup) and is hereby incorporated into these Terms of Service as though fully set forth herein. In accordance with the AUP, AT&T reserves the right to deny, disconnect, modify, and/or terminate, without notice, the Member Account or the Service provided by AT&T and/or Yahoo! to any customer whose use of the service violates the AUP. Examples of violations of the AUP include, but are not limited to: (i) unlawful activities, (ii) violation of intellectual property rights, (iii) publication or dissemination of threatening material, (iv) inappropriate interaction with minors, (v) Spam/Email/Usenet abuse, (vi) uses which are harmful to or interfere with the use of the AT&T network or its systems, or the network of any other provider, (vii) uses which interfere with the use or enjoyment of the Services received by others, and, (viii) uses that constitutes a security risk or a violation of privacy. In addition, AT&T reserves the right to terminate or suspend the Service for any of the reasons set forth in the AUP, including when AT&T reasonably determines that your use of the Service (including use by others under a Master Account or any Sub Account) may expose AT&T to sanctions, prosecution, civil action or any other liability. See the AUP for a more detailed discussion of the policy.

**a. No Resale.** The Service is provided for your use only (unless otherwise specifically stated) and you agree not to, whether for a fee or without charge, reproduce, duplicate, copy, sell, transfer, trade, resell, re-provision, redistribute, or rent the Service, your membership in the Service, any portion of the Service, use of the Service, or access to the Service, including, but not limited to, reselling capabilities enabled or used by a specific application (including, without limitation, Voice Over Internet Protocol (VOIP) via wired, wireless, or other means. For example, you agree that the Service is not to be used to trunk or facilitate public internet access ("hotspots") or any other public use of the Service, or for any high-volume purpose. All aspects of the Service and Site, except that portion provided by third party providers, is copyrighted and property of AT&T and/or Yahoo! as applicable.

**b. Copyright Infringement & Digital Millennium Copyright Act.** You are prohibited from infringing, publishing, submitting, copying, uploading, downloading, posting, transmitting, reproducing, or distributing software, video or audio content, or any other material that is protected by copyright, trademark, patent, trade secret, any other type of intellectual property rights, trademark laws (by rights of privacy or publicity), or other proprietary right of any party unless you own or control the rights thereto or have received all necessary consent to do the same. This prohibition includes the use of any material or information including images or photographs that are made available through the Site or Service(s). AT&T and Yahoo! assume no responsibility, and you assume all risks, regarding the
determination of whether material is in the public domain, or may otherwise be used by you for such purposes.

AT&T respects the intellectual property rights of others. AT&T has adopted and maintains a policy that provides for the termination in appropriate circumstances of the account(s) of customers who are repeat copyright infringers. In addition, AT&T may voluntarily participate, on terms acceptable to AT&T, in copyright alert and graduated response programs.

AT&T will process valid notifications of claimed infringement under the Digital Millennium Copyright Act ("DMCA", found at 17 U.S.C. § 512). For further information regarding such notifications, see [https://www.att.com/legal/terms.dmca.html](https://www.att.com/legal/terms.dmca.html). AT&T’s designated agent to receive notifications of claimed infringement as described in DMCA subsection 512(c)(3) is:

Manager of Security & Copyright Infringement
1800 Perimeter Park Drive, Suite 100
Morrisville, NC 27560
E-mail: copyright@att.com

c. Use by Children. AT&T is concerned about the safety and privacy of all its users, particularly children. For this reason, children under the age of 13 will not be permitted to access the Site or Service unless added as a Sub Account by a Member Account holder who is their legal guardian. You understand that by adding a child to your Member Account, you are giving your child access to features that are available as part of the Site or Service (including email, message boards, clubs, and instant messages) and the Internet. Please remember that the Service is designed to appeal to a broad audience. It is your responsibility to determine whether the features provided through the Site and Service are appropriate for a minor.

AT&T suggests that you take advantage of the access controls offered with the Service, which allow you, as the Member Account holder, to block access to certain types of Web content you may feel are inappropriate for minors. However, AT&T also recommends that you remain diligent in the supervision of any minors in their use of the Service and the Internet. Access controls provided through the Service are intended as a guide only. Neither AT&T nor Yahoo! nor their licensors can be responsible for any content accessed by you or minors, whether or not you take advantage of the access controls provided through the Service. In addition, neither AT&T nor Yahoo! nor their licensors guarantee the accuracy of such access controls, and you agree that you will not hold AT&T or Yahoo! liable for any loss or damage of any kind incurred as a result of the use of such access controls.

d. Network Management. AT&T reserves the right to engage in reasonable network management practices, and to protect its broadband network from harm, compromised capacity, degradation in network performance or service levels, or uses of the Service which may adversely impact access to or the use of the Service by other customers. Reasonable network management practices that AT&T may adopt include, but are not limited to, the following: (i) a cap on data usage; (ii) a modification of a customer's serving facility or service technology; and/or, (iii) a modification of or a limitation on a customer’s data throughput speed or data consumption.

A very small percentage of customers use the Service in a way that creates harm to the network, compromised capacity, degradation in network performance or service levels, or which may adversely impact access to or the use
of the Service by other customers. In the event that AT&T adopts a network management practice which will apply to your Service, we will provide you with a notice, by Web posting, bill insert, email, letter, and/or other appropriate means, which describes the network management practice, explains how it will work, and explains how it could impact your Service.

11. Data Management, Content & Links

a. Data Management. You are responsible for management of your information, including but not limited to back-up and restoration of data, erasing data from disk space you control, and changing data on or settings for your modem and/or router. AT&T is not responsible for the loss of your data or for the back-up or restoration of your data regardless of whether this data is maintained on our servers or your computer server.

b. Content. You, and not AT&T or Yahoo!, are entirely responsible for all content that you upload, download, post, email, transmit, or otherwise make available via the Site and Service ("Content"). AT&T and Yahoo! do not generally prescreen or control Content that is posted by users of the Site, and, therefore, do not guarantee the accuracy, integrity, or quality of such Content. AT&T and Yahoo! shall have the right (but not the obligation) in their sole discretion to prescreen, refuse, or remove any Content that is available via our Site that is illegal, violates these Terms or the AUP, or exposes AT&T or Yahoo! to any risk of claims, lawsuits, or liability. As the providers of the Site, we are only a forum and are not liable for any statements, representations, or Content provided by Site users. Any opinions, advice, or recommendations expressed therein are those of the users providing such Content and not those of AT&T or Yahoo!. We do not endorse any Content or any opinion, recommendation, or advice expressed therein. Mobile data charges may apply for any content forwarded from the Site that is subsequently accessed on a mobile device.

AT&T and Yahoo! may preserve Content and may also disclose Content if required to do so by law or in the good faith belief that such preservation or disclosure is reasonably necessary to: (a) comply with legal process; (b) enforce this Agreement; (c) respond to claims that any Content violates the rights of third parties; or, (d) protect the rights, property, or personal safety of AT&T, Yahoo!, other end users, and the public.

c. Grant of License. AT&T and Yahoo! do not claim ownership of Content you submit or make available for inclusion on the Site or Service. However, with respect to Content you submit or make available for inclusion on publicly accessible areas of the Site, you grant AT&T and Yahoo! the following worldwide, royalty-free, and non-exclusive license(s) as applicable:

(i) With respect to Content you submit or make available for inclusion on publicly accessible areas of Yahoo! Groups, you grant AT&T and Yahoo! the license to use, distribute, reproduce, modify, adapt, publicly perform, and publicly display such Content on the Site solely for the purposes of providing and promoting the specific Yahoo! Group to which such Content was submitted or made available. This license exists only for as long as you elect to continue to include such Content on the Site and will terminate at the time you remove or Yahoo! removes such Content from the Site.
(ii) With respect to photos, graphics, audio, or video you submit or make available for inclusion on any publicly
accessible area of the Site other than Yahoo! Groups, you grant AT&T and Yahoo! the license to use, distribute,
reproduce, modify, adapt, publicly perform, and publicly display such Content on the Site solely for the purpose for
which such Content was submitted or made available. This license exists only for as long as you elect to continue to
include such Content on the Site, and will terminate at the time you remove or Yahoo! removes such Content from
the Site.

(iii) With respect to Content other than photos, graphics, audio, or video you submit or make available for inclusion on
publicly accessible areas of the Site other than Yahoo! Groups, you grant AT&T and Yahoo! the perpetual,
irrevocable, and fully sub-licensable license to use, distribute, reproduce, modify, adapt, publish, translate, publicly
perform, and publicly display such Content (in whole or in part) and to incorporate such Content into other works in
any format or medium now known or later developed.

d. Links. The Site may include links to other Web sites or resources. These links are to Web sites that AT&T and
Yahoo! do not control. AT&T and Yahoo! are not, therefore, responsible and will not be liable for the availability,
content, advertising, products, or other materials available on such Web sites or any damage alleged to have been
caused by or in connection with the use of content available on such Web sites.

e. Third Party Content. Content contained in sponsor advertisements or information presented to you through the
Site or advertisers is protected by copyrights, trademarks, service marks, patents, or other proprietary rights and
laws. Except as expressly authorized by AT&T, Yahoo!, or advertisers you agree not to modify, rent, lease, loan, sell,
distribute, or create derivative works based on the Site, Service, or the Software in whole or in part.

f. DNS Language Assist. If you enter an incomplete or inaccurate Web address, instead of providing only an error
message, AT&T will automatically search for similar or related terms and present you with suggested sites you may
want to reach. AT&T and our partners do not retain this information, nor do we your retain information for any other
purpose. If you prefer to opt out of this service, you may do so by visiting att.com/cmpchoice from your desktop or
from your mobile Web browser.

12. Privacy Policies

Your use of the Service and registration data and certain other information about you are subject to the respective
privacy policies of AT&T and Yahoo!. These policies are available at http://att.yahoo.com/privacy.

All U-verse® with AT&T GigaPower℠ Internet traffic is scanned to identify originating IP addresses to apply service
features and pricing specific to your plan and to restrict use of Web browsing information to customers who have
chosen to participate in the AT&T Internet Preferences program. AT&T may collect and use Web browsing
information for other purposes, as described in our Privacy Policy, even if you do not participate in the Internet
Preferences program. For more information, go to the AT&T Internet Preferences FAQ at
att.com/InternetPreferences.
13. 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 our customer service department at 800.288.2020. In the unlikely event that the AT&T 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 non-frivolous 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 you and AT&T. This arbitration agreement does not include claims against Yahoo!, or claims against AT&T or Yahoo! that are based in whole or in part on the Site. 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
- 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 the Service or Site 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 thirty (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: 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 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 the last written settlement offer made by AT&T before an arbitrator was selected, then AT&T
will:

- Pay you the greater 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 proviso 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.

14. Dispute Resolution with Yahoo!
You and Yahoo! each agree that this Agreement and the relationship between You and Yahoo! shall be governed by the laws of the State of California without regard to its conflict of law provisions and that any and all claims, causes of action or disputes (regardless of theory) arising out of or relating to the services offered or provided by Yahoo!, or the relationship between you and Yahoo!, shall be brought exclusively in the courts located in the county of Santa Clara, California, or the U.S. District Court for the Northern District of California. You and Yahoo! agree to submit to the personal jurisdiction of the courts located within the county of Santa Clara, California, or the Northern District of California, and agree to waive any and all objections to the exercise of jurisdiction over the parties by such courts and to venue in such courts.

15. Software - End User License Agreement

If you have connected to the Service by downloading or installing the AT&T and/or Yahoo! Internet software ("Software"), your use of that Software is subject to the End User License Agreement that accompanied that Software. Otherwise, AT&T, Yahoo!, or its applicable third-party licensors, grants you a personal, non-exclusive right and license to use the object code of any software provided to you in conjunction with the Service on a single computer; 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, sell, assign, sublicense, grant a security interest in, or otherwise transfer any right in the Software. You agree not to modify the Software in any manner or form, nor to use modified versions of the Software, including (without limitation) for the purpose of obtaining unauthorized access to the Service. You agree not to access the Service by any means other than through the interface that is provided by AT&T and Yahoo! for use in accessing the Service. 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 FAR 52.227-19 when applicable, or in subparagraph (c)(1)(ii) of The Rights in Technical Data and Computer Software clause of DFARS and in similar clauses in the NASA FAR Supplement.

AT&T, Yahoo!, or 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, whether the equipment is owned by you or AT&T, that AT&T, Yahoo!, or the applicable third-party licensor, has the unrestricted right, but not the obligation, to upgrade, update, or supplement the Software on your equipment at any time.

Export Limits. None of the software or underlying information or technology may be downloaded or otherwise exported or re-exported (a) into (or to a national or resident of) any country to which the United States has embargoed goods, or (b) to anyone on the U.S. Treasury Department’s list of Specially Designated Nationals or the U.S. Commerce Department’s Table of Deny Orders. The Software and any underlying technology may not be exported outside the United States or to any foreign entity or "foreign person" as defined by U.S. government regulations, including without limitation, anyone who is not a citizen, national, or lawful permanent resident of the United States.
16. Operational Limits/Force Majeure

Provisioning of the Service is subject to the availability and the operational limitations of the requisite equipment and associated facilities. You understand and agree that temporary interruptions of the Service may occur as normal events in the provision of the Service and that AT&T and Yahoo! are not liable for such interruptions. You further understand and agree that AT&T and Yahoo! have no control over third-party networks you may access in the course of your use of the Service, and therefore, delays and disruptions of other network transmissions are beyond the control of AT&T and Yahoo!. In addition, AT&T and Yahoo! are not liable for any failure of performance due to any cause beyond their reasonable control including acts of God, fire, explosion, vandalism, terrorism, cable cut, major weather disturbance, national emergencies, riots, wars, labor difficulties, supplier failures, shortages, breaches, any law, order, regulation, direction, action, or request by any government, civil, or military authority, or suspension of existing service in compliance with state and/or federal law, rules, and regulations, or delays caused by you or your equipment.

17. Customer Service Support

AT&T provides free basic customer care for Service purchased from AT&T and covered under this Agreement. However, under this TOS, AT&T does not provide support for devices that access the Service under this Agreement.

18. DISCLAIMER OF WARRANTIES

YOU EXPRESSLY UNDERSTAND AND AGREE THAT:

1. YOUR USE OF THE SITE, SERVICE, AND/OR SOFTWARE IS AT YOUR SOLE RISK. THEY ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. AT&T, YAHOO!, AND THEIR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS, AND LICENSORS EXPRESSLY DISCLAIM 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 NON-INFRINGEMENT.

2. AT&T, YAHOO!, AND THEIR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS, AND LICENSORS MAKE NO WARRANTY THAT (i) THE SITE, SERVICE, AND/OR SOFTWARE WILL MEET YOUR REQUIREMENTS, (ii) THE SITE, SERVICE, AND/OR SOFTWARE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE (FOR EXAMPLE BUT WITHOUT LIMITATION, NEITHER AT&T NOR YAHOO! WARRANTS THAT YOU WILL ALWAYS RECEIVE EMAILS ADDRESSED TO YOU), (iii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SITE, SERVICE, AND/OR SOFTWARE WILL BE ACCURATE OR RELIABLE, (iv) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SITE, SERVICE, AND/OR SOFTWARE WILL MEET YOUR EXPECTATION, AND (v) ANY ERRORS IN THE SITE, SERVICE, AND/OR SOFTWARE WILL BE CORRECTED.
3. ANY MATERIAL DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SITE, SERVICE, AND/OR SOFTWARE IS DONE AT YOUR OWN DISCRETION AND RISK, AND YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF ANY SUCH MATERIAL.

4. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM AT&T OR YAHOO! OR THROUGH OR FROM THE SITE, SERVICE, AND/OR SOFTWARE WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THIS AGREEMENT.

19. LIMITATION OF LIABILITY

YOU EXPRESSLY UNDERSTAND AND AGREE THAT NEITHER AT&T NOR YAHOO! NOR THEIR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS, OR LICENSORS WILL BE LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF PROFITS, GOODWILL, USE, DATA, OR OTHER INTANGIBLE LOSES (EVEN IF AT&T OR YAHOO! HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), RESULTING FROM: (a) THE USE OR THE INABILITY TO USE THE SITE, SERVICE, AND/OR SOFTWARE; (b) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS AND SERVICES; (c) UNAUTHORIZED ACCESS TO OR ALTERATION OF YOUR TRANSMISSIONS OR DATA; (d) STATEMENTS OR CONDUCT OF ANY THIRD PARTY ON THE SITE, SERVICE, AND/OR SOFTWARE; (e) FAILURE TO INSURE THE COMPATIBILITY OF YOUR SYSTEM (INCLUDING THE EQUIPMENT, DEVICES, AND SOFTWARE THAT YOU PROVIDE TO RECEIVE THE SERVICE) WITH THE SITE, SERVICE, AND/OR SOFTWARE; (f) ANY OTHER MATTER RELATING TO THE SITE, SERVICE, AND/OR SOFTWARE; AND/OR (g) BATTERY BACKUP.

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 ABOVE LIMITATIONS OF SECTIONS 18 AND 19 MAY NOT APPLY TO YOU.

20. Indemnity

You agree to indemnify and hold Yahoo!, AT&T, and their subsidiaries, affiliates, officers, agents, co-branders, licensors, or other partners and employees harmless from any claim or demand, including reasonable attorneys’ fees, made by any third party due to or arising out of Content you submit, post, transmit, or otherwise make available through the Site or Service, your use of the Site or Service, your connection to the Site or Service, your violation of this Agreement, your violation of the AUP, or your violation of any rights of another.
You acknowledge that you are responsible for all use of the Site and Service using your account, including use by Sub Accounts, and that this Agreement, the Acceptable Use Policy, and Privacy Policies, as amended from time to time, apply to any and all usage of your account, including use by Sub Accounts. You agree to abide by these terms and you agree to defend, hold harmless, and indemnify AT&T and Yahoo! from and against any and all claims stemming from usage of this account and any Sub Account - whether or not such usage is expressly authorized by you.

21. General

a. **Special Admonition for Services Related to Financial Matters.** If you intend to create or join any service, or receive or request any news, messages, alerts, or other information from the Site or Service concerning companies, stock quotes, investments, or securities, AT&T and Yahoo! and their licensors will not be responsible or liable for the accuracy, usefulness, or availability of any information transmitted or made available via the Service, and will not be responsible or liable for any trading or investment decisions made based on such information. The Site and Service is provided for informational purposes only, and no Content included in the Site or Service is intended for trading or investing purposes.

b. **Contact Information.** Unless otherwise specified in this Agreement, notices by Members to AT&T must be given by calling: for AT&T Dial subscribers (866.722.3425), for AT&T High Speed Internet subscribers (Business and Consumer) (877.722.3755), for AT&T U-verse High Speed Internet subscribers (Consumer Only) (800.ATT.2020), for FastAccess DSL and BellSouth Dial Internet subscribers (Business and Consumer) (888.321.2375), and AT&T U-verse High Speed Internet-Business Edition (888.288.8339). LEGAL NOTICES to AT&T and Yahoo! must be given by letter delivered by first class US mail to AT&T Service, PO Box 204089, Austin, TX 78720-4089.

c. **Trademark Information/Proprietary Rights.**

The YAHOO!, Yahoo! logo, and all other Yahoo! logos and product and service names are each trademarks of Yahoo! Inc. (the "Yahoo! Marks"). You may not display or use the Yahoo! Marks in any manner without Yahoo!'s prior written permission. AT&T and the AT&T logos and all other AT&T brands, logos, and product and service names ("AT&T marks") are registered trademarks or trademarks of AT&T Intellectual Property. Any use of AT&T Marks is prohibited without permission of AT&T Intellectual Property.

Nothing contained in this Agreement may be construed to convey to you any interest, title, or license in the Member ID, email address, Universal Resource Locator, IP address, or domain name used by you in connection with the Service.

d. **Additional Terms.** This Agreement, any other policies or guidelines referenced herein and the terms set forth in any promotional offer for the Service constitute the entire agreement between AT&T, Yahoo!, and you. This Agreement governs your use of the Site and/or Service, superseding any prior agreement between you and Yahoo! or AT&T with respect to the subject matter of this Agreement. You also may be subject to additional terms and...
conditions that may apply when you use or purchase certain other Yahoo!, AT&T, or affiliate services, third-party content, or third-party software. The failure of AT&T or Yahoo! to exercise or enforce any right or provision of this Agreement will not constitute a waiver of such right or provision. If any provision of this Agreement is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties’ intentions as reflected in the provision, and the other provisions of this Agreement remain in full force and effect. You agree that, except as otherwise expressly provided in this Agreement, there shall be no third-party beneficiaries to this agreement. You agree that your Yahoo! account is non-transferable and any rights to your Yahoo! I.D. or contents within your account terminate upon your death. Upon receipt of a copy of a death certificate, your account may be terminated and all contents therein permanently deleted. You agree that regardless of any statute of laws to the contrary, any claim or cause of action arising out of or related to use of the Service or this Agreement must be filed within one (1) year after such claim or cause of action arose or be forever barred. We can assign all or part of AT&T or Yahoo!’s rights or duties under this Agreement without notifying you. You may not assign this Agreement or the Services without prior written consent. If any part of this Agreement is found invalid, the rest of the Agreement will remain valid and enforceable. The section titles and paragraph headings in this Agreement are for convenience only and have no legal or contractual effect.

e. **Survival.** Obligations and rights in connection with this Agreement, which by their nature would continue beyond the termination, cancelation, or expiration of this Agreement, will survive the termination, cancelation, or expiration of the Agreement, including, but not limited to those in the following sections: Equipment and Software, Payment, Disclaimer of Warranties, Limitation of Liability, Dispute Resolution by Binding Arbitration, and General.

To report violations of this Agreement or the AT&T Acceptable Use Policy, please go to: [http://www.att.com/aup](http://www.att.com/aup) or email us at abuse@att.net.

[1] AT&T U-verse High Speed Internet, AT&T High Speed Internet, AT&T U-verse High Speed Business Edition, AT&T High Speed Internet Business Edition, AT&T High Speed Internet Direct, AT&T High Speed Internet Business Edition Direct, and AT&T Dial services are provided by your local AT&T telephone company which is one of the following, depending on the state where service is provided: Southwestern Bell Telephone Company (in AR, KS, MO, OK, and TX), Pacific Bell Telephone Company (in CA), Illinois Bell Telephone Company (in IL), Indiana Bell Telephone Company, Incorporated (in IN), Michigan Bell Telephone Company (in MI), Nevada Bell Telephone company (in NV), The Ohio Bell Telephone Company (in OH), Wisconsin Bell, Inc. (in WI), or BellSouth Telecommunications, LLC (in AL, GA, FL, KY, LA, MS, NC, SC, and TN). FastAccess DSL, FastAccess Business DSL, FastAccess Business DSL Direct, and BellSouth Dial Internet Service are provided by BellSouth Telecommunications. AT&T Dial provided in other states is provided by AT&T Corp. (All companies listed are referred to herein as “AT&T”).
Schedule 1

Business Customers

Additional Terms and Conditions

1. **Inside Wire.** When ordering AT&T U-verse High Speed Internet Service, you will be responsible for obtaining Inside Wire (IW) in the form of copper wire or fiber optic cable between the AT&T network termination interface at your building and the gateway equipment located at the customer premises. You may have the option of ordering IW from AT&T or installing your own IW. If you elect to install your own IW, the IW must be installed and available for use by AT&T Technicians before you order AT&T U-verse High Speed Internet Service. If inside wire service is ordered from AT&T, it is Customer's full responsibility to obtain landlord permission or approvals for such inside wiring. For AT&T U-verse High Speed Internet Business Edition (fiber-based only), any determination of whether the inside wire work will be provided by you or AT&T will be made at the time the installation technician is dispatched and surveys the job.

2. **Inside Wire - Disclaimer of Warranties.** If inside wire is provided by AT&T, Customer will upon completion of installation have full ownership and responsibility for such inside wire. **AT&T MAKES NO WARRANTY TO CUSTOMER OR ANY OTHER PARTY FOR ANY WORK OR MATERIALS CONSTITUTING OR ASSOCIATED WITH ANY INSIDE WIRE. AT&T EXPRESSLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, AND AT&T HAS NO RESPONSIBILITY TO MAINTAIN, UPDATE, REPAIR, REPLACE, DE-INSTALL, OR REMOVE ANY INSTALLED INSIDE WIRE.**

3. **Service Guides.** If you are an AT&T FastAccess Business DSL customer, or an AT&T High Speed Internet Business Edition customer, you are also subject to the terms set forth in the service guides for these services, which are incorporated herein by reference and may be found at:

   - [http://serviceguidenew.att.com/sg.flashPlayerPage/ FADSL (Fast Access® Business DSL)]

4. **Reimbursement for Time, Materials and Expenses (Business Customers Only):** If Customer cancels an order for or terminates any Service or Service Component (other than as permitted for default by AT&T), or AT&T cancels an order for or terminates any Service or Service Component for cause, prior to its Service Commencement Date, Customer will reimburse AT&T for time, materials, and expenses incurred prior to the effective date of such cancellation or termination, plus any third-party charges resulting from the cancelation or termination.
5. **Arbitration Agreement:**

AT&T and you ("We") agree to resolve all disputes between us through binding arbitration administered by the American Arbitration Association ("AAA") under its Commercial Arbitration Rules, as modified by this provision.

This agreement to arbitrate is broad, and includes disputes of any type between AT&T (including its subsidiaries, affiliates, agents, predecessors, successors, and assigns) and you (including authorized or unauthorized users/beneficiaries of services or devices) under this or prior agreements. **We agree that WE are waiving the right to a trial by jury, to participate in a class action, or to seek remedies beyond the extent necessary to provide individualized relief to, and affecting only, AT&T or You alone. WE AGREE NOT TO ACT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED OR DE FACTO CLASS OR REPRESENTATIVE PROCEEDING, OR AS A PRIVATE ATTORNEY GENERAL OR ON BEHALF OF THE GENERAL PUBLIC.** Except for matters relating to arbitrability or to the scope and enforceability of the arbitration provision or the interpretation of the limitations on class, representative, private attorney general, and non-individualized relief, all issues are for the arbitrator to decide.

A party seeking arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). Notice to AT&T must be addressed to: Office of Dispute Resolution, AT&T, 1025 Lenox Park Blvd., Atlanta, GA 30319 ("Notice Address"). The Notice must: (a) describe the basis of the claim or dispute; (b) describe the specific relief sought ("Demand"); and, (c) provide your AT&T account number. If We do not resolve the claim within 30 days after receipt of the Notice, either of us may commence an 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 of any award on the merits.

Unless We agree otherwise, any arbitration hearings will take place in the county of your billing address. AT&T will pay all AAA filing, administration, and arbitrator fees for a claim brought by AT&T or for a claim or Demand valued at up to $25,000 brought by You. If the arbitrator finds that your claim or Demand is frivolous or is brought for an improper purpose (as measured by the standards in Federal Rule of Civil Procedure 11(b)), then the payment of fees will be governed by the AAA rules and You agree to reimburse AT&T for fees already paid by AT&T that are your obligation under the AAA rules.

If you complied with the notice procedures above; the value of your claim or Demand is $25,000 or less; and the arbitrator awards you an amount greater than the value of AT&T's last written settlement offer made before an arbitrator was selected (or any amount if AT&T made no offer), AT&T will:

- Pay you the award or $10,000, whichever is greater ("Alternative Payment"); and,
- Pay your attorney, if any, the amount of attorneys' fees and expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration ("Attorney Award").
The arbitrator may rule on the payment of fees, expenses, and the Alternative Payment and Attorney Award during the proceeding and within 14 days after his/her final ruling on the merits. In assessing whether the award is greater than the value of the last written settlement offer by AT&T, the arbitrator may consider only those attorneys’ fees or expenses that you incurred through the date of your Notice and which had been awarded to You. You may also recover attorneys’ fees and expenses under applicable law, but you may not recover duplicative awards of attorneys’ fees or expenses.

This Agreement evidences a transaction in interstate commerce, and the Federal Arbitration Act governs. This arbitration provision survives termination of this Agreement. As the exclusive alternative to arbitration, AT&T or you may commence an individual action in Small Claims Court. If a court rejects enforcement of any of the limitations on class, representative, private attorney general, or non-individualized relief as to a particular claim for relief, then that claim (and only that claim) must be severed from the arbitration and may be brought in court. Notwithstanding any provision in this Agreement to the contrary, We agree that if AT&T makes any future change to this arbitration provision (except a change to the Notice Address) during your Service commitment, you may reject any such change by sending AT&T written notice within 30 days of the change to the Notice Address. By rejecting any future change, You agree to arbitrate any dispute in accordance with the language of this provision.

If you are located in Puerto Rico, in addition to pursuing arbitration in accordance with this provision, you may notify the Telecommunications Regulatory Board of Puerto Rico of your grievance. Mail: 500 Ave. Roberto H. Tood (Parada 18), San Juan, Puerto Rico 00907-3941; Phone: 787.756.0804 or 866.578.5500; Online: jrtpr.gobierno.pr.
AT&T Internet Terms of Service / att.net Terms of Use for Internet Service(s)

**AT&T**

**Legal Policy Center**

**of**

**Exhibit 7.a.ii**

REDACTED—FOR PUBLIC INSPECTION


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1. **Changes to this Agreement**

From time to time, we may change this Agreement. We will provide you with notice of material changes via either your Member Account e-mail address or any other email address you provide, posting online at http://www.att.com/internet-terms, recorded announcement, bill message, bill insert, newspaper ad, postcard, letter, or call to your billed telephone number or U.S. mail. It is your responsibility to check for any such notices. Your continued subscription to the Service after the effective date of the change constitutes your acceptance of such changes.

2. **Internet Service**

   a. **Service Description.** Internet Service is composed of narrowband or broadband access to Internet, and offers you a capability for acquiring or retrieving information from; generating, storing, transforming, processing, or utilizing information on; or making available information to other Internet end points connected directly or indirectly to AT&T's network. Because the Internet consists of multiple interconnected networks and most Internet end points (e.g., websites and other content providers) are not directly connected to AT&T's network, AT&T must connect to and exchange traffic with other networks to provide its subscribers the capability of uploading data to or downloading data from Internet end points that are connected to those networks. To that end, AT&T has entered into commercially negotiated agreements to exchange traffic with such networks on mutually agreeable terms. Consistent with its longstanding practice, AT&T does not warrant that it will establish or expand the connections between its network and other networks except on such mutually agreeable terms. To the extent AT&T is unable to reach agreement on terms of interconnection or network expansion with these other networks it could affect your service. These impacts on your service performance are described in more detail in AT&T's Open Internet notice. AT&T therefore makes no promise express or implied that you will be able to upload data to or download data from Internet end points connected to other networks at any particular speed.

   b. **Speed, Service Capability Speed Ranges, and Conditions That May Impact Service Performance.** AT&T offers many broadband service options, each of which has a different service capability speed range. The term speed is commonly used as a shorthand way to describe the capacity at which a particular broadband internet access service can transmit data. This capacity is typically measured in the number of kilobits, megabits or gigabits that can be transmitted in one second (Kbps, Mbps or Gbps). Some applications like a short email without attachments or basic web browsing do not require high service capability speeds to function optimally, while other activities like transferring large data files can be performed faster with higher-speed services. Your service capability speed may not be suitable for some applications, particularly those involving real-time or near real-time, high-bandwidth uses such as streaming video or video conferencing.

   The current speed ranges AT&T offers may be found at http://att.net/speeds, which identifies the downstream and upstream rates at which your line transfers internet access data between the network interface device at your home, office or apartment building to the point you connect to AT&T's network. Our wired broadband Internet access customers should expect to see service capability speeds within the speed tier of their service plan. For example, a customer with AT&T Internet Basic 6 should expect service capability download speeds between 3.1 Mbps and 6.0 Mbps between the network interface device at your premises and the point you connect to AT&T's network. The high-end of this range represents expected maximum speed capabilities. For more information about how AT&T helps transmit your information to points on the Internet, how AT&T manages the network, broadband options, including different service capability and expected and actual speed ranges, device attachment rules, activities which may impair or degrade your Internet experience and for additional information regarding network practices with respect to data usage caps related to AT&T's network, please visit att.com/broadbandinfo.

   Because service performance varies on an end-to-end basis, AT&T's service capability speeds are limited to, and measured between, your location and a point on AT&T's network, which constitutes only one segment of the end to end transmission path connecting the end user to Internet websites or content providers. End-to-end performance of your service depends on a variety of factors, including (but not limited to): the number of subscribers simultaneously using the network; customer location; destination and traffic on the Internet; Wi-Fi connectivity; interference with high frequency spectrum on your telephone line; wire inside your premises, office or apartment; the capacity or performance of your devices or modem; the server with which you are communicating; internal network management factors (including Overhead, which refers to the various control and signaling data required to achieve the reliable transmission of Internet access data); and the networks you and others are using when communicating. In addition, your use of other AT&T services (such as U-verse TV, AT&T Phone, Unified Messaging and other services) that share the capacity of your broadband connection with the Service may impact the amount of capacity available for your use of the Service at that particular time and thus affect the performance of the Service. Consequently, AT&T does not guarantee the performance of your service on an end-to-end basis.

   c. **IP Addresses** AT&T Internet Service is provided with a dynamic Internet Protocol ("IP") address, a static IP address, multiple static IP address service (as applicable), or a privately managed IP address utilizing CGN (Carrier Gateway NAT) technology, at AT&T's sole discretion. Static IP addresses are not available with all

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3. Registration and Membership

When you complete the registration process for the Site or the Service, you become the "Member Account" holder. You must be 18 years or older to be a Member Account holder. You will be asked to choose a unique "Member ID" for your account. Customers of the Service may also create up to ten "Sub Accounts" (each of which will have a separate password and Member ID). Each Sub Account will also be required to accept this Agreement and complete the Sub Account registration. The Member Account holder is responsible for all activity associated with the Member Account and all of its Sub Accounts, including all fees and charges, whether the charges are incurred by the Member Account or the Sub Accounts. Use of an AT&T Access ID subjects you to the AT&T Access ID Terms and Conditions (available at www.att.com/accessidterms), which are incorporated herein by reference.

All information that you provide to AT&T and Yahoo! must be accurate, including your name, address, credit or charge card numbers and expiration dates, and any payment information ("Registration Data"). You are responsible for keeping such information up-to-date and must provide changes promptly to the AT&T Yahoo! Member Center by going to http://att.yahoo.com/myaccount.

4. Pricing

a. Term Plans, Bundle Discounts. When you purchased the Service, you agreed to specific price and plan, which may have included a term of one, two, or three years ("Term Plan"). Similarly, some plans may offer a discount on the Service if you sign up for other AT&T services ("Bundle Discount"). You agree to maintain your Service and the bundled services for the applicable term. If you signed up for a Term Plan or a Bundle Discount, the price available with those plans is valid until one of the following occurs, at which time your price may revert to the then-existing price for your Service: (1) the term expires; (2) you move from your current Service address to another Service address; (3) you drop one of the AT&T services you were required to purchase to receive the special rate; or (4) AT&T exercises a right under these Terms to terminate your Master Account (or any associated Sub Account)’s use of the Service (in which case you will still be entitled to bundled pricing for any non-terminated bundled services for the duration of the applicable term).

b. Dial-up Access Options and Toll Charges. AT&T will provide telephone numbers to connect to or register for the Service. Depending on location, local access numbers for dial-up Internet access may not be available in your area. Even access numbers in your area code may result in toll, usage, or long distance charges. Please check with your local phone company to determine whether charges apply. You are responsible for selecting the best number for you and for all telephone fees and charges associated with the use of the telephone number you select. In no event will AT&T or Yahoo! be responsible for any telephone fees or charges incurred as a result of the telephone number you select. Use of the Service (or portions thereof) and of specific telephone numbers is subject to change or interruption at the telecommunication company’s or at AT&T’s discretion.

5. Termination or Cancellation of Service

a. Your Decision to Terminate or Continue Service. When you purchased the Service, you agreed to a specific price and plan, which may have included a term. You may cancel your plan before the end of the term and cease making your monthly payments, in exchange for which you will be subject to the early termination fee associated with that plan as specified in your Customer Service Summary or Order Confirmation Letter. At the conclusion of your term, or if you did not sign up for a plan with a term, the term for your continued Service will be month-to-month. If you wish to continue Service on a month-to-month basis, you should review the current Terms of Service at att.com/internet-terms. The current Terms of Service will govern your Service. Your election to continue Service represents your agreement to the current Terms of Service.
Terms of Service - Legal Policy Center - AT&T

Exhibit 7.a.ii

b. Suspension/Termination by AT&T or Yahoo!. AT&T respects freedom of expression and believes it is a foundation of our free society to express differing points of view. AT&T will not terminate, disconnect or suspend Service because of the views you or we express on public policy matters, political issues or political campaigns; provided, however, that AT&T shall not be required to refrain from termination based on another provision of this Agreement (e.g., allegations of copyright infringement) just because the conduct at issue arguably includes viewpoint expression. AT&T and/or Yahoo! may, in our discretion either terminate your AT&T and/or Yahoo! service without notice or refund your Member Account and Sub Accounts, and all or a portion of your Service without notice for any of the reasons set forth in AT&T's Acceptable Use Policy, or if: (a) you provide false or inaccurate information to AT&T; (b) you (or a Sub Account associated with your Member ID) violate this Agreement or the AT&T Acceptable Use Policy; (c) you (or a Sub Account associated with your Member ID) engage in conduct that is a violation of any law, regulation or tariff (including, without limitation, copyright and intellectual property laws); or (d) you engage in conduct that is threatening, abusive or harassing to AT&T or Yahoo! employees or any of their vendor's employees or representatives, including, for example, making threats to physically harm or damage employee or company property; frequent use of profane or vulgar language; or repeatedly contacting our customer service representatives for reasons that do not pertain to our provisioning, maintenance, repair or general servicing of your Service after you have been asked to stop such conduct. You may also be subject to suspension or termination pursuant to Section 6 herein entitled "Payment."

If we or your Service is terminated, AT&T has the right to immediately delete all data, files, and other information stored in or for your account without further notice to you. You must pay all charges for the Service through the date of termination. Should you wish to resume Service after any suspension, a restoral of service fee may apply. This fee is in addition to all past due charges and other fees.

c. Termination of Local Wireline Voice Service. If you change or terminate your AT&T local wireline voice service, we may in our discretion either terminate your AT&T High Speed Internet Service or continue to provide it at the then-current rates, terms and conditions applicable for AT&T High Speed Internet Direct, our broadband service without local wireline voice phone. You agree to pay any new or higher monthly fees that may apply to your new AT&T High Speed Internet Direct Service after termination of the wireline voice service. If AT&T elects to terminate your AT&T High Speed Internet Service, we reserve the right to charge any applicable early termination fees.

d. Termination of Dial Service. Monthly recurring charges for Dial service are not prorated. If you disconnect, cancel, move to another price plan or are suspended by AT&T prior to month end, you will be charged for the entire month of Service. If you upgrade your AT&T Dial service to an AT&T Internet Service your Dial charges will be prorated.

e. Access to Yahoo!, After Termination by AT&T. If your Service is terminated by AT&T, you will no longer have access to your Member account information using your Member ID, except as outlined in this Section and Section 9 (Yahoo! Premium Services). If you combined your Yahoo! ID with a Member ID, you will not be able to access Yahoo! using your combined ID after termination, unless you close your Member ID (your Member ID will be closed automatically no fewer than 60 days after termination). If you did not combine a Yahoo! ID with your Member ID, you will be given the option (when you sign in at Yahoo! using your Member ID) for at least 60 days after termination, to close your Member ID and transfer certain account information to a new Yahoo! ID. If you continue to access a Yahoo! account through a different Internet access provider after your Service account is terminated, then your use of your Yahoo! account after that time will be subject to the Yahoo! Terms of Service at https://policies.yahoo.com/us/en/yahoo/terms/use/.

Note: Sub-accounts with a combined Yahoo! ID may be able to access the Yahoo! account provisioned under their combined Yahoo! ID when the Member ID of the Member Account holder is closed. After the Member ID of the Member Account holder is closed, Sub-Accounts who do not have a combined Yahoo! ID will not be able to transfer any of their Member account information to a new Yahoo! ID. Therefore, Sub-Account holders who wish to elect to transfer should make the election before the Member ID of the Member Account holder is closed.

6. Payment

Service customers agree to pay: (1) the monthly fee specified when you ordered your Service; (2) the charge for all equipment required for your Service; (3) activation fees, connection and/or installation charges, if any; (4) late fees, restoral of Service fees and other applicable Service charges; and (4) any applicable taxes, recovery fees and surcharges which AT&T pays to municipalities and other governmental entities and may pass on to you.

a. Credit Check / Advance Payments & Deposits. Service customers give us permission to obtain their credit information from consumer credit reporting agencies at any time. If we determine that you may be a credit risk due to: (1) unsatisfactory credit rating; (2) insufficient credit history; (3) fraudulent or abusive use of any AT&T services within the last five years; or (4) late payments for current or prior bills, we may refuse to provide the Services or we may require an advance payment, a non-refundable payment, and/or deposit. Interest will not be paid on advance payments or deposits required by law. We may require special payment terms such as additional advance payments or deposits if we determine that the initial payment was inadequate. We may establish 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. Upon determination solely by AT&T of satisfactory payment history or as required by law, AT&T may begin refunding of deposits through bill credits, cash payments, or as otherwise determined solely by AT&T.

b. Billing. For customers who choose to self-install the Service, billing will begin when Service is provisioned by AT&T, whether or not customer has installed and begun to use the Service. For customers who choose to have a technician install the Service, billing will begin when the installation is complete, unless the customer initially selects to self-install, and subsequently asks for a technician installation.

c. Method of Payment. Your monthly charges may be billed via a monthly AT&T bill or to a credit card. Credit card billing is not available for AT&T High Speed Internet Direct. AT&T Internet customers will automatically receive an online bill (see below), unless you specifically notify us that you want to receive a paper bill by calling the following number: Consumer 1-800-ATT-2020, Business: 1-800-321-2000.

d. Credit Card Billing. You may be asked to provide us with a credit card number from a card issuer that we accept in order to activate your Service. You hereby authorize AT&T to charge and/or place a hold on your credit card with respect to any unpaid charges for Services or any related equipment. You authorize the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree that this Agreement shall be accepted as authorization to the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree that this Agreement shall be accepted as authorization to the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree that this Agreement shall 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 provided is no longer valid. 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. When payment is made by credit card or debit card, payment will also be subject to the terms and conditions established by the credit or debit card issuer. If charges cannot be processed through your credit card, or if your bank draft or electronic funds transfer is returned for insufficient funds, we will charge you an additional $15.00. If the state law where you receive the service requires a different fee, we will charge you that amount.

e. Online Billing for AT&T Internet Members. You must register online to establish a personal myAT&T 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 myAT&T 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 have forgotten 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.

f. Late Payment & Failure to Pay. You agree that for each bill not paid in full by the payment due date, we may charge you a late fee of (i) $9.00; or (ii) the maximum amount permitted under and subject to applicable law per month or partial month until the delinquent amount is paid in full. Acceptance of late or partial payments (even if marked "Paid in Full") shall not waive any of AT&T’s rights to collect the full amount due. Notice of any disputes must be in writing and received by us within 60 days after you received your bill or you will waive any objection. AT&T may suspend or terminate Service if your payment is past due. While your Service is suspended, billing will continue for your monthly charges. If AT&T suspends your service for non-payment, you must pay all past due amounts in order to have service restored, and you may also, at AT&T’s sole discretion, be required to pay a service restoral fee. In the event you fail to pay AT&T or AT&T is unable to bill charges to your credit card, AT&T may assign unpaid late balances to a collection agency. 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, e-mail address, or any other electronic address that you have provided, or may in the future provide, to AT&T.

7. Equipment & Software

Other than the equipment and/or software provided to you by AT&T for use with the Service, you must provide all equipment, devices and software necessary to receive the Service. Any equipment or software that was not provided to you by AT&T, including batteries, is not the responsibility of AT&T, and AT&T will not provide support, or be responsible for ongoing maintenance of such equipment. Any AT&T-provided modem, router or gateway will be either a new or a fully inspected and tested refurbished unit. Regardless of whether the equipment used to access your Service (modem, gateway, etc.) is owned by you or AT&T, AT&T reserves the right to manage such equipment. AT&T will provide initial installation of equipment in a residential location in a multi-tenant building, or in your garage, where AT&T’s fiber network terminates or an Intelligent Network Interface Device (“iNID”) (which provide your services to your premises) is located inside your premises, or Optical Network Terminal (“ONT”) which is a box that may be located inside your premises, on the outside of your premises, a central office or on your property. You are responsible for ongoing maintenance of such equipment. On-line setup and activation of AT&T Equipment requires a working Internet connection, which may be provided by AT&T or may be provided by another service provider.

You hereby agree to be solely responsible for determining when backup batteries for any AT&T Equipment require 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. For more information and minimum specifications visit att.com/batterybackup.

Note that AT&T Equipment without battery backup will not function in the event of a loss of customer supplied power. This will disrupt the Internet (excluding Dial and DSL) Service as well as any additional services that use the AT&T connection for transport (e.g. Voice over IP including e911). AT&T will have no liability for loss of any service(s) in the event of interruption of customer supplied power, with or without battery backup present in the AT&T equipment.

Tampering with the AT&T 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 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 notify AT&T immediately, in writing or by calling the AT&T customer support line, if the Internet 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 a detailed description of the circumstances of the theft, including documentation of theft or fraudulent use of the AT&T Equipment or Services (such as a copy of a police report). You will be responsible for all charges incurred until you report the theft or fraudulent use. You will also be responsible for stolen AT&T Equipment not owned by you, however, AT&T may in its sole discretion waive or reduce charges 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
8. Account Security

You will receive a password associated with your Member ID upon completing the Site/Service registration process. You agree to keep confidential all passwords, IP addresses, and computer names and are solely responsible for any liability or damages resulting from your failure to maintain that confidentiality. You are also solely and fully responsible and liable for all activities that occur under your password, Member ID or IP address. You agree to do all of the following: (a) immediately notify AT&T if you suspect any breach of security such as loss, theft, Public Use or unauthorized disclosure or use of your Member Account or Sub-Account, password, Member ID, or any credit or charge card number provided to AT&T or Yahoo! by calling: 1-866-722-3425 for AT&T Dial subscribers, 1-877-722-3755 for AT&T High Speed Internet subscribers, and AT&T High Speed Internet Direct (Business and Consumer), 1-800-ATT-2020 for AT&T Internet consumer subscribers, 1-800-321-2000 for AT&T Internet Business Edition, AT&T High Speed Internet Business Edition, AT&T High Speed Internet Business Edition Direct, 1-888-321-2375 for FastAccess Business DSL and FastAccess Business DSL Direct subscribers, FastAccess DSL, and BellSouth Dial Internet subscribers (Business and Consumer).
(b) ensure that you exit from your account at the end of each session; and (c) periodically change your password. There is a risk that other users may attempt to access your computer through the Internet or connected networks. You acknowledge this risk as inherent to the shared nature of the Service and you agree to take full responsibility for taking adequate security precautions and safeguarding your data from loss.

9. Yahoo! Premium Services

Yahoo! also offers certain premium services. You may be prompted to complete the registration process and provide billing and other information before you can use Premium Services. Premium Services are considered part of the Service and are covered by the terms of this Agreement, but may have separate posted guidelines or additional terms that you must follow when using such Premium Services. In addition, certain services offered by Yahoo! are governed by additional agreements. The posted guidelines, additional terms or additional agreements (as applicable) will be provided to you when you use, sign up for or register for those particular services. Unless otherwise expressly noted, the services provided by Yahoo! are consumer services.

Certain Premium Services are included as part of your membership in the Service. These are called “Core Premium Services.” Other premium services are available for purchase at an additional cost. These are called “A La Carte Premium Services.”

a. Termination of Premium Services and Benefits. Core Premium Services, any discounts that are provided to Members of the Service on the purchase of certain additional A La Carte Premium Services, or any other benefits provided as part of the Service will terminate upon termination or discontinuance of your membership with the Service. All Core and A La Carte Premium Services, discounts and other benefits provided as part of or in connection with the Service are subject to change at any time without notice. You may cancel a Premium Service at any time by calling Yahoo! Customer Service at (408) 345-5151.

For customers who have a Yahoo! ID that is combined with an account under this Service, any A La Carte Premium Services you may have will remain in effect according to the terms applicable to each of those services after termination of your account. For a period of at least 90 days after the termination of your Service account, you will be asked to close your Member ID when you log in to Yahoo! at any Yahoo! "sign in" opportunity (including, http://att.yahoo.com) using your Yahoo! ID or Member ID. If you do not close your Member ID within that period, we will automatically close your Member ID for you. After your Member ID is closed, you will be able to access your A La Carte Premium Services using your Yahoo! ID.

If you did not combine a Yahoo! ID with an account under this Service, then any A La Carte Premium Services that you purchased under your Member ID will terminate if you fail to transfer them to a new Yahoo! ID within 90 days after termination of your Service account. Unless and until they are terminated, any A La Carte Premium Services you may have will remain in effect according to the terms applicable to each of those services. Upon transferring your A La Carte Premium Services to a new Yahoo! ID, you will be able to access these premium services using your new Yahoo! ID. You will be given the option to transfer these premium services to a new Yahoo! ID, when you log in to Yahoo! at any Yahoo! "sign in" opportunity (including, http://att.yahoo.com) using your Member ID within the transfer period. If you do not transfer these premium services to a new Yahoo! ID, we will terminate these premium services and you may lose some associated data that is stored in connection with such premium services, such as e-mails, photos, or briefcase data that are attributable to premium services that offer extra storage in the Yahoo! Mail, Yahoo! Photos, and Yahoo! Briefcase properties. Your Member ID will close when you transfer your A La Carte Premium Services or, if you fail to transfer them, at the end of the transfer period.

Note: Sub-Accounts with a combined Yahoo! ID will keep their A La Carte Premium Services under their Yahoo! ID when the Member ID of the member Account holder is closed. Sub-Accounts with no combined Yahoo! ID will not have an opportunity to transfer their A La Carte Premium Services and associated data. Sub-Account holders should make the election following the process above before the Member ID of the Member Account is closed.

10. Restrictions on Use

Your use of the Site & Service is subject to the AT&T Acceptable Use Policy ("AUP") which may be viewed at http://www.att.com/aup and is hereby incorporated into these Terms of Service as though fully set forth herein. In accordance with the AUP, AT&T reserves the right to deny, disconnect, modify and/or terminate, without notice, the Member Account or the Service provided by AT&T and/or Yahoo! to any customer whose use of the service violates the AUP. Examples of violations of the AUP include, but are not limited to: (i) unlawful activities, (ii) violation of intellectual property rights, (iii) publication or dissemination of threatening material, (iv) inappropriate interaction with minors, (v) Spam/E-mail/Usenet abuse, (vi) uses which are harmful to or interfere with the use of AT&T’s network or systems, or the network of any other provider, (vii) uses which interfere with the use or enjoyment of the Services received by others, (viii) uses that constitutes a security risk or a violation of privacy. In addition, AT&T reserves the right to terminate or suspend the Service for any of the reasons set forth in the AUP, including when AT&T reasonably determines that your use of the Service (including use by others under a Master Account or any Sub Account) may expose AT&T to sanctions, prosecution, civil action or any other liability. See the AUP for a more detailed discussion of the policy.
11. Data Management, Content & Links

a. Data Management. You are responsible for management of your information including but not limited to back-up and restoration of data, erasing data from disk space you control and changing data on or settings for your modem and/or router. AT&T is not responsible for the loss of your data or for the back-up or restoration of your data regardless of whether this data is maintained on our servers or your computer server.

b. Content. You, and not AT&T or Yahoo!, are entirely responsible for all content that you upload, download, post, email, transmit or otherwise make available via the Site and Service (“Content”). AT&T and Yahoo! do not generally pre-screen or control Content that is posted by users of the Site, and, therefore, do not guarantee the accuracy, integrity or quality of such Content. AT&T and Yahoo! shall have the right (but not the obligation) in their sole discretion to pre-screen, refuse or remove any Content that is available via our Site that is illegal, violates these Terms or the AUP, or exposes AT&T or Yahoo! to any risk of claims, lawsuits or liability. As the owner of the Service, we are only a forum and are not liable for any statements, representations, or Content provided by Site users. Any opinions, advice or recommendations expressed therein are those of the users providing such Content and not those of AT&T or Yahoo!. We do not endorse any Content or any opinion, recommendation or advice expressed therein. Mobile data charges may apply for any content forwarded from the Site that is subsequently accessed on a mobile device.

AT&T and Yahoo! may preserve Content and may also disclose Content if required to do so by law or in the good faith belief that such preservation or disclosure is reasonably necessary to: (a) comply with legal process; (b) enforce this Agreement; (c) respond to claims that any Content violates the rights of third-parties; or (d) protect the rights, property, or personal safety of AT&T, Yahoo!, other end users and the public.

c. Grant of License. AT&T and Yahoo! do not claim ownership of Content you submit or make available for inclusion on the Site or Service. However, with respect to Content you submit or make available for inclusion on publicly accessible areas of the Site, you grant AT&T and Yahoo! the following world-wide, royalty free and non-exclusive license(s) as applicable:

(i) With respect to Content you submit or make available for inclusion on publicly accessible areas of Yahoo! Groups, you grant AT&T and Yahoo! the license to use, distribute, reproduce, modify, adapt, publicly perform and publicly display such Content on the Site solely for the purposes of providing and promoting the specific
Yahoo! Group to which such Content was submitted or made available. This license exists only for as long as you elect to continue to include such Content on the Site and will terminate at the time you remove or Yahoo! removes such Content from the Site.

(i) With respect to photos, graphics, audio or video you submit or make available for inclusion on any publicly accessible area of the Site other than Yahoo! Groups, you grant AT&T and Yahoo! the perpetual, irrevocable and fully sub-licensable license to use, distribute, reproduce, modify, adapt, publish, translate, publicly perform and publicly display such Content (in whole or in part) and to incorporate such Content into other works in any format or medium now known or later developed.

(d) Links. The Site may include links to other web sites or resources. These links are to websites which AT&T and Yahoo! do not control. AT&T and Yahoo! are not, therefore, responsible and will not be liable for the availability, content, advertising, products or other materials available on such websites or any damage alleged to have been caused by or in connection with the use of content available on such websites.

(e) Third Party Content. Content contained in sponsor advertisements or information presented to you through the Site or advertisers is protected by copyrights, trademarks, service marks, patents or other proprietary rights and laws. Except as expressly authorized by AT&T, Yahoo! or advertisers you agree not to modify, rent, lease, loan, sell, distribute or create derivative works based on the Site, Service or the Software in whole or in part.

(f) DNS Language Assist. If you enter an incomplete or inaccurate web address, instead of providing only an error message, AT&T will automatically search for similar or related terms and present you with suggested sites you may want to reach. AT&T and our partners do not retain this information, nor do we your retain information for any other purpose. If you prefer to opt out of this service, you may do so by visiting http://www.att.com/cmpchoice from your desktop or from your mobile web browser.

12. Privacy Policies

Your use of the Service and registration data and certain other information about you, are subject to the respective privacy policies of AT&T and Yahoo! These policies are available at: http://att.yahoo.com/privacy.

13. DISPUTE RESOLUTION WITH AT&T BY BINDING ARBITRATION


Most customer concerns can be resolved quickly and to the customer's satisfaction by calling our customer service department at 1-800-288-2020. 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 non-frivolous 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 to you to settle the dispute.

Arbitration Agreement

1. AT&T and you agree to arbitrate all disputes and claims between you and AT&T. This arbitration agreement does not include claims against Yahoo!, or claims against AT&T or Yahoo! that are based in whole or in part on the Site. 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 the Service or Site 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.

2. A party who intends to seek arbitration must first send 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 thirty (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: att.com/arbitration-forms.

3. 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 www.adr.org, by calling the AAA at 1-800-778-7879, 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 based 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.

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 AT&T's last written settlement offer made before an arbitrator was selected, then AT&T will:
   - pay you the greater 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.

5. 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 on an arbitration, AT&T agrees that it will not seek 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 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 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.

7. 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.

14. Dispute Resolution with Yahoo

You and Yahoo! each agree that this Agreement and the relationship between You and Yahoo! shall be governed by the laws of the State of California without regard to its conflict of law provisions and that any and all claims, causes of action or disputes (regardless of theory) arising out of or relating to the services offered or provided by Yahoo!, or the relationship between you and Yahoo!, shall be brought exclusively in the courts located in the county of Santa Clara, California or the U.S. District Court for the Northern District of California. You and Yahoo! agree to submit to the personal jurisdiction of the courts located within the county of Santa Clara, California or the Northern District of California, and agree to waive any and all objections to the exercise of jurisdiction over the parties by such courts and to venue in such courts.

15. Software - End User License Agreement

If you have connected to the Service by downloading or installing AT&T's and/or Yahoo!'s Internet software ("Software"), your use of that Software is subject to the End User License Agreement that accompanied that Software. Otherwise, AT&T, Yahoo! or its applicable third party licensors, grants you a personal, non-exclusive right and license to use the object code of any software provided to you in conjunction with the Service on a single computer, 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, sell, assign, sublicense, grant a security interest in or otherwise transfer any right in the Software. You agree not to modify the Software in any manner or form, nor to use modified versions of the Software, including (without limiting) the purpose of obtaining unauthorized access to the Service. You agree not to access the Service by any means other than through the interface that is provided by AT&T and Yahoo! for use in accessing the Service. 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 (c) of the Commercial Computer Restricted Rights clause at FAR 52.227-19 when applicable, or in subparagraph (c)(1)(ii) of The Rights in Technical Data and Computer Software clause of DFARS and in similar clauses in the NASA FAR Supplement.

AT&T, Yahoo!, or 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 that whether the equipment is owned by you or AT&T, AT&T, Yahoo!, or the applicable third party licensor, has the unrestricted right, but not the obligation, to upgrade, update, or supplement the Software on your equipment at any time.

Export Limits. None of the software or underlying information or technology may be downloaded or otherwise exported or re-exported (a) into (or to a national or resident of) any country to which the United States has embargoed goods; or (b) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals or the U.S. Commerce Department's Table of Deny Orders. The Software and any underlying technology may not be exported outside the United States or to any foreign entity or "foreign person" as defined by U.S. government regulations, including without limitation, anyone who is not a citizen, national or lawful permanent resident of the United States.

16. Operational Limits/Force Majeure

Provisioning of the Service is subject to the availability and the operational limitations of the requisite equipment and associated facilities. You understand and agree that temporary interruptions of the Service may occur as normal events in the provision of the Service and that AT&T and Yahoo! are not liable for such interruptions. You further understand and agree that AT&T and Yahoo! have no control over third party networks you may access in the course of your use of the Service, and therefore, delays and disruptions of other network transmissions are beyond the control of AT&T and Yahoo!. In addition, AT&T and Yahoo! are not liable for any failure of performance due to any cause beyond their reasonable control including acts of God, fire, explosion, vandalism, terrorism, cable cut, major weather disturbance, national emergencies, riots, wars, labor difficulties, supplier failures, shortages, breaches, any law, order, regulation, direction, action, or request by any government, civil or military authority, or suspension of existing service in compliance with state and/or federal law, rules and regulations, or delays caused by you or your equipment.
17. Customer Service Support

AT&T provides free basic customer care for Service purchased from AT&T and covered under this Agreement. However, under this TOS, AT&T does not provide support for devices that access the Service under this Agreement.

18. DISCLAIMER OF WARRANTIES

YOU EXPRESSLY UNDERSTAND AND AGREE THAT:

1. YOUR USE OF THE SITE, SERVICE AND/OR SOFTWARE IS AT YOUR SOLE RISK. THEY ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. AT&T, YAHOO! AND THEIR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS AND LICENSORS EXPRESSLY DISCLAIM 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, YAHOO! AND THEIR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS AND LICENSORS MAKE NO WARRANTY THAT (i) THE SITE, SERVICE AND/OR SOFTWARE WILL MEET YOUR REQUIREMENTS, (ii) THE SITE, SERVICE AND/OR SOFTWARE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE (FOR EXAMPLE BUT WITHOUT LIMITATION, NEITHER AT&T NOR YAHOO! WARRANTS THAT YOU WILL ALWAYS RECEIVE EMAILS ADDRESSED TO YOU), (iii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SITE, SERVICE AND/OR SOFTWARE WILL BE ACCURATE OR RELIABLE, (iv) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SITE, SERVICE AND/OR SOFTWARE WILL MEET YOUR EXPECTATION, AND (v) ANY ERRORS IN THE SITE, SERVICE AND/OR SOFTWARE WILL BE CORRECTED.

3. ANY MATERIAL DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SITE, SERVICE AND/OR SOFTWARE IS DONE AT YOUR OWN DISCRETION AND RISK AND YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF ANY SUCH MATERIAL.

4. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM AT&T OR YAHOO! OR THROUGH OR FROM THE SITE, SERVICE AND/OR SOFTWARE WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THIS AGREEMENT.

19. LIMITATION OF LIABILITY

YOU EXPRESSLY UNDERSTAND AND AGREE THAT NEITHER AT&T NOR YAHOO! NOR THEIR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS OR LICENSORS WILL BE LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF PROFITS, GOODWILL, USE, DATA OR OTHER INTANGIBLE LOSSES (EVEN IF AT&T OR YAHOO! HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), RESULTING FROM: (a) THE USE OR THE INABILITY TO USE THE SITE, SERVICE AND/OR SOFTWARE; (b) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS AND SERVICES; (c) UNAUTHORIZED ACCESS TO OR ALTERATION OF YOUR TRANSMISSIONS OR DATA; (d) STATEMENTS OR CONDUCT OF ANY THIRD PARTY ON THE SITE, SERVICE AND/OR SOFTWARE; (e) FAILURE TO INSURE THE COMPATIBILITY OF YOUR SYSTEM (INCLUDING THE EQUIPMENT, DEVICES, AND SOFTWARE THAT YOU PROVIDE TO RECEIVE THE SERVICE) WITH THE SITE, SERVICE, AND/OR SOFTWARE; (f) ANY OTHER MATTER RELATING TO THE SITE, SERVICE, AND/OR SOFTWARE; AND/OR (g) BATTERY BACKUP.

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 ABOVE LIMITATIONS OF SECTIONS 18 AND 19 MAY NOT APPLY TO YOU.

20. Indemnity

You agree to indemnify and hold Yahoo!, AT&T and their subsidiaries, affiliates, officers, agents, co-branders, licensors or other partners and employees harmless from any claim or demand, including reasonable attorneys’ fees, made by any third party due to or arising out of Content you submit, post, transmit or otherwise make available through the Site or Service, your use of the Site or Service, your connection to the Site or Service, your violation of this Agreement, your violation of the AUP or your violation of any rights of another.

You acknowledge that you are responsible for all use of the Site and Service using your account, including use by Sub Accounts, and that this Agreement, the Acceptable Use Policy and Privacy Policies, as amended from time to time, apply to any and all usage of your account, including use by Sub Accounts. You agree to abide by these terms and you agree to defend, hold harmless and indemnify AT&T and Yahoo! from and against any and all claims stemming from usage of this account and any Sub-Account—whether or not such usage is expressly authorized by you.

21. General

a. Special Admonition for Services Related to Financial Matters. If you intend to create or join any service, receive or request any news, messages, alerts or other information from the Site or Service concerning companies, stock quotes, investments or securities, AT&T and Yahoo! and their licensors will not be responsible or liable for the accuracy, usefulness or availability of any information transmitted or made available via the Service, and will not be responsible or liable for any trading or investment decisions made based on such information. The Site and Service is provided for informational purposes only, and no Content included in the Site or Service is intended for trading or investing purposes.

b. Contact Information. Unless otherwise specified in this Agreement, notices to Members to AT&T must be given by calling: for AT&T Dial subscribers (1-866-722-3425), for AT&T High Speed Internet subscribers (Business and Consumer) (1-877-722-3755), for AT&T Internet subscribers (Consumer Only) (1-800-ATT-2020), for FastAccess DSL and BellSouth Dial Internet subscribers (Business and Consumer) (1-888-321-2375), and AT&T Internet-Business Edition® (800.321.2000). LEGAL NOTICES to AT&T and Yahoo! must be given by letter delivered by first class US mail to AT&T Service, PO Box 204089, Austin, Texas 78720-4089.

c. Trademark Information/Proprietary Rights. The YAHOO!, Yahoo! logo, and all other Yahoo! logos and product and service names are each a trademark of Yahoo! Inc. (the "Yahoo! Marks"). You may not display or use the Yahoo! Marks in any manner without Yahoo!’s prior written permission. AT&T and the AT&T logos and all other AT&T brands, logos and product and service names ("AT&T marks") are registered trademarks or trademarks of AT&T Intellectual Property. Any use of AT&T Marks is prohibited without permission of AT&T Intellectual Property.

Nothing contained in this Agreement may be construed to convey to you any interest, title, or license in the Member ID, email address, Universal Resource Locator, IP address, or domain name used by you in connection with the Service.

d. Additional Terms. This Agreement, any other policies or guidelines referenced herein and the terms set forth in any promotional offer for the Service constitute the entire agreement between AT&T, Yahoo! and you. This Agreement governs your use of the Site and Service, superseding any prior agreement between you and
Yahoo! or AT&T with respect to the subject matter of this Agreement. You also may be subject to additional terms and conditions that may apply when you use or purchase certain other Yahoo!, AT&T or affiliate services, third-party content or third-party software. The failure of AT&T or Yahoo! to exercise or enforce any right or provision of this Agreement will not constitute a waiver of such right or provision. If any provision of this Agreement is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and the other provisions of this Agreement remain in full force and effect. You agree that, except as otherwise expressly provided in this Agreement, there shall be no third party beneficiaries to this agreement. You agree that your Yahoo! account is non-transferable and any rights to your Yahoo! I.D. or contents within your account terminate upon your death. Upon receipt of a copy of a death certificate, your account may be terminated and all contents therein permanently deleted. You agree that regardless of any statute of laws to the contrary, any claim or cause of action arising out of or related to use of the Service or this Agreement must be filed within one (1) year after such claim or cause of action arose or be forever barred. We can assign all or part of AT&T or Yahoo!'s rights or duties under this Agreement without notifying you. You may not assign this Agreement or the Services without prior written consent. If any part of this Agreement is found invalid, the rest of the Agreement will remain valid and enforceable.

The section titles and paragraph headings in this Agreement are for convenience only and have no legal or contractual effect.

e. Survival. Obligations and rights in connection with this Agreement, which by their nature would continue beyond the termination, cancellation or expiration of this Agreement, will survive the termination, cancellation or expiration of the Agreement, including, but not limited to those in the following sections: Equipment and Software, Payment, Disclaimer of Warranties, Limitation of Liability, Dispute Resolution by Binding Arbitration, General.

To report violations of this Agreement or the AT&T Acceptable Use Policy, please go to: http://www.att.com/aup or e-mail us at abuse@att.net.

1. Inside Wire. When ordering AT&T Internet Service, you will be responsible for obtaining Inside Wire (IW) in the form of copper wire or fiber optic cable between AT&T's network termination interface at your building and the gateway equipment located at the customer premises. You may have the option of ordering IW from AT&T or installing your own IW. If you elect to install your own IW, the IW must be installed and available for use by AT&T Technicians before you order AT&T Internet Service. If inside wire service is ordered from AT&T, it is Customer's full responsibility to obtain landlord permission or approvals for such inside wiring. For AT&T Internet Business Edition (fiber-based only), any determination of whether the inside wire work will be provided by you or AT&T will be made at the time the installation technician is dispatched and surveys the job.

2. Inside Wire-Disclaimer of Warranties. If inside wire is provided by AT&T, Customer will upon completion of installation have full ownership and responsibility for such inside wire. AT&T MAKES NO WARRANTY TO CUSTOMER OR ANY OTHER PARTY FOR ANY WORK OR MATERIALS CONSTITUTING OR ASSOCIATED WITH ANY INSIDE WIRE. AT&T EXPRESSLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, AND AT&T HAS NO RESPONSIBILITY TO MAINTAIN, UPDATE, REPAIR, REPLACE, DE-INSTALL, OR REMOVE ANY INSTALLED INSIDE WIRE.

3. Service Guides. If you are an AT&T FastAccess Business DSL customer, or an AT&T High Speed Internet Business Edition customer, you are also subject to the terms set forth in the service guides for these services, which are incorporated herein by reference and may be found at:


4. Reimbursement for Time, Materials and Expenses (Business Customers Only). If Customer cancels an order for or terminates any Service or Service Component other than as permitted for default by AT&T, or AT&T cancels an order for or terminates any Service or Service Component for cause, prior to its Service Commencement Date, Customer will reimburse AT&T for time, materials and expenses incurred prior to the effective date of such cancellation or termination, plus any third party charges resulting from the cancellation or termination.

5. Arbitration Agreement:

AT&T and you ("We") agree to resolve all disputes between us through binding arbitration administered by the American Arbitration Association ("AAA") under its Commercial Arbitration Rules, as modified by this provision.

This agreement to arbitrate is broad, and includes disputes of any type between AT&T (including its subsidiaries, affiliates, agents, predecessors, successors, and assigns) and you (including authorized or unauthorized users/beneficiaries of services or devices) under this or prior agreements. We agree that We are waiving the right to a trial by jury, to participate in a class action, or to seek remedies beyond the extent necessary to provide individualized relief to, and affecting only, AT&T or You Alone. We AGREE NOT TO ACT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED OR DE FACTO CLASS OR REPRESENTATIVE PROCEEDING, OR AS A PRIVATE ATTORNEY GENERAL OR ON BEHALF OF THE GENERAL PUBLIC. Except for matters relating to arbitrability or to the scope and enforceability of the arbitration provision or the interpretation of the limitations on class, representative, private attorney general, and non-individualized relief, all issues are for the arbitrator to decide.

A party seeking arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). Notice to AT&T must be addressed to: Office of Dispute Resolution, AT&T, 1025 Lenox Park Blvd., Atlanta, GA 30319 ("Notice Address"). The Notice must (a) describe the basis of the claim or dispute; (b) describe the specific relief sought ("Demand"); and (c) provide your AT&T account number. If we do not resolve the claim within 30 days after receipt of the Notice, either of us may commence an 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 of any award on the merits.
Unless we agree otherwise, any arbitration hearings will take place in the county of your billing address. AT&T will pay all AAA filing, administration, and arbitrator fees for a claim brought by AT&T or for a claim or Demand valued at up to $25,000 brought by you. If the arbitrator finds that your claim or Demand is frivolous or is brought for an improper purpose (as measured by the standards in Federal Rule of Civil Procedure 11(b)), then the payment of fees will be governed by the AAA rules and you agree to reimburse AT&T for fees already paid by AT&T that are your obligation under the AAA rules.

If you complied with the notice procedures above; the value of your claim or Demand is $25,000 or less; and the arbitrator awards you an amount greater than the value of AT&T’s last written settlement offer made before an arbitrator was selected (or any amount if AT&T made no offer), AT&T will:

- Pay you the award or $10,000, whichever is greater (“Alternative Payment”); and
- Pay your attorney, if any, the amount of attorneys’ fees and expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing and pursuing your claim in arbitration (“Attorney Award”).

The arbitrator may rule on the payment of fees, expenses, and the Alternative Payment and Attorney Award during the proceeding and within 14 days after his/her final ruling on the merits. In assessing whether the award is greater than the value of AT&T’s last written settlement offer, the arbitrator may consider only those attorneys’ fees or expenses that you incurred through the date of your Notice and which had been awarded to you. You may also recover attorneys’ fees and expenses under applicable law, but you may not recover duplicative awards of attorneys’ fees or expenses.

This Agreement evidences a transaction in interstate commerce, and the Federal Arbitration Act governs. This arbitration provision survives termination of this Agreement. As the exclusive alternative to arbitration, AT&T or you may commence an individual action in Small Claims Court. If a court rejects enforcement of any of the limitations on class, representative, private attorney general, or non-individualized relief as to a particular claim for relief, then that claim (and only that claim) must be severed from the arbitration and may be brought in court. Notwithstanding any provision in this Agreement to the contrary, we agree that if AT&T makes any future change to this arbitration provision (except a change to the Notice Address) during your Service commitment, you may reject any such change by sending AT&T written notice within 30 days of the change to the Notice Address. By rejecting any future change, you agree to arbitrate any dispute in accordance with the language of this provision.

If you are located in Puerto Rico, in addition to pursuing arbitration in accordance with this provision, you may notify the Telecommunications Regulatory Board of Puerto Rico of your grievance. Mail: 500 Ave. Roberto H. Todd (Parada 18), San Juan, Puerto Rico 00907-3941; Phone: 1-787-756-0804 or 1-866-578-5500; Online: jtrp.gobierno.pr.
At AT&T, we want our customers to have information to more fully understand and enjoy the services we offer. To help keep customers informed about our mass market broadband Internet access services, the AT&T website (www.att.com) describes the mass market wireless and wired broadband Internet access services we offer. In this document, we provide information about the network practices, performance characteristics, and commercial terms applicable to our mass market wired, mobile and Wi-Fi broadband Internet access services, consistent with the Federal Communications Commission’s Open Internet Rules. This information should help customers make informed choices about how to use those services, and will assist providers of Internet applications, content and services in developing, marketing and maintaining their Internet offerings. We encourage mass market customers and other users of our network to familiarize themselves with this information, and to provide AT&T with feedback about our mass market broadband Internet access services so that we can continue to provide an excellent experience.

Nothing in this document changes your rights and obligations, or ours, under terms of service associated with the applicable products, Acceptable Use Policy ("AUP") or Privacy Policy. This document and the information contained in it are provided for informational purposes only and may be changed at any time, without notice.

### Network Practices

**How does AT&T manage congestion with respect to its mass market broadband Internet access services?**

AT&T strives to provide a high-quality Internet experience for all of our customers. Because the Internet consists of multiple interconnected networks and most Internet end points (e.g., websites and other content providers) are not directly connected to the AT&T network, AT&T must connect to and exchange traffic with other networks to provide its subscribers the capability of uploading data to or downloading data from Internet end points that are connected to those networks. To that end, AT&T has entered into commercially negotiated agreements to exchange traffic with those networks (and the networks with which those networks are connected) on mutually agreeable terms. The links AT&T and other networks use to exchange such traffic may become congested at times. Consistent with its agreements with those other networks and its long-standing practice, AT&T may establish or expand the connections between its network and other networks, but only on mutually agreeable terms. If AT&T is unable to reach agreement on terms of interconnection or network expansion with these other networks, it could affect customers’ ability to upload or download data to Internet endpoints connected to those networks. AT&T does not guarantee that it will establish or expand the connections between its network and other networks, or that subscribers will be able to upload data to or download data from Internet end points connected to other networks at any particular speed.

In addition, like the other networks that make up the Internet, the AT&T network is a shared network, which means that the transmission links and other network resources used to provide broadband services are shared among AT&T’s subscribers. AT&T manages this network for the benefit of all users based on a variety of factors, and our technical expertise. Nonetheless, temporary congestion may occur when a large number of customers in a concentrated area access the network at the same time or when some customers consume a very large amount of network capacity during busy periods, such as at stadium events, during peak usage times, or during planned network maintenance.

AT&T invests billions of dollars annually to address potential congestion in its broadband networks. We also have developed data plans for our wired and mobile broadband Internet access services so that our customers’ rates better reflect their usage levels. AT&T provides usage calculators and other tools for our wired and mobile broadband Internet access services to assist customers in estimating their anticipated usage levels. In addition, we send notices to our customers when they are approaching the applicable usage thresholds for our tiered wired and mobile services. For more information, please click here (wired) and here (mobile).

As is common in the industry, we use network management practices and other tools to manage network resources for the benefit of all of our mobile broadband customers, especially during periods when network demand exceeds available network resources (also known as "congestion"). As you would expect, our network management practices have evolved over time to benefit our customers and take advantage of the billions we have spent to expand and augment our networks. One network management practice we use to manage our network resources may affect certain smartphone customers with Unlimited Data Plans. Specifically, if a customer on a smartphone with an Unlimited Data Plan exceeds 22GB of data usage in a billing period, he or she may experience reduced data speeds and increased latency only if he or she has already exceeded his or her 22GB data usage threshold in a billing period and uses data at a cell site experiencing network congestion at the same moment. As soon as the congestion at the cell site abates, or if the customer’s session migrates to an uncongested cell site, speeds and latency are not affected. In addition, this network management practice adjusts dynamically to address the amount of congestion, which can start and stop over a very short time period (often measured in fractions of a second), further minimizing any customer impact. Because the amount of congestion at a cell site can vary significantly, the performance impact for the affected unlimited data plan customer may also vary significantly, but such impact will last only as long as the site is congested.

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http://www.att.com/gen/public-affairs/?pid=20679
With the ever increasing growth in smart phone and tablet usage on our networks, and the growing prevalence of video downloads, AT&T has deployed a reasonable network management technique in our mobile data network. This technique delivers recorded video to the user's device in a “just in time” fashion (“Buffer Tuning”). Buffer Tuning only applies to internet browser traffic (HTTP/HTTPS, port 80) for recorded video downloads, regardless of the source (including AT&T branded or 3rd party content), and does not affect real-time streaming video. Without Buffer Tuning, video content may be completely delivered to the device and charged against the user's data plan regardless of whether it is viewed. With Buffer Tuning, a sufficient amount of video is delivered just in time to the device as needed for uninterrupted viewing. This optimizes the user's data plan consumption. Additionally, this frees up network resources for all users. Buffer Tuning does not alter video content and should not directly introduce any adverse impact to the viewing experience.

<table>
<thead>
<tr>
<th>Port</th>
<th>Transport</th>
<th>Protocol</th>
<th>Direction</th>
<th>Threats</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>TCP</td>
<td>Reserved</td>
<td>Both</td>
<td>Reserved Port</td>
</tr>
<tr>
<td>19</td>
<td>UDP</td>
<td>chargen</td>
<td>Both</td>
<td>Reflective DDOS</td>
</tr>
<tr>
<td>25</td>
<td>TCP</td>
<td>SMTP</td>
<td>Outbound</td>
<td>SPAM, Malware</td>
</tr>
<tr>
<td>68</td>
<td>UDP</td>
<td>BOOTP</td>
<td>Outbound</td>
<td>DHCP server spoofing</td>
</tr>
<tr>
<td>133</td>
<td>UDP</td>
<td>NTP</td>
<td>Both</td>
<td>Reflective DDOS</td>
</tr>
<tr>
<td>335</td>
<td>TCP</td>
<td>NetBios</td>
<td>Both</td>
<td>Worms, Malware, Reflective DDOS</td>
</tr>
<tr>
<td>339</td>
<td>TCP</td>
<td>NetBios</td>
<td>Both</td>
<td>Worms, Malware</td>
</tr>
<tr>
<td>445</td>
<td>TCP</td>
<td>MS-DS SMB</td>
<td>Both</td>
<td>Worms, Malware</td>
</tr>
<tr>
<td>520</td>
<td>UDP</td>
<td>RIPv1</td>
<td>Both</td>
<td>Reflective DDOS</td>
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<tr>
<td>680</td>
<td>UDP</td>
<td>SSDP</td>
<td>Both</td>
<td>Reflective DDOS</td>
</tr>
</tbody>
</table>

**What practices has AT&T adopted to manage network security?**

AT&T takes the security of our customers and our network very seriously. We proactively monitor network activity to help guard against a wide range of security threats, including viruses, botnets, worms, distributed denial of service attacks, SPAM, and other harmful activity. We encourage customers to adopt their own security practices.

We use a variety of network tools to monitor network activity and health to maintain its stability and functionality, to protect the network against threats, and for other operational purposes. We store the information we gather through this monitoring for only as long as we have a business purpose to maintain it. The AT&T Privacy Policy describes how we collect, use and share this information. You can view AT&T’s Privacy Policy at: [www.att.com/privacy](http://www.att.com/privacy).

If we detect a security threat, we will typically attempt to isolate the threat and minimize the impact to network service. We may use a variety of security measures to protect the network, including blocking malicious or unlawful traffic, redirecting the flow of traffic over some portions of our network, or taking other actions to address the threat. For example, as described in more detail below, we block certain ports that transfer malicious or disruptive traffic (such as Ports 25, 135, 139, 445, and 1900). We attempt to limit actions to the specific portions of our network or customer base impacted by the security threat and only for as long as necessary to mitigate the threat.

AT&T may scan or analyze network addresses that are registered through AT&T, including addresses that may have been delegated to customers, and/or routes that originate from AT&T-provided network services to detect vulnerabilities that might be used to compromise AT&T or customer assets or might be used in attacks against others. In doing so, we seek to avoid disrupting network service to customers. We may use information derived from these activities to identify and address security issues or to notify customers of issues.

As noted above, AT&T blocks certain ports that transfer malicious or disruptive traffic to protect our customers and our network. Below is more information about port blocking that is currently in place. We may block additional ports in the future based upon threat assessments.

**Port 0/TCP:** Port 0 is a reserved port. This port should not be used for any applications. Blocking protects our customers from potentially harmful types of network abuses.

**Port 19/UDP:** Port 19 Chargen is a protocol designed to generate a stream of characters for debugging and measurement. Because more recent tools have been developed for measurement and debugging purposes, blocking protects against use of this port in Reflective DDOS attacks.

**Port 25/TCP:** Simple Mail Transport Protocol (SMTP) is used to send email. Port 25/TCP may be blocked from customers with dynamically-assigned Internet Protocol (IP) addresses to protect systems from becoming a mail relay for SPAM. Customers can subscribe to AT&T SMTP services if they need to host an SMTP server on the Internet.

**Port 68/UDP:** Port 68 is used to obtain dynamic IP address information from a dynamic host configuration protocol (DHCP) server. Port 68 may be blocked to eliminate the risk of exposure to a rogue DHCP server.

**Port 123/UDP:** Network Time Protocol (NTP) is used to accurately synchronize computer time of day to a reference time server. Some aspects of Port 123 may be
limited to minimize malicious use. Poorly-configured NTP servers can be used for Reflective DDOS attacks, and some devices provide NTP service inadvertently, which exacerbates the port’s malicious use.

Port 135/TCP: NetBIOS is a network file sharing protocol and is also known as Common Internet File System or LanManager. Blocking protects customers from exposing files unintentionally, worms, and viruses.

Port 139/TCP: NetBIOS is a network file sharing protocol and is also known as Common Internet File System or LanManager. Blocking protects customers from exposing critical system files unintentionally, which could give system access to a malicious actor.

Port 445/TCP: NetBIOS is a network file sharing protocol and is also known as Common Internet File System or LanManager. Blocking mitigates a potential threat to certain operating systems. Similar to our blocking of Ports 135 and 139, blocking Port 445 protects customers from exposing files unintentionally, worms, and viruses.

Port 520/UDP: RIPv1 - UDP port 520 is used by the Routing Information Protocol (RIP) to share network routing information. RIPv1 was designed to support route informatics. They also may attach 2G- or 4G-capable devices of their choice to our mobile broadband Internet access services, so long as the devices do not harm our network or other users. Consistent with AT&T’s plan to sunset its 2G network, we will not activate 2G-only capable devices. Our wired and Wi-Fi networks require compatible Ethernet or Wi-Fi capable devices. AT&T generally does not support IEEE 802.11b or earlier Wi-Fi protocols. Devices must also be used in a manner consistent with our terms of service and Acceptable Use Policy.

For our mobile services, mass market customers will need to ensure that the device they wish to attach is FCC-approved and compatible with the technology used in our mobile network.

Performance Characteristics

What factors affect the performance of my mass market broadband Internet access service?

AT&T offers a wide variety of services to its customers (including Voice over Internet Protocol (VoIP), Internet Protocol (IP)-video, unified messaging, Voice over LTE (VoLTE), enterprise networking services, and other services), which share AT&T’s network infrastructure and may affect the availability of network resources for broadband Internet access services. Your use of these services may affect the performance of your mass market broadband Internet access service. In addition, although AT&T engineers its network to accommodate all users and user types based on a variety of factors, including average and anticipated peak usage of the network, many factors cannot be anticipated or are outside of AT&T’s control. These factors can impact the availability of network resources for mass market broadband Internet access services at any particular time. Consequently, AT&T does not guarantee the performance of your service on an end-to-end basis.

Other factors that are relevant to specific services include, but are not limited to, the following:

Wired Services. Service performance may be affected by the wiring inside your premises, the distance between your premises and an AT&T central office, the capabilities of your computer, and the applications you use. In addition, to provide our U-verse customers with a consistently high-quality video service, the speed of AT&T U-verse broadband Internet access service may be temporarily reduced when a customer is using his or her U-verse video service in a manner that requires higher bandwidth.

Mobile Services. Service performance may be affected by your proximity to a cell site, the capacity of the cell site, the number of other users connected to the same cell site and the services they are using, the surrounding terrain, use inside a building or a moving vehicle, radio frequency interference, the capabilities of your device, applicable network management practices as discussed above, and the applications you use. In addition, AT&T has designed its wireless services to provide our customers with a high-quality voice experience during simultaneous voice and data sessions, which may affect data performance, including but not limited to a temporary reduction in speed to minimize the likelihood of dropped calls.

Wi-Fi Services. Wi-Fi hot spots are generally provided at a given site on behalf of the business owner or operator for the benefit of their patrons. It is common practice that the Internet access is shared between both the business’ patrons and the business’ operational traffic. In some instances, business operational traffic may be prioritized to minimize the potential impact on critical communications, such as credit card processing. This prioritization may intermittently impact the speed available.

Where can I find information about the speed and latency of my mass market broadband Internet access service?

Because many different factors can affect the performance of your mass market broadband Internet access service, AT&T does not guarantee specific levels of speed or latency for our mass market broadband Internet access services. We strive to manage our network to provide you optimal performance. The performance you can expect to receive from the mass market broadband Internet access services we offer is described below.

**Speed**

**Wired Service.** AT&T offers mass market wired broadband Internet access services in discrete speed tiers. Our mass market wired broadband Internet access customers should expect to see service capability speeds within the speed tier of their service plan. For example, a customer with AT&T’s High Speed Internet Elite Service should expect service capability download speeds between 3.1 and 6.0 Mbps. Please click [here](http://www.att.com/gen/public-affairs?pid=20879) to learn more. To find out which speed tier is well-suited for the types of applications you use most often, please click [here](http://www.att.com/gen/public-affairs?pid=20879).

The table below sets forth average, actual download and upload speeds for AT&T’s mass market wired broadband Internet access services, by speed tier, based on data compiled by the FCC’s Measuring Broadband America (MBA) initiative between January 2014 and June 2014. Note: not all available speed tiers from AT&T are measured in the FCC MBA process. For more information about the FCC’s MBA initiative, including how speeds are measured, go to [www.fcc.gov/measuring-broadband-america](http://www.fcc.gov/measuring-broadband-america).

<table>
<thead>
<tr>
<th>AT&amp;T Wired Broadband Metric Averages Jan-Jun 2014 by Speed Tier (Download x Upload in Mbps)</th>
<th>Download Speed (Mbps)</th>
<th>Upload Speed (Mbps)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5x0.256</td>
<td>1.31</td>
<td>0.30</td>
</tr>
<tr>
<td>1.5x0.384</td>
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</tr>
<tr>
<td>3x0.384</td>
<td>2.61</td>
<td>0.49</td>
</tr>
<tr>
<td>3x0.512</td>
<td>2.61</td>
<td>0.46</td>
</tr>
<tr>
<td>3x1</td>
<td>3.84</td>
<td>1.16</td>
</tr>
<tr>
<td>6x0.512</td>
<td>5.49</td>
<td>0.63</td>
</tr>
<tr>
<td>6x0.768</td>
<td>7.54</td>
<td>1.95</td>
</tr>
<tr>
<td>6x1</td>
<td>6.64</td>
<td>1.32</td>
</tr>
<tr>
<td>12x1</td>
<td>11.78</td>
<td>1.48</td>
</tr>
<tr>
<td>12x1.5</td>
<td>12.28</td>
<td>1.71</td>
</tr>
<tr>
<td>18x1.5</td>
<td>20.33</td>
<td>1.69</td>
</tr>
<tr>
<td>24x3</td>
<td>23.90</td>
<td>3.65</td>
</tr>
<tr>
<td>45x6</td>
<td>41.31</td>
<td>6.76</td>
</tr>
</tbody>
</table>

**Mobile Service.** AT&T does not offer mass market mobile broadband Internet access service in different speed tiers, nor do we guarantee particular speeds. Speeds available on our mass market mobile broadband Internet access service are affected by many different factors that can impact wireless network performance as discussed above. Based on AT&T’s analysis of independent third party testing of actual network performance, AT&T expects customers will typically experience the following speeds, subject to location, device, and other factors as discussed above:

<table>
<thead>
<tr>
<th>Technology</th>
<th>Download (in Mbps)</th>
<th>Upload (in Mbps)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3G</td>
<td>.5 to 3</td>
<td>.5 to 1</td>
</tr>
<tr>
<td>4G</td>
<td>2 to 6</td>
<td>.8 to 1</td>
</tr>
<tr>
<td>4G LTE</td>
<td>5 to 20</td>
<td>3 to 10</td>
</tr>
</tbody>
</table>

**Wi-Fi Service.** AT&T’s mass market Wi-Fi broadband Internet access service is designed to provide customers with the highest speed available from the network at any given point in time, subject to the many different factors discussed above that can affect network performance. AT&T’s Wi-Fi services generally support the IEEE 802.11n/ac standard, with some AT&T locations also supporting the IEEE 802.11a/b/g standard. Although the IEEE 802.11 a/b/g/n/ac standards have theoretical maximum speeds ranging from over 10 Mbps to over a gigabit per second, actual Wi-Fi service speeds will be substantially lower than the theoretical maximum speeds which describe the physical throughput rate including Wi-Fi protocol communications; the result is that the theoretical maximum speed you can receive is 40%-50% of the quoted Wi-Fi standard speed. In addition to the factors discussed above, the actual speed you experience over Wi-Fi will depend in part on the speed of the connection between the Wi-Fi hotspot you are accessing and the destination you want to reach on the Internet, which may be significantly below the theoretical maximum speed of the service. For more information about AT&T’s mass market Wi-Fi broadband Internet access services, please click [here](http://www.att.com/gen/public-affairs?pid=20879).

**Latency**

Latency, also known as delay, is the amount of time from when a data packet is sent to when it is received. For mass market broadband Internet access services, latency is usually expressed as the round-trip time in milliseconds (ms) that it takes for a data packet to travel between two end points on the Internet (from point A to point B and then back to point A). Some applications, such as email, can tolerate a substantial amount of latency without any noticeable impact on the application’s performance. Other applications, such as real-time video conferencing, require lower latency to function properly. End-to-end latency reflects the cumulative effect of the individual latencies that occur along the end-to-end network path.

Though latencies can vary due to several factors, including some beyond AT&T’s control, our mass market broadband Internet access service customers can typically expect the following round-trip latencies when accessing the Internet:

<table>
<thead>
<tr>
<th>AT&amp;T Wired Broadband Metric Averages Jan-Jun 2014 by Speed Tier (Download x Upload in Mbps)</th>
<th>UDP Latency (ms)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5x0.256</td>
<td>49</td>
</tr>
</tbody>
</table>
Commercial Terms

Where can I find the prices and other fees that apply to the AT&T mass market broadband Internet access services?
Descriptions of the prices and fees applicable to the AT&T mass market broadband Internet access services are available on the AT&T website. For more information, please see the following:

Rates and Data Plan Pricing Information

- Consumer Wired Rates and Data Plans
- Consumer Mobile Rates and Data Plans
- Small Business Wired Rates
- Small Business Mobile Rates and Data Plans
- Wi-Fi Rates

Early Termination Fees

- Consumer Mobile Early Termination Fees
- Consumer Wired Early Termination Fees
- Small Business Wired Early Termination Fees
- Small Business Mobile Early Termination Fees

Wi-Fi Small Site, Wi-Fi On-the-Go, and Wi-Fi Ready Zone products do not have Early Termination Fees

Where can I find the Terms of Service and the Acceptable Use Policy that apply to the AT&T mass market broadband Internet access services?
The Terms of Service and Acceptable Use Policy applicable to the AT&T mass market broadband Internet access services are available on the AT&T website at the following links:

Terms of Service

- Wired
- Consumer Mobile
- Small Business Mobile
- Wi-Fi

Acceptable Use Policy

- Wired, Mobile & Wi-Fi

Does AT&T have a privacy policy for its mass market broadband Internet access services?
Yes. AT&T, we take our customers' privacy very seriously. We have a comprehensive Privacy Policy that applies to all uses of AT&T products and services. This Privacy Policy identifies and describes the way AT&T uses and protects the information we collect about customers and users. You can view the AT&T Privacy Policy at www.att.com/privacy.
Where can I get assistance if I have a concern or need more information about my AT&T broadband Internet access service?
If you have questions or concerns about your mass market AT&T broadband Internet access service, please contact us at www.att.com/econtactus.

Where can application developers and device manufacturers get more information about developing applications or devices for use on the AT&T mobile network?
If you are an application developer or device manufacturer, AT&T has a wide range of tools and resources available to help you design, test, and market your applications or devices. Please click here to visit our website for application developers, and click here to visit our website for device manufacturers.

Where can I get assistance if I have a concern or need more information about peering with AT&T?
If you have questions about peering with AT&T, please contact us at http://www.corp.att.com/peering.

Last updated: January 12, 2016.
At AT&T, we want our customers to have information to more fully understand and enjoy the services we offer. To help keep customers informed about our mass market broadband Internet access services, the AT&T website (www.att.com) describes the mass market wireless and wired broadband Internet access services we offer. In this document, we provide information about the network practices, performance characteristics, and commercial terms applicable to our mass market wired, mobile and Wi-Fi broadband Internet access services, consistent with the Federal Communications Commission's Open Internet Rules. This information should help customers make informed choices about how to use those services, and will assist providers of Internet applications, content and services in developing, marketing and maintaining their Internet offerings. We encourage mass market customers and other users of our network to familiarize themselves with this information, and to provide AT&T with feedback about our mass market broadband Internet access services so that we can continue to provide an excellent experience.

Nothing in this document changes your rights and obligations, or ours, under our terms of service associated with the applicable products, Acceptable Use Policy ("AUP") or Privacy Policy. This document and the information contained in it are provided for informational purposes only and may be changed at any time, without notice.

Network Practices

How does AT&T manage congestion with respect to its mass market broadband Internet access services?

AT&T strives to provide a high-quality Internet experience for all of our customers. Because the Internet consists of multiple interconnected networks and most Internet end points (e.g., websites and other content providers) are not directly connected to the AT&T network, AT&T must connect to and exchange traffic with other networks to provide its subscribers the capability of uploading data to or downloading data from Internet end points that are connected to those networks. To that end, AT&T has entered into commercially negotiated agreements to exchange traffic with those networks (and the networks with which those networks are connected) on mutually agreeable terms. The links AT&T and other networks use to exchange such traffic may become congested at times. Consistent with its agreements with those other networks and its long-standing practice, AT&T may establish or expand the connections between its network and other networks, but only on mutually agreeable terms. If AT&T is unable to reach agreement on terms of interconnection or network expansion with those other networks, it could affect customers’ ability to upload or download data to Internet endpoints connected to those networks. AT&T does not guarantee that it will establish or expand the connections between its network and other networks, or that subscribers will be able to upload data to or download data from Internet end points connected to other networks at any particular speed.

In addition, like the other networks that make up the Internet, the AT&T network is a shared network, which means that the transmission links and other network resources used to provide broadband services are shared among AT&T's subscribers. AT&T manages this network for the benefit of all users based on a variety of factors, and our technical expertise. Nonetheless, temporary congestion may occur when a large number of customers in a concentrated area access the network at the same time or when some customers consume a very large amount of network capacity during busy periods, such as at stadium events, during peak usage times, or during planned network maintenance.

AT&T invests billions of dollars annually to address potential congestion in its broadband networks. As is common in the industry, we use network management practices and other tools to manage network resources for the benefit of all of our mobile broadband customers, especially during periods when network demand exceeds available network resources (also known as "congestion"). As you would expect, our network management practices and our service offerings have evolved over time to benefit our customers and take advantage of the billions we have spent to expand and augment our networks.

One network management practice we use to manage our network resources may affect certain smartphone customers with Unlimited Data Plans. Specifically, if a customer on a smartphone with an Unlimited Data Plan exceeds 22GB of data usage in a billing period, he or she may experience reduced speeds and increased latency only if he or she has already exceeded his or her 22GB data usage threshold in a billing period and uses data at a cell site experiencing network congestion at the same moment. As soon as the congestion at the cell site abates, or if the customer's session migrates to an uncongested cell site, speeds and latency are not affected. In addition, this network management practice adjusts dynamically to address the amount of congestion, which can start and stop over a very short time period (often measured in fractions of a second), further minimizing any customer impact. Because the amount of congestion at a cell site can vary significantly, the performance impact for the affected unlimited data plan customer may also vary significantly, but such impact will last only as long as the site is congested.

We will notify Unlimited Data Plan customers during each billing cycle when their usage reaches 75% of the 22GB threshold (i.e., 16.5GB) so they can adjust their usage to avoid network management practices that may result in slower data speeds. For more information about this process, please see below and click here.

With the ever increasing growth in smart phone and tablet usage on our networks, and the growing prevalence of video downloads, AT&T has deployed a reasonable network management video optimization technique in our mobile data network. That technique delivers recorded video to the user's device in a "just in time" fashion ("Buffer Tuning"). Buffer Tuning only applies to internet browser traffic (HTTP, port 80) for recorded video downloads, regardless of the source (including AT&T branded or 3rd party content); and does not affect real-time streaming video. Without Buffer Tuning, video content may be completely delivered to the device and charged against the user's data plan regardless of whether it is viewed. With Buffer Tuning, a sufficient amount of video is delivered to the device so that the user can start viewing the video, and the remainder of the video is delivered just in time to the device as needed for uninterrupted viewing. This optimizes the user's data plan consumption. Additionally, this frees up network resources for all users. Buffer Tuning does not alter video content and should not directly introduce any adverse impact to the viewing experience.

**Does AT&T limit data usage? Does AT&T provide any tools to help customers monitor and control their data usage?**

We have developed data plans for our wired and mobile broadband Internet access services so that our customers can choose from a variety of rate plans that best reflect their own usage levels. AT&T provides usage calculators and other tools for our wired and mobile broadband Internet access services to assist customers in estimating their anticipated usage levels. For more information, please click here (wired) and here (mobile). In addition, we send notices to our customers when they are approaching the applicable usage thresholds for our tiered wired and mobile services.

Our Mobile Share Advantage Plans provide customers allotments of high speed data that they may share among different devices. Once customers exceed their allotments of high speed data -- which includes the plan data, any available Rollover Data (click here for Rollover Data information) or other data allotments customers may have -- during a billing period, they may continue to consume data at no extra charge, but at significantly lower speeds when connected to the cellular network. Specifically, after a customer uses all available data allotments in a billing cycle, the customer's service over the cellular network will transmit data at a maximum of 128kbps for the remainder of the billing cycle unless the customer upgrades to a rate plan with a higher allotment of high speed data access before the end of the billing cycle. Once a customer's speeds are limited, the customer's connection over the cellular network should still allow viewing a web page or checking email. Bandwidth-intensive activities, including audio and video streaming, picture and video messaging, select apps and services, as well as other usage (including sponsored data) will be impacted and may not be fully functional. But, when the next billing cycle begins, the customer will once again have high speed data access. We will notify Mobile Share Advantage Plan customers during each billing cycle when their data usage reaches 75%, 90% and 100% of their monthly high speed data allotment so that they are aware of their amount of data usage and can make adjustments to avoid slower speeds. When connected to a Wi-Fi network, the customer's speed will not be impacted.

We also have a sponsored data program that enables third parties to pay for the data usage for specific content on behalf of eligible AT&T wireless customers. With AT&T Sponsored Data, eligible customers can sample, browse, stream and enjoy applications, content and services provided by data sponsors without using up their monthly data allotments. Sponsored data thus effectively extends a customer's data usage allotment, and enables providers of online content, applications and services to encourage users to sample their services. For information about AT&T's sponsored data program, click here.

**Does AT&T favor certain Internet applications by blocking, throttling or modifying particular protocols on its broadband Internet access services?**

No, AT&T does not favor certain Internet applications by blocking, throttling or modifying particular protocols, protocol ports, or protocol fields in ways not prescribed by the protocol standards. However, in response to a specific security threat against our network or our customers, AT&T may occasionally need to limit the flow of traffic from certain locations or take other appropriate actions. In addition, we prevent the use of certain ports on our wired and Wi-Fi broadband Internet access services to help protect our customers' network and network against malicious activity, as discussed below.

AT&T participates in the Copyright Alert System, which was created pursuant to an agreement amongst the Motion Picture Association of America (MPAA), the Recording Industry Association of America (RIAA), and many of the nation’s leading Internet Service Providers (ISPs) and is administered by the Center for Copyright Information (CCI) – www.copyrightinformation.org. The program was established to respond to alleged copyright infringement activities using peer-to-peer file sharing, and attempts to educate customers about the importance of protecting copyright and lawful use of content available over the Internet. Under the program, content owners may notify AT&T of alleged copyright infringement based on the IP address of a user. AT&T then will attempt to identify a subscriber account based on that IP address and forward a copyright alert to the subscriber account, advising the account holder of the allegation and providing information about online copyright infringement. If a subscriber receives additional alerts, we may temporarily redirect the account holder’s broadband Internet access service to a webpage where the account holder must review material on the importance of copyright and the lawful use of content available over the Internet. Upon completion of this review, such redirection will be discontinued and the subscriber’s service will be restored to normal. Account holders’ personally identifiable information is protected throughout this process – AT&T will not provide such information to content owners unless required to do so by court order. For more information about AT&T’s Copyright Alert Program, please go to: https://copyright.att.net/home.

**What practices has AT&T adopted to manage network security?**

AT&T takes the security of our customers and our network very seriously. We proactively monitor network activity to help guard against a wide range of security threats, including viruses, botnets, worms, distributed denial of service attacks, SPAM, and other harmful activity. We encourage customers to adopt their own security practices.

We use a variety of network tools to monitor network activity and health to maintain its stability and functionality, to protect the network against threats, and for other operational purposes. We store the information we gather through this monitoring for only as long as we have a business purpose to maintain it. The AT&T Privacy Policy describes how we collect, use and share this information. You can view AT&T’s Privacy Policy at: www.att.com/privacy.

If we detect a security threat, we will typically attempt to isolate the threat and minimize the impact to network service. We may use a variety of security measures to protect the network, including blocking malicious or unlawful traffic, redirecting the flow of traffic over some portions of our network, or taking other actions to address the threat. For example, as described in more detail below, we block certain ports that transfer malicious or disruptive traffic (such as Ports 25, 135, 139, 445, and 1900). We attempt to limit actions to the specific portions of our network or customer base impacted by the security threat and for as long as necessary to mitigate the threat.

AT&T may scan or analyze network addresses that are registered through AT&T, including addresses that may have been delegated to customers, and/or routes that originate from AT&T-provided networks to detect vulnerabilities that might be used to compromise AT&T or customer assets or might be used in attacks against others. In doing so, we seek to avoid disrupting network service to customers. We may use information derived from these activities to identify and address security issues or to notify customers of issues.

As noted above, AT&T blocks certain ports that transfer malicious or disruptive traffic to protect our customers and our network. Below is more information about port blocking that is currently in place. We may block additional ports in the future based upon threat assessments.

<table>
<thead>
<tr>
<th>Port</th>
<th>Transport</th>
<th>Protocol</th>
<th>Direction</th>
<th>Threats</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>TCP</td>
<td>Reserved</td>
<td>Both</td>
<td>Reserved Port</td>
</tr>
<tr>
<td>19</td>
<td>TCP</td>
<td>Chargen</td>
<td>Both</td>
<td>Reflective DDOS</td>
</tr>
<tr>
<td>25</td>
<td>TCP</td>
<td>HTTP</td>
<td>Outbound</td>
<td>SPAM, Malware</td>
</tr>
<tr>
<td>68</td>
<td>TCP</td>
<td>ROOTP</td>
<td>Outbound</td>
<td>DHCP server spoofing</td>
</tr>
<tr>
<td>123</td>
<td>TCP</td>
<td>NTP</td>
<td>Both</td>
<td>Reflective DDOS</td>
</tr>
</tbody>
</table>

http://www.att/gen/public-affairs/?pid=20879
Does AT&T restrict the types of devices that customers can use with its mass market broadband Internet access services?

AT&T customers may use devices of their choice (PC, Smartphones, Tablets, Smart TV, etc.) to connect to our wired broadband Internet access service via the wiring at their home or business premises, or via Wi-Fi connected to their AT&T wired broadband Internet access service (connection options vary based on device capabilities). They also may attach 3G- or 4G-capable devices of their choice to our mobile broadband Internet access services, as long as the devices do not harm our network or other users. Consistent with AT&T's plan to sunset its 2G network, we will not activate 2G-only capable devices. Our wired and Wi-Fi networks require compatible Ethernet or Wi-Fi capable devices. AT&T generally does not support IEEE 802.11b or earlier Wi-Fi protocols. Devices must also be used in a manner consistent with our terms of service and Acceptable Use Policy.

For our mobile services, mass market customers will need to ensure that the device they wish to attach is FCC-approved and compatible with the technology used in our mobile network.

Performance Characteristics

What factors affect the performance of my mass market broadband Internet access service?

AT&T offers many mass market broadband Internet access service options, each of which may have a different service capability speed. The term speed is commonly used as a shorthand way to describe the capacity at which a particular mass market broadband Internet access service can transmit data. This capacity is typically measured in the number of kilobits, megabits or gigabits that can be transmitted in one second (Kbps, Mbps or Gbps). Some applications, like a short email without attachments or basic web browsing, do not require high service capability speeds to function optimally. Other activities, like transferring large data files, can be performed faster with higher-speed services. Your service capability speed may not be suitable for some applications, particularly those involving real-time or near real-time, high-bandwidth uses such as streaming video or video conferencing.

Because service performance varies on an end-to-end basis, AT&T's service capability speeds are limited to, and measured between, your location and a point on AT&T’s network, which constitutes only one segment of the end-to-end transmission path connecting your location to Internet websites or content providers. End-to-end performance of your service depends on a variety of factors, including: the number of subscribers simultaneously using the network; customer location; destination and traffic on the Internet; Wi-Fi connectivity; the capabilities and performance of your Local Area Network (LAN); interference with high frequency spectrum on your telephone line; wiring inside your premises, office or apartment; the capacity or performance of your devices or modem; the server with which you are communicating; internal network management factors (including overhead, which refers to the various control and signaling data required to achieve the reliable transmission of Internet access data); and the networks you and others are using when communicating.

AT&T offers a wide variety of services to its customers (including Voice over Internet Protocol (VoIP), Internet Protocol (IP) video, unified messaging, Voice over LTE (VoLTE), enterprise networking services, and other services), which share AT&T’s network infrastructure and may affect the availability of network resources for broadband Internet access services. Your use of these services may affect the performance of your mass market broadband Internet access service. In addition, although AT&T engineers its network to accommodate all users and user types based on a variety of factors, including average and anticipated peak usage of the network, many factors

http://www.att.com/gen/public-affairs/?pid=20879

<table>
<thead>
<tr>
<th>Port</th>
<th>Protocol</th>
<th>Source</th>
<th>Destination</th>
<th>Attack</th>
</tr>
</thead>
<tbody>
<tr>
<td>135</td>
<td>TCP</td>
<td>NetBIOS</td>
<td>Both</td>
<td>Worms, Malware, Reflective DDoS</td>
</tr>
<tr>
<td>139</td>
<td>TCP</td>
<td>NetBIOS</td>
<td>Both</td>
<td>Worms, Malware</td>
</tr>
<tr>
<td>445</td>
<td>TCP</td>
<td>MS-DOS SMB</td>
<td>Both</td>
<td>Worms, Malware</td>
</tr>
<tr>
<td>520</td>
<td>UDP</td>
<td>RIPv1</td>
<td>Both</td>
<td>Reflective DDoS</td>
</tr>
<tr>
<td>1900</td>
<td>TCP</td>
<td>SSDP</td>
<td>Both</td>
<td>Reflective DDoS</td>
</tr>
</tbody>
</table>

Port 0/TCP: Port 0 is a reserved port. This port should not be used for any applications. Blocking protects our customers from potentially harmful types of network abuses.

Port 19/TCP: Port 19 Chargen is a protocol designed to generate a stream of characters for debugging and measurement. Because more recent tools have been developed for measurement and debugging purposes, blocking protects against use of this port in Reflective DDoS attacks.

Port 25/TCP: Simple Mail Transport Protocol (SMTP) is used to send email. Port 25/TCP may be blocked from customers with dynamically-assigned Internet Protocol (IP) addresses to protect systems from becoming a mail relay for SPAM. Customers can subscribe to AT&T SMTP services if they need to host an SMTP server on the Internet.

Port 68/UDP: Port 68 is used to obtain dynamic IP address information from a dynamic host configuration protocol (DHCP) server. Port 68 may be blocked to eliminate the risk of exposure to a rogue DHCP server.

Port 123/UDP: Network Time Protocol (NTP) is used to accurately synchronize computer time of day to a reference time server. Some aspects of Port 123 may be limited to minimize malicious use. Poorly-configured NTP servers can be used for Reflective DDOS attacks, and some devices provide NTP service inadvertently, which exacerbates the port's malicious use.

Port 135/TCP: NetBIOS is a network file sharing protocol and is also known as Common Internet File System or LanManager. Blocking protects customers from exposing files unintentionally, worms, and viruses.

Port 139/TCP: NetBIOS is a network file sharing protocol and is also known as Common Internet File System or LanManager. Blocking protects customers from exposing critical system files unintentionally, which could give system access to a malicious actor.

Port 445/TCP: NetBIOS is a network file sharing protocol and is also known as Common Internet File System or LanManager. Blocking mitigates a potential threat to certain operating systems. Similar to our blocking of Ports 135 and 139, blocking Port 445 protects customers from exposing files unintentionally, worms, and viruses.

Port 520/UDP: RIPv1 - UDP port 520 is used by the Routing Information Protocol (RIP) to share network routing information. RIPv1 was designed to support route information sharing on small classful (class A, B, C, D) networks and has limited usefulness in today's classless networks. Port 520 has been used by malicious actors to generate reflective DDOS attacks.

Port 1900/UDP: Universal Plug and Play (UPnP) is a protocol standard designed to allow device discovery over a local network. Some home routers may expose this port to the Internet, which could allow attackers to defeat the security attributes of Network Address Translation (NAT) and allow attackers to use the port for Reflective DDOS attacks.
cannot be anticipated or are outside of AT&T’s control. These factors can impact the availability of network resources for mass market broadband Internet access services at any particular time. Consequently, AT&T does not guarantee the performance of your service on an end-to-end basis.

Other factors that are relevant to specific services include, but are not limited to, the following:

**Wired Services.** Service performance may be affected by the wiring inside your premises, the distance between your premises and an AT&T central office, the capabilities of your computer, and the applications you use. In addition, to provide our U-verse customers with a consistently high-quality video service, the speed of AT&T U-verse broadband Internet access service may be temporarily reduced when a customer is using his or her U-verse video service in a manner that requires high bandwidth. Please click here for our U-verse High-Speed Internet Access Terms of Service.

**Mobile Services.** Service performance may be affected by your proximity to a cell site, the capacity of the cell site, the number of other users connected to the same cell site and the services they are using, the surrounding terrain, use inside a building or a moving vehicle, radio frequency interference, the capabilities of your device, applicable network management practices as discussed above, and the applications you use. In addition, AT&T has designed its wireless services to provide our customers with a high-quality voice experience during simultaneous voice and data sessions, which may affect data performance, including but not limited to a temporary reduction in speed to minimize the likelihood of dropped calls.

**Wi-Fi Services.** Wi-Fi hot spots are generally provided at a given site on behalf of the business owner or operator for the benefit of their patrons. It is common practice that the Internet access is shared between both the business’ patrons and the business’ operational traffic. In some instances, business operational traffic may be prioritized to minimize the potential impact on critical communications, such as credit card processing. This prioritization may intermittently impact the speed available. Additionally, service performance may be affected by your proximity to a Wi-Fi hot spot, the capacity of the Wi-Fi equipment at the hot spot, the number of other users connected to the same site, the composition of the building where the hot spot is located (wood, concrete, etc.), radio frequency interference, the capabilities of your Wi-Fi capable device, the Internet connection to the Wi-Fi hot spot, per-user bandwidth limits used to provide fair Internet access at a hot spot, and speed tier options made available at the hot spot.

**Where can I find information about the speed and latency of my mass market broadband Internet access service?**

Because many different factors can affect the performance of your mass market broadband Internet access service, AT&T does not guarantee specific levels of speed or latency for our mass market broadband Internet access services. We strive to manage our network to provide you optimal performance. The performance you can expect to receive from the mass market broadband Internet access services we offer is described below.

**Speed**

**Wired Service.** AT&T offers mass market wired broadband Internet access services in discrete speed tiers. Our mass market wired broadband Internet access customers should expect to see service capability speeds within the speed tier of their service plan. For example, a customer with AT&T’s High Speed Internet Elite Service should expect service capability download speeds between 3.1 and 6.0 Mbps. Please click here to learn more. To find out which speed tier is well-suited for the types of applications you use most often, please click here.

The table below sets forth average, actual download and upload speeds for AT&T’s mass market wired broadband Internet access services, by speed tier, based on data compiled by the FCC's Measuring Broadband America (MBA) initiative between January 2014 and June 2014. Note: not all available speed tiers from AT&T are measured in the FCC MBA process. For more information about the FCC’s MBA initiative, including how speeds are measured, go to www.fcc.gov/measuring-broadband-america.

<table>
<thead>
<tr>
<th>AT&amp;T Wired Broadband Metric Averages Jan-Jun 2014 by Speed Tier (Download x Upload in Mbps)</th>
<th>Download Speed (Mbps)</th>
<th>Upload Speed (Mbps)</th>
</tr>
</thead>
<tbody>
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<td>1.5x0.256</td>
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<td>0.30</td>
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<tr>
<td>1.5x0.384</td>
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<td>0.36</td>
</tr>
<tr>
<td>3x0.384</td>
<td>2.61</td>
<td>0.49</td>
</tr>
<tr>
<td>3x0.512</td>
<td>2.61</td>
<td>0.46</td>
</tr>
<tr>
<td>3x1</td>
<td>3.84</td>
<td>1.16</td>
</tr>
<tr>
<td>6x0.512</td>
<td>5.49</td>
<td>0.63</td>
</tr>
<tr>
<td>6x0.768</td>
<td>7.54</td>
<td>1.95</td>
</tr>
<tr>
<td>6x1</td>
<td>6.84</td>
<td>1.32</td>
</tr>
<tr>
<td>12x1</td>
<td>11.78</td>
<td>1.48</td>
</tr>
<tr>
<td>12x1.5</td>
<td>12.28</td>
<td>1.71</td>
</tr>
<tr>
<td>18x1.5</td>
<td>20.33</td>
<td>1.69</td>
</tr>
<tr>
<td>24x3</td>
<td>23.90</td>
<td>3.65</td>
</tr>
<tr>
<td>45x6</td>
<td>41.31</td>
<td>6.76</td>
</tr>
</tbody>
</table>

**Mobile Service.** AT&T does not offer mass market mobile broadband Internet access service in different speed tiers, nor do we guarantee particular speeds. Speeds available on our mass market mobile broadband Internet access service are affected by many different factors that can impact wireless network performance as discussed above. Based on AT&T’s analysis of independent third party testing of actual network performance, AT&T expects customers will typically experience the following speeds, subject to location, device, and other factors as discussed above:

<table>
<thead>
<tr>
<th>Technology</th>
<th>Download (in Mbps)</th>
<th>Upload (in Mbps)</th>
</tr>
</thead>
</table>

Latency

Latency, also known as delay, is the amount of time from when a data packet is sent to when it is received. For mass market broadband Internet access services, latency is usually expressed as the round-trip time in milliseconds (ms) that it takes for a data packet to travel between two end points on the Internet (from point A to point B and then back to point A). Some applications, such as email, can tolerate a substantial amount of latency without any noticeable impact on the application’s performance. Other applications, such as real-time video conferencing, require lower latency to function properly. End-to-end latency reflects the cumulative effect of the individual latencies that occur along the end-to-end network path.

Though latencies can vary due to several factors, including some beyond AT&T’s control, our mass market broadband Internet access service customers can typically expect the following round-trip latencies when accessing the Internet:

<table>
<thead>
<tr>
<th>Technology</th>
<th>3G</th>
<th>4G</th>
<th>4G LTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Latency</td>
<td>.5 to 3</td>
<td>2 to 6</td>
<td>5 to 20</td>
</tr>
</tbody>
</table>

AT&T Wired Broadband Metric Averages Jan-Jun 2014 by Speed Tier

<table>
<thead>
<tr>
<th>Speed Tier</th>
<th>UDP Latency (ms)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5x0.256</td>
<td>49</td>
</tr>
<tr>
<td>1.5x0.384</td>
<td>48</td>
</tr>
<tr>
<td>3x0.384</td>
<td>43</td>
</tr>
<tr>
<td>3x0.512</td>
<td>41</td>
</tr>
<tr>
<td>3x1</td>
<td>44</td>
</tr>
<tr>
<td>6x0.512</td>
<td>46</td>
</tr>
<tr>
<td>6x0.768</td>
<td>36</td>
</tr>
<tr>
<td>6x1</td>
<td>38</td>
</tr>
<tr>
<td>12x1</td>
<td>37</td>
</tr>
<tr>
<td>12x1.5</td>
<td>41</td>
</tr>
<tr>
<td>18x1.5</td>
<td>44</td>
</tr>
<tr>
<td>24x3</td>
<td>37</td>
</tr>
<tr>
<td>45x6</td>
<td>35</td>
</tr>
</tbody>
</table>

Source: SamKnows/FCC MBA Initiative

Mobile Service:

<table>
<thead>
<tr>
<th>Technology</th>
<th>Time in milliseconds</th>
</tr>
</thead>
<tbody>
<tr>
<td>3G</td>
<td>107 to 223</td>
</tr>
<tr>
<td>4G</td>
<td>85 to 166</td>
</tr>
<tr>
<td>4G LTE</td>
<td>57 to 95</td>
</tr>
</tbody>
</table>

Wi-Fi Service: approximately 10 to 250 milliseconds

Commercial Terms

Where can I find the prices and other fees that apply to the AT&T mass market broadband Internet access services?

Descriptions of the prices and fees applicable to the AT&T mass market broadband Internet access services are available on the AT&T website. For more information, please see the following:

**Rates and Data Plan Pricing Information**
- Consumer Wired Rates and Data Plans
- Consumer Mobile Rates and Data Plans
- Small Business Wired Rates
- Small Business Mobile Rates and Data Plans
- Wi-Fi Rates

**Early Termination Fees**
- Consumer Mobile Early Termination Fees
- Consumer Wired Early Termination Fees
- Small Business Wired Early Termination Fees
- Small Business Mobile Early Termination Fees

Wi-Fi Small Site, Wi-Fi On-the-Go, and Wi-Fi Ready Zone products do not have Early Termination Fees

**Where can I find the Terms of Service and the Acceptable Use Policy that apply to the AT&T mass market broadband Internet access services?**
The Terms of Service and Acceptable Use Policy applicable to the AT&T mass market broadband Internet access services are available on the AT&T website at the following links:

**Terms of Service**
- Wired
- Consumer Mobile
- Small Business Mobile
- Wi-Fi

**Acceptable Use Policy**
- Wired, Mobile & Wi-Fi

**Does AT&T have a privacy policy for its mass market broadband Internet access services?**
Yes. AT&T, we take our customers’ privacy very seriously. We have a comprehensive Privacy Policy that applies to all uses of AT&T products and services. This Privacy Policy identifies and describes the way AT&T uses and protects the information we collect about customers and users. You can view the AT&T Privacy Policy at www.att.com/privacy.

**Where can I get assistance if I have a concern or need more information about my AT&T broadband Internet access service?**
If you have questions or concerns about your mass market AT&T broadband Internet access service, please contact us at www.att.com/edcontactus.

**Where can application developers and device manufacturers get more information about developing applications or devices for use on the AT&T mobile network?**
If you are an application developer or device manufacturer, AT&T has a wide range of tools and resources available to help you design, test, and market your applications or devices. Please click here to visit our website for application developers, and click here to visit our website for device manufacturers.

**Where can I get assistance if I have a concern or need more information about peering with AT&T?**
If you have questions about peering with AT&T, please contact us at http://www.corp.att.com/peering.

Internet Data Calculator

Estimate your monthly data usage

Use the sliders below to estimate how much usage, on average, your monthly Internet activities take. Or click a data amount on the bar on the right to see a preset data package.

How we estimate

The examples below provide a general guideline for the amount of data used for each activity:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Data Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 email (no attachments)</td>
<td>20KB</td>
</tr>
<tr>
<td>1 email (with standard attachments)</td>
<td>300KB</td>
</tr>
<tr>
<td>1 min. of surfing the web</td>
<td>250KB (15MB/hr)</td>
</tr>
<tr>
<td>1 song downloaded</td>
<td>4MB</td>
</tr>
<tr>
<td>1 photo upload to social media</td>
<td>5MB</td>
</tr>
<tr>
<td>1 min. of streaming standard-definition video</td>
<td>11.7MB (700MB/hr.)</td>
</tr>
<tr>
<td>1 min. of streaming high-definition video</td>
<td>41.7MB (2500MB/hr.)</td>
</tr>
<tr>
<td>1 min. of online games</td>
<td>200KB (12MB per hour)</td>
</tr>
</tbody>
</table>

Keep in mind that these examples are just estimates based on typical file sizes. Your usage may vary. **

1MB = 1,000KB approximately
1GB = 1,000MB approximately
1TB = 1,000GB approximately
myAT&T app***
Instantly track data usage, and review and pay your bill from your smartphone or tablet.

Learn more
(http://www.att.com/shop/myatt.html)

Check your usage
Log in to myAT&T to view your data usage. to view actual usage.

See how video affects your monthly data usage:

<table>
<thead>
<tr>
<th>Activity</th>
<th>150GB</th>
<th>300GB</th>
<th>600GB</th>
<th>1TB</th>
</tr>
</thead>
<tbody>
<tr>
<td>TV &amp; Movies</td>
<td>Watch 75 hours of SD TV AND stream 90 SD or 25 HD movie</td>
<td>Watch 150 hours of SD TV AND stream 180 SD or 50 HD movies</td>
<td>Watch 250 hours of SD TV AND stream 400 SD or 120 HD movies</td>
<td>Watch 400 hours of SD TV AND stream 720 SD or 200 HD movies</td>
</tr>
<tr>
<td>Data</td>
<td>Plus, with any of these data amounts, you can:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Send/receive over 10,000 emails</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Download/upload over 1,000 medium-sized photos on a social media site like Facebook</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Download over 1,000 MP3 songs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Watch over 1,000 standard quality YouTube videos</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**The total bandwidth necessary to transmit the data you send and receive over the network from your home — including but not limited to software update requests, email notifications, and resent requests — counts toward your data plan. Individual usage results may vary based on the applications you use.

***Online account registration is required for activation. The myAT&T app is available for Apple® iPhone®, Blackberry, Windows and Android? OS Supported devices. Access to the myAT&T mobile web site is dependent on device operating systems, mobile browser, and device attributes.
Internet Data Calculator

*Estimate your monthly data usage*

Use the sliders below to estimate how much usage, on average, your monthly Internet activities take. Or click a data amount on the bar on the right to see a preset data package.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Data Size</th>
</tr>
</thead>
<tbody>
<tr>
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<td>20KB</td>
</tr>
<tr>
<td>1 email (with standard attachments)</td>
<td>300KB</td>
</tr>
<tr>
<td>1 min. of surfing the web</td>
<td>250KB (15MB/hr)</td>
</tr>
<tr>
<td>1 song downloaded</td>
<td>4MB</td>
</tr>
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<td>1 photo upload to social media</td>
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</tr>
<tr>
<td>1 min. of streaming standard-definition video</td>
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</tr>
<tr>
<td>1 min. of streaming high-definition video</td>
<td>41.7MB (2500MB/hr.)</td>
</tr>
<tr>
<td>1 min. of online games</td>
<td>200KB (12MB per hour)</td>
</tr>
</tbody>
</table>

*Represents 75% of emails with no attachments and 25% of emails with attachments.

Reset data calculator

Keep in mind that these examples are just estimates based on typical file sizes. Your usage may vary.

1MB = 1,000KB approximately
1GB = 1,000MB approximately
1TB = 1,000GB approximately

myAT&T app***
Instantly track data usage, and review and pay your bill from your smartphone or tablet.
Learn more
(http://www.att.com/shop/myatt.html)

Check your usage
Log in to myAT&T to view your data usage to view actual usage.

See how video affects your monthly data usage:

<table>
<thead>
<tr>
<th>Activity</th>
<th>150GB</th>
<th>1TB</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TV &amp; Movies</strong></td>
<td>Watch 75 hours of SD TV AND stream 90 SD or 25 HD movie</td>
<td>Watch 400 hours of SD TV AND stream 720 SD or 200 HD movies</td>
</tr>
<tr>
<td><strong>Data</strong></td>
<td>Plus, with any of these data amounts, you can:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Send/receive over 10,000 emails</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Download/upload over 1,000 medium-sized photos on a social media site like Facebook</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Download over 1,000 MP3 songs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Watch over 1,000 standard quality YouTube videos</td>
<td></td>
</tr>
</tbody>
</table>

**The total bandwidth necessary to transmit the data you send and receive over the network from your home? including but not limited to software update requests, email notifications, and resent requests? counts toward your data plan. Individual usage results may vary based on the applications you use.

***Online account registration is required for activation. The myAT&T app is available for Apple® iPhone®, Blackberry, Windows and Android® OS Supported devices. Access to the myAT&T mobile web site is dependent on device operating systems, mobile browser, and device attributes.
Broadband usage FAQs

Broadband data usage includes all data that you send and receive on your AT&T Internet, both wired and Wi-Fi. Learn how to manage, monitor, and estimate future data usage.

DETAILED INFORMATION

What is Unlimited Internet Usage and how do I become eligible?

Unlimited usage means you can stream, download, and browse your favorite content and connect all your devices without needing to keep usage within the new higher monthly usage allowance. Additionally, you will not receive overage notifications or overage charges. You will still be able to view your usage in your monthly statements.

The unlimited usage option (a $30 value) is available to customers bundling new or existing U-verse Internet service with their new or existing AT&T television service (DIRECTV or U-verse) on a combined bill. Customers currently subscribing to both services on separate bills can visit http://att.com/CombineMyBills to combine their bills at no additional cost.

The unlimited usage option is also available to customers without AT&T video for $30 more a month; the option can be added at any time beginning on 5/23.

If I have the unlimited offer, will AT&T downgrade or "optimize" the quality of service at any point?

We treat all of our customers’ Internet traffic the same, regardless if they are receiving unlimited data through bundling, adding it to their existing service or have a monthly data allowance.

AT&T has previously said it implemented data allowances to ensure it is providing a sustainable network to customers. Will offering unlimited data negatively impact the AT&T network?

No. AT&T will continue to actively manage the network to handle the increasing demand for data.

Are you offering unique video content with this offer?

We already have some of the most one-of-a-kind content in the industry, like NFL Sunday Ticket. But, with this unlimited offer, our customers will be able to access all of the same favorite content they access today, whether it’s NFL Sunday Ticket or video from another streaming service.

Who is eligible?

All AT&T U-verse Internet customers are eligible. Customers who have services bundled with TV (DIRECTV or U-verse) on a combined bill will receive unlimited data (a $30 value) automatically at no additional charge. Business customers are not eligible.

What if I can’t get DIRECTV or U-verse where I live?

The unlimited usage option is available to all AT&T U-verse Internet customers for an additional $30 per month.

What do you mean by “data usage”?

Usage includes all the data you receive (download) or send (upload). If you access the Internet through your home Wi-Fi network using any device (including smartphones), that will be included in your data usage.

This includes software update requests, email notifications, and resend requests. Individual usage results may vary based on the applications you use and the content you access. For example, if your emails have large attachments, the usage for that application may exceed what we have estimated in the data calculator. See the online Data Calculator and instructional videos for further information.

Increased data allowances for U-verse Internet customers

Why does AT&T have a data usage allowance for wireline Internet customers?

This program is designed to help keep Internet service affordable for our broad base of customers given the rapidly increasing volume of data-rich Internet traffic.

What are the new data allowances?

The Internet allowances include the following:

- 150 gigabytes (GB) per month for DSL
- 300GB per month for speeds up to and including 768 kilobits per second (Kbps) up through 6 megabits per second (Mbps)
- 600GB per month for speeds up to and including 12Mbps up through 75Mbps
• 1 Terabyte (TB) per month for all AT&T GigaPower speeds up to 1 gigabit per second (Gbps)

The chart below provides an overview of speeds, previous allowances, and new allowances.

<table>
<thead>
<tr>
<th>Your current Internet speed and current product name</th>
<th>Previous monthly data allowance</th>
<th>New monthly data allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSL</td>
<td>150GB</td>
<td></td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet Basic - 768Kbps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet Express - 1.5Mbps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet Pro - 3Mbps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet Elite - 6Mbps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet Max - 12Mbps</td>
<td>250GB</td>
<td>300GB</td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet Max Plus - 18Mbps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet Max Turbo - 24Mbps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet Power - 45Mbps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet Power - 75Mbps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet 100 - 100Mbps</td>
<td>500GB</td>
<td>1TB</td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet 300 - 300Mbps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT&amp;T High Speed Internet 1000 - 1Gbps</td>
<td>1TB</td>
<td></td>
</tr>
</tbody>
</table>

What is a gigabyte?
A gigabyte measures the amount of data you send and receive over the network – not the amount of time spent connecting to the Internet. Approximately 50,000 single-page emails without attachments, for example, would equal about 1GB. Watching an 80-minute movie in standard definition or about 20 minutes of a TV show or movie in high definition each equals about 1GB.

Will spending a lot of time on the Internet make me go over my allowance?
The types of activities performed matter more than the time spent online. For example, so-called data-rich activities, such as streaming video, may use more data than sending emails.

How would you describe what 300GB is in terms of what a typical customer would use?
300GB is far more data than a vast majority of customers use in a month. An average AT&T High Speed Internet customer uses just over 100GB of data per month.

I don’t know my current Internet speed … how can I find out?
Your Internet speed can be found by logging into myAT&T from your computer or mobile device.

From your computer:
2. Log in with your **Member ID** and **password**.
3. Scroll to **My Plans**. Your Internet plan and speed are displayed in the U-verse Internet tab.

From your mobile device or with the myAT&T app:
1. Go to m.att.com or open the myAT&T app.
2. Log in with your **Member ID** and **password**.
3. Select **My plans & features**.
4. Select **Internet**. Your Internet plan and speed display.

Help me understand more about what I can do within my allowance each month.
First, find your data allowance in the table below, then read down the column for details about how that number translates into monthly activities.

Usage comparisons for all data allowances/Internet speed plans:

<table>
<thead>
<tr>
<th>Activity (SD = standard definition, HD = high definition)</th>
<th>300GB</th>
<th>600GB</th>
<th>1TB</th>
</tr>
</thead>
<tbody>
<tr>
<td>TV &amp; Movies</td>
<td>Watch 150 hours of live SD TV plus stream 180 SD or 50 HD movies per month</td>
<td>Watch 250 hours of live SD TV plus stream 400 SD or 120 HD movies per month</td>
<td>Watch 400 hours of live SD TV plus stream 720 SD or 200 HD movies per month</td>
</tr>
<tr>
<td>Other data use</td>
<td>With any of these data amounts, you do ALL of the following:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>l. Browse 10,000 web pages</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>l. Send/receive over 10,000 emails</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>l. Download/upload over 1,000 medium-sized photos on a social media site like Facebook</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>l. Download over 1,000 MP3 songs</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>l. Watch over 1,000 standard quality YouTube videos</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If I use Wi-Fi, does that count as usage?  
If you access your residential Internet over your Wi-Fi home network using any type of device (including smartphones and some home automation equipment), that counts as AT&T Internet data usage. However, if you access the Internet via a public or commercial Wi-Fi hotspot, that access does not count as usage.

Can anyone who doesn’t live in my home affect my bandwidth usage?  
That depends. AT&T residential gateways are secured. If you have some other gateway or router and have not secured it, someone nearby with a computer or Wi-Fi enabled device could access your home network, use your high-speed Internet, and increase your usage. Common encryption protocols, such as Wireless Encryption Protocol (WEP) or Wi-Fi Protected Access (WPA), can provide additional security. Check www.att.com/esupport for information on AT&T-provided devices. Others can check their manufacturer’s support website for help in securing their Wi-Fi gateway.

I have an AT&T MicroCell, which uses high-speed Internet in my home to boost wireless data signals. Will that wireless usage be included in my monthly usage allowance?  
No, the wireless traffic from an AT&T MicroCell is not included in your AT&T Internet data usage allowance. To help ensure accurate billing, you should register your AT&T MicroCell account and residential AT&T Internet account at www.att.com/internet-usage-MicroCell. If you have high-speed Internet service with another provider, you do not need to register your account.

I have a wireless U-verse or DIRECTV receiver in my home. Will that usage be included in my monthly usage allowance?  
No – the wireless U-verse or DIRECTV receiver connecting to the residential gateway will not count as data usage.

Customers who subscribe to both services and pay for it on a single bill will receive unlimited home Internet data. To combine bills at no additional cost, a customer should visit att.com/CombineMyBills.

Will using U-verse applications count toward my data usage?  
Yes, using some U-verse TV, mobile, and tablet applications may generate a small amount of usage. Following is a partial list of U-verse and AT&T applications that use the Internet and will have a small impact on usage when connected to your AT&T home network:

| U-verse TV apps | iHeart Radio, CNBC, Facebook (renamed to U-verse Social), Food Network, Home Shopping Network, Interactive Workout, Karaoke TV app, Masters, Olympic, Santa Tracker, Stingray Music, Tumblebooks, TV Everywhere, U-verse Games, U-verse app for Android (smartphone and tablet), Weather on Demand, What’s Trending. |
| U-verse mobile and tablet apps | BuddyTv, EasyRemote |
| AT&T apps and facilities | myAT&T, Digital Life, U-verse TV Poster Art |
How do I measure the amount of data I'm using?
A variety of free tools and communications are available to help customers monitor and manage their data usage at att.com/internetusage.

For example, you can learn which Internet activities have the largest impact on usage. Other aids include an AT&T Data Calculator, the MyAT&T app, instructional videos, the proactive email notifications we'll send about your data usage, and ongoing customer communications pieces.

Beginning May 23, 2016, you can log in to myAT&T via the website or smartphone app to monitor usage and to view historical usage levels.

Is there anything else I need to know before looking over my personal usage?
A password is needed to access your information. This protects your confidential customer information. The login is your AT&T primary account email address. For example, john smith@att.net. The password is the same password you use to access your att.net homepage and att.net email account.

How often does AT&T update usage data?
Usage data is pulled from the network every 4 hours for most customers and at 15-minute increments for higher-usage customers.

If I decide I want to start routinely checking on my usage, is anything available to make it simple?
Beginning on May 23, 2016, you can view and manage your High Speed Internet usage through the myAT&T portal online at att.com/myatt or on the go through the myAT&T app on smartphones. This portal also enables you to download your most recent U-verse bill, which also includes additional usage details.

What if I want to estimate my usage in the future? Is that possible?
Yes. We're providing several tools to help. You can quickly estimate the amount of data your favorite activities use by visiting the AT&T Data Calculator at http://www.att.com/esupport/data-calculator/. The calculator can also help estimate approximate monthly usage.

How do I know if I went over, or if I'm about to go over?
If a customer does not receive a notice from AT&T, it means the customer will not incur additional charges for exceeding the monthly data allowance.

To help advise our customers of their usage we provide a total of seven notices before additional charges will affect the bill. Notices are sent at 100% usage in the first month, and 65%, 90% and 100% usage in subsequent months.

Can you provide more information on how I'm notified about approaching or exceeding the data allowance?
You'll receive an email notice during the first billing cycle in which you exceed the monthly data allowance, but you will not be charged. In the following billing cycle, you'll receive notices any time usage reaches 65%, 90% and 100% of the allowance, but you will not be charged. During later billing cycles you'll receive notices when usage reaches 65%, 90% and 100% of the allowance. At this point, as our agreement provides, you'll receive an additional 50 gigabytes of data for $10, with a maximum of $100 per billing cycle.

Regarding the email notifications about usage, where will they be sent?
You'll receive email notices about your high-speed Internet usage at the primary email address you set up when you registered for service. AT&T sends a letter by U.S. mail if we cannot reach you by email or do not have your email address.

Is there a way to check what I have as my primary email address? What if I need to change it?
Your att.net email address can be found by logging into myAT&T.

1. Go to www.att.com
2. Log in to your myAT&T account.
3. Select Overview.
4. Under My plans, select U-verse Internet.
5. Next to your Internet plan name, select Plan Details.
6. Scroll to the My Email Addresses section and find the address marked primary.

What happens if I exceed the allowance?
As data usage exceeds the additional allowance in a single bill cycle, you’ll receive another 50GB of data for $10. The maximum monthly overage charge is $100.

**If I go over my monthly data allowance, when will usage charges appear on my bill?**
The usage measurement is based on your billing date. If usage charges are incurred they will be outlined on AT&T bills after usage takes place. Depending on your billing date and when you exceeded your data allowance in your billing cycle, it may take one to two billing cycles before charges appear on the bill. If you go over the monthly data allowance for a third time, charges for the additional data typically appear on the following month’s bill.

**How do you know that your usage measurement is accurate?**
A dedicated team of trained and specialized AT&T lab engineers thoroughly review and check the accuracy of our system on a regular basis.

**Is AT&T implementing these data allowances to make customers pay more for the same service?**
No. The monthly data allowances have been in place for all AT&T High Speed Internet customers since 2011. We are increasing the allowance amount for most of our U-verse Internet customers and enhancing our high-speed Internet offer with the unlimited option. We anticipate that most customers will rarely go over their current monthly data allowance. We expect this to continue to be the case since we’re enhancing our high-speed Internet offer with the unlimited option and are increasing the allowance amount for U-verse Internet customers.

**Additional information**

Internet Usage
Use our online tools to estimate your usage and figure out your current usage patterns.
Home Internet data usage FAQs

Home Internet data usage includes all data that you send and receive on your AT&T Internet, both wired and Wi-Fi. Learn how to manage, monitor, and estimate future data usage.

DETAILED INFORMATION

Increased home Internet data

AT&T increased Internet Data allowances on August 21, 2016. Information about specific data increases is included in the data allowance chart.

Unlimited usage for AT&T home Internet customers

What is Unlimited Internet Data Usage and how do I become eligible?

Unlimited usage means you can stream, download, and browse your favorite content and connect all your devices without needing to keep usage within a usage allowance. Additionally, you will not receive overage notifications or overage charges. You will still be able to view your usage in your monthly statements.

You are eligible for unlimited home Internet data if you have a combined bill for Internet and TV services, you purchase the up to 1Gbps speed tier, or you purchase the unlimited data usage option.

• **Combined bill** - The unlimited data usage option (a $30 value) is available to customers paying for their new or existing internet service with their new or existing AT&T television service (DIRECTV or U-verse) on a combined bill. Customers currently subscribing to both services on separate bills can visit http://att.com/CombineMyBills to combine their bills at no additional cost.

• **Speeds up to 1Gbps** – In available areas, when you sign-up for our 1Gbps Internet speed over our AT&T Fiber network you will receive unlimited home Internet data.

• **Unlimited usage option** - The unlimited usage option is also available to customers without AT&T television services for $30 more a month; the option can be added at any time at http://att.com/UnlimitedUverseData.

If I have the unlimited offer, will AT&T downgrade or “optimize” the quality of service at any point?

We treat all of our customers’ Internet traffic the same, regardless if they are receiving unlimited data through bundling, adding it to their existing service or have a monthly data allowance.

AT&T has previously said it implemented data allowances to ensure it is providing a sustainable network to customers. Will offering unlimited data to AT&T home internet customers negatively impact the AT&T network?

No. AT&T will continue to actively manage the network to handle the increasing demand for data.
Are you offering unique video content with this offer?
We already have some of the most one-of-a-kind content in the industry, like NFL SUNDAY TICKET. But, with unlimited home Internet data, our customers will be able to access all of the same favorite content they access today, whether it’s NFL SUNDAY TICKET or video from another streaming service.

Who is eligible?
All AT&T U-verse Internet customers are eligible. Customers who have the up to 1Gbps speed tier or who also subscribe to TV from AT&T (DIRECTV or U-verse) on a combined bill will receive unlimited data (a $30 value), automatically at no additional charge. Business customers are not eligible.

NOTE: You must pay for your AT&T Internet and TV service on a combined bill to receive unlimited home Internet data ($30 value) at no additional charge. If you move from U-verse TV to DIRECTV, or vice versa, you may have to re-combine your TV & internet bills. Please ensure the name on your DIRECTV account matches the name on your Internet account exactly. For more info, go to www.att.com/internet-usage.

What if I can’t get DIRECTV or U-verse where I live?
The unlimited usage option is available to all AT&T U-verse Internet customers for an additional $30 per month.

What do you mean by “data usage”?
Usage includes all the data you receive (download) or send (upload). If you access the Internet through your home Wi-Fi network using any device (including smartphones), that will be included in your data usage.

This includes software update requests, email notifications, and resend requests. Individual usage results may vary based on the applications you use and the content you access. For example, if your emails have large attachments, the usage for that application may exceed what we have estimated in the data calculator. See the online Data Calculator and instructional videos for further information.

• Learn how to check your Internet data usage.
• Learn how to estimate your future data usage with the Internet Data Calculator.

Increased data allowances for U-verse Internet customers

Why does AT&T have a data usage allowance for wireline Internet customers?
This program is designed to help keep Internet service affordable for our broad base of customers given the rapidly increasing volume of data-rich Internet traffic.

What are the new data allowances?
AT&T increased Internet Data allowances on August 21, 2016. The Internet allowances include the following:

• 150 Gigabytes (GB) per month for customers on our DSL network
• 1 Terabyte (TB) per month for speeds up to and including 768 Kilobits per second (Kbps) through 300 Megabits per second (Mbps)
• Unlimited home Internet data for the up to 1 gigabit per second (Gbps) speed tier

The chart below provides an overview of speeds, previous allowances, and new allowances.

<table>
<thead>
<tr>
<th>Your current Internet speed and current product name*</th>
<th>Monthly data allowance prior to Aug. 21, 2016</th>
<th>Monthly data allowance after Aug. 21, 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSL</td>
<td>150GB</td>
<td></td>
</tr>
</tbody>
</table>

Chat available

https://www.att.com/esupport/article.html
AT&T High Speed Internet Basic - 768Kbps
AT&T High Speed Internet Express - 1.5Mbps
AT&T High Speed Internet Pro - 3Mbps
AT&T High Speed Internet Elite - 6Mbps
AT&T High Speed Internet Max - 12Mbps
AT&T High Speed Internet Max Plus - 18Mbps
AT&T High Speed Internet Max Plus Turbo - 24Mbps
AT&T High Speed Internet Power - 45Mbps
AT&T High Speed Internet Power - 75Mbps
AT&T High Speed Internet 100 - 100Mbps
AT&T High Speed Internet 300 - 300Mbps
AT&T High Speed Internet 1000 - 1Gbps 1TB Unlimited

* U-verse home Internet data allowances increased from 250GB on May 23, 2016.

**What is a gigabyte?**
A gigabyte measures the amount of data you send and receive over the network – not the amount of time spent connecting to the Internet. A gigabyte is 1,073,741,824 bytes, 1,048,576 kilobytes, or 1024 megabytes.

Approximately 50,000 single-page emails without attachments, for example, would equal about 1GB. Watching an 80-minute movie in standard definition or about 20 minutes of a TV show or movie in high definition each equals about 1GB.

**Will spending a lot of time on the Internet make me go over my allowance?**
The types of activities performed matter more than the time spent online. For example, so-called data-rich activities, such as streaming video, may use more data than sending emails.

**How would you describe what 1TB is in terms of what a typical customer would use?**
1TB is far more data than a vast majority of customers use in a month. An average AT&T High Speed Internet customer uses just over a tenth of that amount, roughly 100GB of data, per month.

**I don't know my current Internet speed tier or plan name — how can I find out?**
Your Internet speed tier and plan name can be found by logging into myAT&T from your computer or mobile device.

**From your computer:**
2. Log in with your Member ID and password.
3. Scroll to My Plans. Your Internet plan and speed are displayed in the U-verse Internet tab.

**From your mobile device or with the myAT&T app:**
1. Go to m.att.com or open the myAT&T app.
2. Log in with your Member ID and password.
3. Select My plans & features.
4. Select Internet. Your Internet plan and speed display.
Help me understand more about what I can do within my allowance each month.

First, find your data allowance in the table below, then read down the column for details about how that number translates into monthly activities.

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<th>1TB</th>
</tr>
</thead>
<tbody>
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<td>Watch 75 hours of SD TV AND stream 90 SD or 25 HD movies</td>
<td>Watch 400 hours of live SD TV plus stream 720 SD or 200 HD movies per month</td>
</tr>
<tr>
<td>Other data use</td>
<td>With any of these data amounts, you can:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Browse 10,000 web pages</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Send/receive over 10,000 emails</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Download/upload over 1,000 medium-sized photos on a social media site like Facebook</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Download over 1,000 MP3 songs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Watch over 1,000 standard quality YouTube videos</td>
<td></td>
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If I use Wi-Fi, does that count as usage?
If you access your residential Internet over your Wi-Fi home network using any type of device (including smartphones and some home automation equipment), that counts as AT&T Internet data usage. However, if you access the Internet via a public or commercial Wi-Fi hotspot, that access does not count as usage.

Can anyone who doesn’t live in my home affect my bandwidth usage?
That depends. AT&T residential gateways are secured. If you have some other gateway or router and have not secured it, someone nearby with a computer or Wi-Fi enabled device could access your home network, use your high-speed Internet, and increase your usage. Common encryption protocols, such as Wireless Encryption Protocol (WEP) or Wi-Fi Protected Access (WPA), can provide additional security. Learn how to secure your AT&T-provided devices. Others can check their manufacturer’s support website for help in securing their Wi-Fi gateway.

I have an AT&T MicroCell, which uses high-speed Internet in my home to boost wireless data signals. Will that wireless usage be included in my monthly usage allowance?
No, the wireless traffic from an AT&T MicroCell is not included in your AT&T Internet data usage allowance. To help ensure accurate billing, you should register your AT&T MicroCell account and residential AT&T Internet account at www.att.com/internet-usage-MicroCell. If you have high-speed Internet service with another provider, you do not need to register your account.

I have a wireless U-verse or DIRECTV receiver in my home. Will that usage be included in my monthly usage allowance?
No – the wireless U-verse or DIRECTV receiver connecting to the residential gateway will not count as data usage.

Customers who subscribe to both services and pay for it on a single bill will receive unlimited home Internet data. To combine bills at no additional cost, a customer should visit att.com/CombineMyBills.

Will using AT&T applications count toward my data usage?
Yes, using some U-verse TV, mobile, and tablet applications may generate a small
amount of usage. Following is a partial list of U-verse and AT&T applications that use the Internet and will have a small impact on usage when connected to your AT&T home network:

<table>
<thead>
<tr>
<th>U-verse TV apps</th>
<th>iHeart Radio, CNBC, Facebook (renamed to U-verse Social), Food Network, Home Shopping Network, Interactive Workout, Karaoke TV app, Masters, Olympic, Santa Tracker, Stingray Music, Tumblebooks, TV Everywhere, U-verse Games, U-verse app for Android (smartphone and tablet), Weather on Demand, What’s Trending,</th>
</tr>
</thead>
<tbody>
<tr>
<td>U-verse mobile and tablet apps</td>
<td>BuddyTv, EasyRemote</td>
</tr>
<tr>
<td>AT&amp;T apps and facilities</td>
<td>myAT&amp;T, Digital Life, U-verse TV Poster Art</td>
</tr>
</tbody>
</table>

Will using DIRECTV count toward my data usage?
Some DIRECTV features will count towards your data usage. These include:

- PPV
- OnDemand
- 4K programming

Will using SamKnows count toward my data usage?
If you are a participant in the SamKnows/FCC program, your usage levels may be impacted by the speed tests that are run.

Additionally, other speed test sites may impact your home data usage.

How do I measure the amount of data I’m using?
A variety of free tools and communications are available to help you monitor and manage your data usage at our Internet usage page.

For example, you can learn which Internet activities have the largest impact on usage. Other aids include an AT&T Data Calculator, the myAT&T app, instructional videos, the proactive email notifications we’ll send about your data usage, and ongoing customer communications pieces.

Log in to myAT&T via the website or smartphone app to monitor usage and to view historical usage levels with a usage meter. This meter tracks all data uploaded and downloaded with internet-connected devices on your home network.

Is there anything else I need to know before looking over my personal usage?
A password is needed to access your information. This protects your confidential customer information. The login is your AT&T primary account email address. For example, john smith@att.net. The password is the same password you use to access your att.net homepage and att.net email account.

How often does AT&T update usage data?
Usage data is pulled from the network every 4 hours for most customers and at 15-minute increments for higher-usage customers.

Usage information for the first day of a new bill cycle may not be available for viewing until later on the first day of the new bill cycle. Time shown in the usage display is in terms of the GMT (Greenwich Mean Time) time zone which is behind the U.S. time zones. For example, if you are in the CST time zone (Central Standard Time), CST is 5 hours behind GMT. So when it is 10am CST, the time will be displayed as 3pm.

If I decide I want to start routinely checking on my usage, is anything available to make it simple?
You can view and manage your home Internet usage through the myAT&T portal, or on
the go through the myAT&T app on smartphones. This portal also enables you to
download your most recent AT&T bill, which also includes additional usage details.

**What if I want to estimate my usage in the future? Is that possible?**
Yes. We’re providing several tools to help. You can quickly estimate the amount of data
your favorite activities use by visiting the AT&T Data Calculator. The calculator can also
help estimate approximate monthly usage.

**How do I know if I went over, or if I’m about to go over?**
If a customer does not receive a notice from AT&T, it means the customer will not incur
additional charges for exceeding the monthly data allowance.

To help advise our customers of their usage we provide a total of seven notices before
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As data usage exceeds the additional allowance in a single bill cycle, you’ll receive
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COMMUNITY DISCUSSION
Re: New to uverse

Yes, surfing the web is using data.... When type a search, upload request. When viewing pages or content (video, Yo ...

Related solution

How to enable your Wi-Fi network security

Set your Wi-Fi security to help protect your home network from outside users.

Did you get the help you needed?

Yes  No
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AT&T increased Internet Data allowances on August 21, 2016. Information about specific data increases is included in the data allowance chart.

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Unlimited usage means you can stream, download, and browse your favorite content and connect all your devices without needing to keep usage within a usage allowance. Additionally, you will not receive overage notifications or overage charges. You will still be able to view your usage in your monthly statements.

You are eligible for unlimited home Internet data if you have a combined bill for Internet and TV services, you purchase the Internet 1000 speed tier, or you purchase the unlimited data usage option.

• Combined bill - The unlimited data usage option (a $30 value) is available to customers paying for their new or existing internet service with their new or existing AT&T television service (DIRECTV or U-verse) on a combined bill. Customers currently subscribing to both services on separate bills can visit http://att.com/CombineMyBills to combine their bills at no additional cost.

• Internet 1000 – In available areas, when you sign up for our Internet 1000 speed tier you will receive unlimited home Internet data.

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AT&T Internet customers are eligible (excluding DSL). Customers who have the Internet 1000 speed tier or who also subscribe to TV from AT&T (DIRECTV or U-verse) on a combined bill will receive unlimited data (a $30 value), automatically at no additional charge. Business customers are not eligible.

NOTE: You must pay for your AT&T Internet and TV service on a combined bill to receive unlimited home Internet data ($30 value) at no additional charge. If you move from U-verse TV to DIRECTV, or vice versa, you may have to re-combine your TV & Internet bills. Please ensure the name on your DIRECTV account matches the name on your Internet account exactly. For more info, go to www.att.com/internet-usage.

What if I can't get DIRECTV or U-verse where I live?
The unlimited usage option is available to AT&T Internet customers (excluding DSL) for an additional $30 per month.

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Usage includes all the data you receive (download) or send (upload). If you access the Internet through your home Wi-Fi network using any device (including smartphones), that will be included in your data usage.

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The chart below provides an overview of speeds, previous allowances, and new allowances.

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<tr>
<th>Your current Internet speed and current product name*</th>
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<tbody>
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<td>150GB</td>
<td>150GB</td>
<td>Chat available</td>
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https://www.att.com/esupport/article.html
### DSL services:

| AT&T High Speed Internet Basic / FastAccess DSL Lite |
| AT&T High Speed Internet Express / FastAccess DSL Ultra |
| AT&T High Speed Internet Pro |
| AT&T High Speed Internet Elite / FastAccess DSL Xtreme 6.0 |

| Internet Basic 768kbps - 768Kbps | 300GB |
| Internet Basic 1.5 - 1.5Mbps | 600GB |
| Internet Basic 3 - 3Mbps | 1TB |
| Internet Basic 6 - 6Mbps | 1TB |
| Internet 12 - 12Mbps | Unlimited |
| Internet 18 - 18Mbps | Unlimited |
| Internet 24 - 24Mbps | Unlimited |
| Internet 45 - 45Mbps | Unlimited |
| Internet 75 - 75Mbps | Unlimited |
| Internet 100 - 100Mbps | Unlimited |
| Internet 300 - 300Mbps | Unlimited |
| Internet 1000 – up to 1Gbps | Unlimited |

*AT&T Internet data allowances increased from 250GB on May 23, 2016 (excluding DSL).

### What is a gigabyte?

A gigabyte measures the amount of data you send and receive over the network – not the amount of time spent connecting to the Internet. A gigabyte is 1,073,741,824 bytes, 1,048,576 kilobytes, or 1024 megabytes.

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The types of activities performed matter more than the time spent online. For example, so-called data-rich activities, such as streaming video, may use more data than sending emails.

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1TB is far more data than a vast majority of customers use in a month. An average AT&T Internet customer uses just over a tenth of that amount, roughly 100GB of data per month. An average AT&T DSL customer uses about 70GB of data per month.

### I don't know my current Internet speed tier or plan name ... how can I find out?

Your Internet speed tier and plan name can be found by logging into myAT&T from your computer or mobile device.

**From your computer:**

2. Log in with your [Member ID and password](https://www.att.com/esupport/article.html).

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Usage comparisons for all data allowances/Internet speed plans:

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That depends. AT&T residential gateways are secured. If you have some other gateway or router and have not secured it, someone nearby with a computer or Wi-Fi enabled device could access your home network, use your high-speed Internet, and increase your usage. Common encryption protocols, such as Wireless Encryption Protocol (WEP) or Wi-Fi Protected Access (WPA), can provide additional security. Learn how to secure your AT&T-provided devices. Others can check their manufacturer’s support website for help in securing their Wi-Fi gateway.

I have an AT&T MicroCell, which uses high-speed Internet in my home to boost wireless data signals. Will that wireless usage be included in my monthly usage allowance?
No, the wireless traffic from an AT&T MicroCell is not included in your AT&T Internet data usage allowance. To help ensure accurate billing, you should register your AT&T MicroCell account and residential AT&T Internet account at www.att.com/internet-usage-MicroCell. If you have Internet service with another provider, you do not need to register your account.

I have a wireless U-verse TV or DIRECTV receiver in my home. Will that usage be included in my monthly usage allowance?
No – the wireless U-verse TV or DIRECTV receiver connecting to the residential gateway will not count as data usage.
Customers who subscribe to both services and pay for it on a single bill will receive unlimited home Internet data. To combine bills at no additional cost, a customer should visit att.com/CombineMyBills.

Will using AT&T applications count toward my data usage?
Yes, using some U-verse TV, mobile, and tablet applications may generate a small amount of usage. Following is a partial list of U-verse TV and AT&T applications that use the Internet and will have a small impact on usage when connected to your AT&T home network:

<table>
<thead>
<tr>
<th>U-verse TV apps</th>
<th>iHeart Radio, CNBC, Facebook (renamed to U-verse Social), Food Network, Home Shopping Network, Interactive Workout, Karaoke TV app, Masters, Olympic, Santa Tracker, Stingray Music, Tumblebooks, TV Everywhere, U-verse Games, U-verse app for Android (smartphone and tablet), Weather on Demand, What's Trending,</th>
</tr>
</thead>
<tbody>
<tr>
<td>U-verse TV mobile and tablet apps</td>
<td>BuddyTv, EasyRemote</td>
</tr>
<tr>
<td>AT&amp;T apps and facilities</td>
<td>myAT&amp;T, Digital Life, U-verse TV Poster Art</td>
</tr>
</tbody>
</table>

Will using DIRECTV count toward my data usage?
Some DIRECTV features will count towards your data usage. These include:
- PPV
- OnDemand
- 4K programming

I am an AT&T wireless customer, and I read that I can watch TV with the DIRECTV or U-verse App without it counting against my wireless data. If I stream DIRECTV on my devices at home over Wi-Fi, will this count against my home Internet monthly usage allowance?
If you stream DIRECTV on your mobile device over your home internet service Wi-Fi connection, usage will count towards your home Internet monthly data usage allowance.

Will using SamKnows count toward my data usage?
If you are a participant in the SamKnows/FCC program, your usage levels may be impacted by the speed tests that are run.

Additionally, other speed test sites may impact your home data usage.

How do I measure the amount of data I’m using?
A variety of free tools and communications are available to help you monitor and manage your data usage at our Internet usage page.

For example, you can learn which Internet activities have the largest impact on usage. Other aids include an AT&T Data Calculator, the myAT&T app, instructional videos, the proactive email notifications we’ll send about your data usage, and ongoing customer communications pieces.

Log in to myAT&T via the website or smartphone app to monitor usage and to view historical usage levels with a usage meter. This meter tracks all data uploaded and downloaded with internet-connected devices on your home network.

Is there anything else I need to know before looking over my personal usage?
A password is needed to access your information. This protects your confidential customer information. The login is your AT&T primary account email address. For example, john.smith@att.net. The password is the same password you use to access your att.net homepage and att.net email account.
How often does AT&T update usage data?
Usage data is pulled from the network every 4 hours for most customers and at 15-minute increments for higher-usage customers.

Usage information for the first day of a new bill cycle may not be available for viewing until later on the first day of the new bill cycle. Time shown in the usage display is in terms of the GMT (Greenwich Mean Time) time zone which is behind the U.S. time zones. For example, if you are in the CST time zone (Central Standard Time), CST is 5 hours behind GMT. So when it is 10am CST, the time will be displayed as 3pm.

If I decide I want to start routinely checking on my usage, is anything available to make it simple?
You can view and manage your home Internet usage through the myAT&T portal, or on the go through the myAT&T app on smartphones. This portal also enables you to download your most recent AT&T bill, which also includes additional usage details.

What if I want to estimate my usage in the future? Is that possible?
Yes. We're providing several tools to help. You can quickly estimate the amount of data your favorite activities use by visiting the AT&T Data Calculator. The calculator can also help estimate approximate monthly usage.

How do I know if I went over, or if I'm about to go over?
If a customer does not receive a notice from AT&T, it means the customer will not incur additional charges for exceeding the monthly data allowance.

To help advise our customers of their usage we provide a total of seven notices before additional charges will affect the bill. Notices are sent at 100% usage in the first month, and 65%, 90% and 100% usage in subsequent months.

Can you provide more information on how I’m notified about approaching or exceeding the data allowance?
You’ll receive an email notice during the first billing cycle in which you exceed the monthly data allowance, but you will not be charged. In the following billing cycle, you’ll receive notices any time usage reaches 65%, 90% and 100% of the allowance, but you will not be charged. During later billing cycles you’ll receive notices when usage reaches 65%, 90% and 100% of the allowance. At this point, as our agreement provides, you’ll receive an additional 50 gigabytes of data for $10, with a maximum of $100 per billing cycle.

Regarding the email notifications about usage, where will they be sent?
You’ll receive email notices about your home Internet usage at the primary email address you set up when you registered for service. AT&T sends a letter by U.S. mail if we cannot reach you by email or do not have your email address.

Is there a way to check what I have as my primary email address? What if I need to change it?
Your att.net email address can be found by logging into myAT&T.
1  Go to www.att.com
2  Log in to your myAT&T account.
3  Select Overview.
4  Under My plans, select Internet.
5  Next to your Internet plan name, select Plan Details.
6  Scroll to the My Email Addresses section and find the address marked primary.

Chat available
What happens if I exceed the allowance?
As data usage exceeds the additional allowance in a single bill cycle, you’ll receive another 50GB of data for $10. The maximum monthly overage charge is $100.

If I go over my monthly data allowance, when will usage charges appear on my bill?
The usage measurement is based on your billing date. If usage charges are incurred they will be outlined on AT&T bills after usage takes place. Depending on your billing date and when you exceeded your data allowance in your billing cycle, it may take one to two billing cycles before charges appear on the bill. If you go over the monthly data allowance for a third time, charges for the additional data typically appear on the following month’s bill.

How do you know that your usage measurement is accurate?
A dedicated team of trained and specialized AT&T lab engineers thoroughly review and check the accuracy of our system on a regular basis.

Is AT&T implementing these data allowances to make customers pay more for the same service?
No. The monthly data allowances have been in place for all AT&T Internet customers since 2011. We are increasing the allowance amount for most of our Internet customers (excluding DSL) and enhancing our high-speed Internet offer with the unlimited option. We anticipate that most customers will rarely go over their current monthly data allowance. We expect this to continue to be the case since we’re enhancing our high-speed Internet offer with the unlimited option and are increasing the allowance amount for most Internet customers.

Related solution

How to enable your Wi-Fi network security

Set your Wi-Fi security to help protect your home network from outside users.

Did you get the help you needed?

Yes  No
We measure data in gigabytes. That's the amount of data you download and upload from all the connected devices in your home each month. Each of our plans comes with a monthly data allowance.

AT&T Internet Plans

You will receive an email notice the first time your usage exceeds the monthly data allowance. In subsequent months we will continue to send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time (bill cycle), and as our agreement provides, we'll charge you $10 for each additional 50GB of data provided to you that month. The maximum overage charge is $100/month.

An unlimited allowance is also available for purchase as an optional bolt-on to your Internet service. If you purchase DIRECTV or U-verse TV service bundled with your Internet service on a combined bill, you will receive an unlimited usage allowance with a $30 value at no additional charge as part of the bundle discount.

Data usage basics

We measure data in gigabytes. That's the amount of data you download and upload from all the connected devices in your home each month. Each of our plans comes with a monthly data allowance.

AT&T Internet Plans

You will receive an email notice the first time your usage exceeds the monthly data allowance. In subsequent months we will continue to send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time (bill cycle), and as our agreement provides, we'll charge you $10 for each additional 50GB of data provided to you that month. The maximum overage charge is $100/month.

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### Exhibit 7.e.i

<table>
<thead>
<tr>
<th>Plan</th>
<th>Your current Internet speed</th>
<th>Current Monthly Data Allowance</th>
<th>New* Monthly Data Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DSL</strong> ($200 max/mo.)</td>
<td>768K, 1.5Mbps, 3Mbps, 6Mbps</td>
<td>250GB</td>
<td>300GB</td>
</tr>
<tr>
<td>U-verse Internet ($100 max/mo.)</td>
<td>12Mbps, 15Mbps, 18Mbps, 24Mbps, 45Mbps, 75Mbps</td>
<td>250GB</td>
<td>600GB</td>
</tr>
<tr>
<td></td>
<td>100Mbps</td>
<td>500GB</td>
<td>1TB</td>
</tr>
<tr>
<td></td>
<td>300Mbps</td>
<td>500GB</td>
<td>1TB</td>
</tr>
<tr>
<td></td>
<td>1Gbps</td>
<td>1TB</td>
<td>1TB</td>
</tr>
</tbody>
</table>

*effective 05/23/2016*
Data usage basics

We measure data in gigabytes. That’s the amount of data you download and upload from all the connected devices in your home each month. Each of our plans comes with a monthly data allowance.

AT&T Internet Plans

You will receive an email notice the first time your usage exceeds the monthly data allowance. In subsequent months we will continue to send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time (bill cycle), and as our agreement provides, we’ll charge you $10 for each additional 50GB of data provided to you that month. The maximum overage charge is $100/month.

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<table>
<thead>
<tr>
<th>Plan</th>
<th>Your current Internet plan speed tier</th>
<th>Current monthly data allowance</th>
<th>New* monthly data allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSL ($200 max/mo.)</td>
<td>-</td>
<td>150GB</td>
<td>150GB</td>
</tr>
<tr>
<td>U-verse Internet ($100 max/mo.)</td>
<td>768K, 1.5Mbps, 3Mbps, 6Mbps</td>
<td>300GB</td>
<td>1TB</td>
</tr>
<tr>
<td></td>
<td>12Mbps, 15Mbps, 18Mbps, 24Mbps, 45Mbps, 75Mbps</td>
<td>600GB</td>
<td>1TB</td>
</tr>
<tr>
<td></td>
<td>100Mbps</td>
<td>1TB</td>
<td>1TB</td>
</tr>
<tr>
<td></td>
<td>300Mbps</td>
<td>1TB</td>
<td>1TB</td>
</tr>
<tr>
<td></td>
<td>1Gbps</td>
<td>1TB</td>
<td>Unlimited</td>
</tr>
</tbody>
</table>

*effective Aug 21, 2016
Select the services you're interested in, to filter the package listing below:

- TV
- Internet
- Home Phone

Displaying X of Y Offers

Don't see what you're looking for? Build Your Own Bundle
**Internet Data Allowance**

**How much data do I need?**

The amount of monthly data you will need depends on what you will be doing on the Internet. Do you typically browse the Internet, shop online, and send and receive email? Do you use streaming video and music services? If so, you will need at least the 175 GB base plan. If you do not use the Internet as much, you may only need 375 GB per month. But, to get the best plan for you, we’ve created an easy-to-use data calculator to help you determine the optimal plan.

**What happens if you exceed your data plan?**

You will receive a notice in the first month your usage exceeds your data plan. If you exceed your usage by more than 10%, you will be charged a maximum of $10 per month your usage is over the limit. For every additional 10% you exceed your plan, you will be charged $10 per month. You will be billed for overages but no more than $70 at a time. Excess usage will be charged to your account at the end of the month. For example, if you exceeded your plan by 10%, you will be charged $10. If you exceeded your plan by 20%, you will be charged $20. If you exceed your plan by 30%, you will be charged $30, and so on. If you exceed your plan by 100%, you will be charged $70. You will be billed for overages in the first month following the month you exceeded the limit. If you exceed your plan by 30%, you will be charged $30 in the first month following the month you exceeded the limit. If you exceed your plan by 100%, you will be charged $70 in the first month following the month you exceeded the limit. If you exceed your plan by 100%, you will be charged $70 in the first month following the month you exceeded the limit.

**Learn more link**

The Learn more link will open a modal below and will talk about overages and max overages.

---

**U-verse TV, Internet & Phone**

**Shop Bundles**

$94.99

**Includes 375 GB per month**

**Includes 175 GB internet data per month**

**200 Minutes**

**Bundle Highlights:**

- 370 channels and apps
- Speeds up to 6 Mbps
- Includes 375 GB per month (unlimited)
- Includes 175 GB Internet data per month
- 200 Minutes

**Average retail price:**

**$114.99**

**Learn More**

**To view plan features and restrictions, click here.**
Configure Your U-verse Bundle

Adjust your internet data limit (optional)

If the internet plan you selected comes with a base data amount, you can increase it. You can choose from the following options:
- Exceeding your usage limit will result in overage charges of $15.00/10GB, with a max charge of $60.00/mo.

Gigapower High Speed (1000 GB)
- Monthly Charges: $150.00
- Reduced Price: $120.00

GigaPower High Speed
- Total Data Limit: 1000

DT | IPUB | New | Configure your U-Verse Bundle | Internet | Option 2
2
2
3
3
6
- Users can select from one of the three up offers. One for TV and two for increased internet speed, the remaining tiles will show the data add-ons. Show more will pull up the remaining data add-ons. If users add an item the CTA will change to the remove option.

4
- This allows you to watch an unlimited number of movies a month.

5
- This app provides the appropriate progress bar. It will only display when an unlimited service is not available.

6
- If users select more than one of the above options, one for TV and two for increased internet speed, all items will be included in the data add-ons. The pop out will include usage add-ons and system initiated bolt-ons. This section will only appear if there are items within it.

7
- If users select more than one usage bolt-on, these offers cannot be combined together.

Show more

Add TV for unlimited Usage
- Monthly Charges: $59.00

Upgrade your plan for increased Usage
- Monthly Charges: $79.00

Add Additional Usage
- Monthly Charges: $30.00

Unlimited TV + High Speed Internet
- Total Data Limit: Unlimited

Unlimited TV + Gigapower Internet
- Total Data Limit: Unlimited

Add to Cart

View Mini Cart

Unlimited Data Add-on
- Monthly Charges: $30.00

Current Plan: Gigapower

Total Data Limit: Unlimited

Add to Cart
Your Cart

Please review and confirm your order

Check Out

1. **AT&T GigaPower Internet**
   Up to 1 Gbps with 1000 GB/mo. - Learn More
   Price: $120.00

2. **750 GB Data Add-on**
   Price: $40.00

3. **Unlimited Home Phone**
   Price: $40.00

**Internet Subtotal**: $180.00

---

4. **Choice of Volunteers**
   Over 170 channels including TBS, BBC, Animal Planet, HSTV, Fuse, and local channels
   Price: $50.00

5. **1 Genie HD DVR**
   Price: $0.00

6. **Regional Sports Fee**
   Price: $2.14

7. **Equipment**
   Price: $60.00

**Television Subtotal**: $58.14

8. **Total Data Limit**: 1950 GB

---

9. **Data Add-ons**
   TV 200 GB bonus data
   Price: $0.00

10. **Other Charges and Fees**
    - Equipment change 1
    - Internet discounts for 12 months
    - $46.00 off for 12 months
    - Regional sports fee
    - $84.10

**Total Subtotal**: $106.00

---

11. **Savings during 2-year period**
    - $5.00

**BAU**

---

12. **System Initiated Bolt-ons**
    - BAU

**Grand Total**: $151.00

---

13. **All content Below is BAU**
Max Plus - 100 Mbps internet with unlimited total data limit per month because you bundled with TV.

Internet Data Allowance

You will receive a notice the first time your usage exceeds the data plan. We will send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time we'll charge you $10 for each additional 50 GB of data provided to you that month with a max charge of $70.
### Exhibit 7.f.i

#### M | IPUB | New | Adjust Usage Page

**Total Data Limit**
- Max Plus: $153/mo.

**Your base plan data limit details:**
- Allowance: 1000 GB
- Price: $153/mo.

---

**Data Limit Options (optional)**

<table>
<thead>
<tr>
<th>Total Data Limit</th>
<th>1000 GB</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Add Additional Usage</strong></td>
<td>$30.00/mo.</td>
</tr>
<tr>
<td><strong>Unlimited Data Add-on</strong></td>
<td>This allows you to watch an unlimited movie a month.</td>
</tr>
<tr>
<td><strong>Add Additional Usage</strong></td>
<td>$25.00/mo.</td>
</tr>
<tr>
<td><strong>750 GB Data Add-on / mo</strong></td>
<td>This allows you to watch an additional 5 movies a month.</td>
</tr>
<tr>
<td><strong>Add Additional Usage</strong></td>
<td>$20.00/mo.</td>
</tr>
<tr>
<td><strong>500 GB Data Add-on / mo</strong></td>
<td>This allows you to watch an additional 6 movies a month.</td>
</tr>
<tr>
<td><strong>Unlimited Data Add-on</strong></td>
<td>This allows you to watch an unlimited movie a month.</td>
</tr>
<tr>
<td><strong>Price and New Usage Total</strong></td>
<td>The price and new usage total will dynamically update if a user selects a usage add-on or upsell item.</td>
</tr>
<tr>
<td><strong>Remove</strong></td>
<td></td>
</tr>
</tbody>
</table>

---

**Conflicted Modal**
- If users try to add a second usage add-on users will be presented with this conflict modal.

- You already have a usage bolt-on. These offers cannot be combined together.
- Clicking add will remove:
  - Unlimited Data Add-on
  - $30.00/mo.

**Price and New Usage Total**
- The price and new usage total will dynamically update if a user selects a usage add-on or upsell item.

**Monthly price as configured**
- $120.00

Price includes a $7.00/mo. Internet Equipment Fee. Monthly taxes and other fees are not included.

**Don't see the mix of services you want? Give us a call at 866.555.5555 to get the services that work best for you.**

**Back to Bundle Details**
Total Data Limit Drawer
This will include the total amount of data per month. The base usage will be listed and there will be a learn more link which will open an Model. The Model will include overage and max overage rates. The additional data add-ons, retention bonus, and system initiated bolt-ons (like bonus 200 GB for TV).

Internet Data Allowance

You will receive a notice the first time your usage exceeds the data plan. We will send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time we’ll charge you $10 for each additional 50 GB of data provided to you that month with a max charge of $70. Adjust Data Limit

Check out
Change Your U-verse Service

Adjust Data Limit

- You can adjust your data usage by selecting from the options below to modify your U-verse service. Exceeding your usage limit will result in overage charges of $15.00/10GB, with a max charge of $60.00/mo.

Current Plan: GigaPower
Total Data Limit: Unlimited

Adjust Data Add-on

- Users can select from one of the three usage add-ons. One of those options will be None and if there are any selected add-ons those would also display. Users can click the view all CTA to display all the options.

Usage Add-on

- Users can self-identify and click on the respective radio button to view their options.

Mini Cart

- The mini cart will update accordingly and changed items will be colored green and the items will be added to the data add-ons pop-out section. This section will only appear if there are items within it.

Abandon Modal

- If a user tries to leave this page before confirming the changes by proceeding through the checkout users will see this modal.

Upgrade Your Current Plan

- Users can select an option to upgrade their current plan. The new total and titles will be dynamic and update on click. If there are changes the chart and itemized list will update.

Total Monthly Charges

- The current monthly charges for the GigaPower High Speed (1000 GB) plan are $120.00. The total monthly charges are $195.00, which includes the Internet and Voice services.

Voice Savings during 2-year period

- The current plan includes voice services with unlimited calls and additional discounts. The savings during the 2-year period are $30.00, with a monthly savings of $5.00.

Make Additional Changes Link

- Users can click this link to take them to the adjust internet page within modify.

Alert

- You have not saved your changes. Confirming your selections will apply any changes you have made to your services and submit your order.
### Change Your U-verse Service

#### Adjust Data Limit

Adjust your data usage and enjoy your favorite online activities by selecting from the options below to adjust your AT&T service. Exceeding your usage limit will result in overage charges of $15.00/10GB, with a max charge of $60.00/mo.

#### Current Plan: GigaPower

- **Total Data Limit:** Unlimited
- **New Total Data Limit:** 1750 GB

#### Adjust Data Add-on

- **None:** $0.00/mo.
- **750 GB Data Add-on:** $60.00/mo.
- **Unlimited Data Add-on:** $75.00/mo.

### Mini Cart

The mini cart will update accordingly and changed items will be colored green and the items will be added to the data add-ons pop out section. The pop out will include usage add-ons, retention bolt-ons and system initiated bolt-ons. This section will only appear if there are items within it.

### Additional Monthly Charges

- **Your Starting Price:** $60.00
- **Total Charges:** $60.00

### Adjust Usage

Upgrade your current plan or make additional changes to your current plan. To make additional changes, click the link below.

### Alert

You have not saved your changes. Confirming your selections will apply any changes you have made to your services and submit your order.
Change Your U-verse Service

Adjust Data Limit

1. Adjust your data limit to manage your usage.
2. Choose from available plans to exceed your usage limit.
3. Review your new data limit and monthly charges.
4. Submit your order to apply changes.

Current Plan: GigaPower
Total Data Limit: Unlimited

Monthly Charges

- Internet: $120.00
- Voice: $35.00
- Total Monthly Charges: $195.00

Adjust Data Add-on

- Unlimited Data Add-on: $75.00
- Total Charges: $75.00

Make Additional Changes

You can make additional changes to your services and submit your order.

Wireless Coverage Maps
Store Locations & Appointments
Languages

Privacy Policy | Terms of Use | AT&T TV Terms of Service | AT&T TV Offer Details

Exhibit 7.g.i

DT | IPUB | Existing | Modify | Adjust Usage | Up-sell and Cross-sell | Option 2

Data Limits:
- Users can select from unlimited or custom data limits.
- Exceeding the data limit will result in overage charges of $15.00/10GB, with a max charge of $60.00/mo.

Adjust Data Add-on:
- Users can select from available data add-ons to exceed usage limits.
- Adjustments will reflect in your monthly charges.

Make Additional Changes Link:
- Users can click to adjust internet plan within modify.

Alert:
- The alert indicates changes have been made to your services and are ready to be submitted.
- Users can confirm changes before submitting.

Make Additional Changes Link:
- Users can click to adjust internet plan within modify.

Privacy Policy | Terms of Use | AT&T TV Terms of Service | AT&T TV Offer Details
### Internet Data Allowance

You will receive a notice the first time your usage exceeds your data plan. We will send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time we’ll charge you $10 for each additional 50 GB of data provided to you that month with a max charge of $70.

**Adjust Data Limit**

### Data Total

This will include your total data usage including the plan data.

**Latest**

The new layout outlined in the internet section will be carried through the thank you page and any other remaining pages that use the cart summary layout.
DT | IPUB | Existing | Modify | Internet Plan

1. Data Limit
   The customers data limit will be displayed along with a edit CTA that will take users to the adjust limit page. The users data included number would the base data limit and any system initiated bolt-ons. It would dynamically update if users select a new/different TV or Internet plan.

2. Internet Tile
   The allotted data limit will be displayed on every tile. The Learn More link that will open the model below and highlight overage rates and max overage charges. Once users select a product they will go to the usage page where they have the opportunity to configure their data before checking out.

3. Internet Data Allowance
   You will receive a notice the first time your usage exceeds the data plan. We will send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time we’ll charge you $10 for each additional 50 GB of data provided to you that month with a max charge of $70.

4. Data Add-on
   Unlimited Data Add-on
   $75.00

5. Total Charges
   $75.00

6. Cancel All Changes

7. Mini Cart
   The mini cart will update accordingly and changed items will be colored green and the items will be added to the data add-ons pop out section. The pop out will include usage add-ons, retention bolt-ons and system initiated bolt-ons. This section will only appear if there are items within it.
Change Your U-verse Service

Internet Data Summary

1. Data Limit
   The customers data limit will be displayed along with a edit CTA that will take users to the adjust limit page. The users data included number would be the base data limit and any system initiated bolt-ons. It would dynamically update if users where to select a new/different TV or Internet plan.

2. Internet Tile
   The allotted data limit will be displayed on every tile. The Learn More link that will open the model below and highlight overage rates and max overage charges. Once users select a product they will go to the usage page where they have the opportunity to configure their limit before checking out.

3. Mini Cart
   The mini cart will update accordingly and changed items will be colored green and the items will be added to the data add-on section. The pop out will include usage add-ons, retention bolt-ons and system initiated bolt-ons. This section will only appear if there are items within it and it will update accordingly.

4. Total Charges
   Once users select a product they will go to the usage page where they have the opportunity to configure their limit before checking out.

5. Data Add-on
   The mini cart will update accordingly and changed items will be colored green and the items will be added to the data add-ons pop out section. The pop out will include usage add-ons, retention bolt-ons and system initiated bolt-ons. This section will only appear if there are items within it and it will update accordingly.

6. Current Plan:
   Internet 300
   Data Included:
   800 GB
   250 GB

7. Total Data Limit
   1050 GB per/mo

8. Data Add-on
   Unlimited Data Add-on
   $75.00

9. Total Charges
   $75.00

10. Grand Total
    $75.00

11. Continue

Done with changes?

Continue

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### Showing:
**Recent Usage**  Jan 28, 2017 - Present

Billing Period: 17 days left

View usage for: Internet

**Internat 12**

Total data used: **202.09 GB of unlimited**

- **21.36 GB** uploaded
- **180.73 GB** downloaded

Upgrade plan

---

*The data shown includes monthly plan and any add-on data for your account. For more add-on data details, see your next bill.

### Usage Details

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**Totals for Billing period:**
- **180.73 GB downloaded**
- **21.36 GB uploaded**
- **202.09 GB**

---

**EXHIBIT 7.h**

*REDACTED—FOR PUBLIC INSPECTION*
Updates to your Internet data allowance

##salutation##,

We have some good news: The monthly Internet data allowances for many U-verse® customers will be increasing soon!

U-verse High Speed Internet customers on plans with speed tiers up to and including 75 Mbps that are not bundled with either DIRECTV® or U-verse TV will now have a 1 terabyte (TB) data allowance as of August 21, 2016.

As a reminder, after an initial grace period, we'll automatically provide you with additional data at $10 per 50GB if you go over your data allowance. (The maximum overage charge will still be $100 per month, per account.)

The majority of our customers’ data usage will be well within 1TB each month. So if you previously purchased the unlimited Internet data option separately for $30 per month, we’ll automatically remove it from your account by August 31, and credit you for the past charges. You should see the credit on your bill within one to two bill cycles after that date.

If you’d like to have unlimited data, you can still choose to purchase an unlimited Internet data option separately for $30 per month per account, after August 31. Or you can bundle your service with either DIRECTV or U-verse TV, and unlimited Internet data will be included at no additional charge.

You can log in to your account at att.com/myatt to find helpful tools to view your data usage.

Thanks for choosing us.

AT&T

Questions? att.com/internet-usage
Updates to your home Internet data allowance

#salutation#

We have some good news: The monthly Internet data allowances for many U-verse® customers will be increasing soon!

U-verse High Speed Internet customers on plans with speed tiers up to and including 75 Mbps that are not bundled with either DIRECTV® or U-verse TV will now have a 1 terabyte (TB) per month home data allowance as of August 21, 2016.

You previously purchased the unlimited Internet data option separately for $30 per month. Since you have previously used more than 1TB of data per month, we will leave the unlimited option on your account. However, we will credit you for any past charges you may have incurred for the unlimited option between May 23 and August 21, 2016 by August 31. You should see the credit on your bill within one to two bill cycles after that date.

*If you would like to keep the unlimited data option, no action is necessary on your part.* You will be charged $30/month for this option beginning with your first bill after August 21. Although, as an alternative, you can bundle your service with either DIRECTV or U-verse TV, and an unlimited home Internet data allowance ($30 value) will be included at no additional charge.

However, if you would like to remove the unlimited data option from your account, you can do so at myAT&T. Just go online and log in to your account at att.com/myatt.

If you choose to remove the unlimited data option and you go over the 1 TB/mo. data allowance, after a grace period, we'll automatically provide you with additional data at $10 per 50GB. (The maximum overage charge will still be $100 per month, per account.)

You can log in to your account at att.com/myatt to find helpful tools to view your data usage.

Thanks for choosing us.

AT&T

Questions? att.com/internet-usage

Please use the contact information above for questions regarding this message or go to att.com/contactus for more options. This is an automated email so replies to the address will not be answered.

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## Updates to your Internet data allowance

##salutation##,

We have some good news: All AT&T GigaPower℠ High Speed Internet 1Gbps accounts will have an unlimited data allowance as of **August 21, 2016** so you can access as much information, entertainment and content as you want!

If you previously purchased the unlimited Internet data option separately for $30 per month, we'll automatically remove it from your account by August 31, and credit you for the past charges. You should see the credit on your bill within one to two bill cycles after that date.

We hope you'll enjoy having unlimited data! If you'd ever like to check your data usage, you can log in to your account at [att.com/myatt](http://att.com/myatt).

Thanks for choosing us.

AT&T


Please use the contact information above for questions regarding this message or go to [att.com/contactus](http://att.com/contactus) for more options. This is an automated email so replies to the address will not be answered.

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We’re streaming, downloading and uploading more data-rich entertainment than ever. To address this trend, we announced in May a new unlimited data option and also increased our data allowances for AT&T U-verse® Internet customers.

Today we’re announcing more good news. Starting Aug. 21, we’re increasing home internet data allowances for two customer groups again so you can do even more online.

First, AT&T U-verse Internet customers on plans with speed tiers up to and including 300 megabits per second will see a monthly allowance of 1 terabyte (TB) of data. What does this mean? For customers with internet speeds below 12Mbps, this triples their current amount of data; for customers with internet speeds ranging from 12Mbps to 75Mbps, this nearly doubles their current allowance. For context, 1TB of data per month is enough for up to 400 hours of HD video streaming per month (or more than 13 hours per day!).

Second, AT&T GigaPower customers subscribing to the 1 gigabit per second (Gbps) speed tier now will receive unlimited home internet data.¹

Unlimited data choices
If you have AT&T U-verse Internet and DIRECTV® or U-verse TV service and pay for your services on a single bill (http://att.com/CombineMyBills), or if you subscribe to the 1Gbps speed tier on the AT&T GigaPower network, you will automatically get unlimited home internet data at no additional charge. That’s a value worth $30 a month.

Think you’ll go over and just don’t want to worry about it or don’t have TV with AT&T? Sign up for unlimited home internet data (http://att.com/UnlimitedUverseData) for $30 more a month.

And we know things can change. If you ever decide to switch to unlimited home internet data or add TV service, you’ll be able to do that immediately – even in the middle of your billing cycle.

**Determining what's right for you**

To help you decide which option is right for you, visit att.com/InternetUsage (http://www.att.com/support/internet/usage.html). You can estimate, monitor and manage your data usage. You’ll also find tools, like a data calculator. You can quickly estimate how much data you might use in the future. You can also visit our online portal at att.com/myatt (http://www.att.com/myatt) to check your current usage anytime you want.

If you don’t have unlimited home internet data, you’ll receive multiple notices as you approach your data allowance at any point during the billing cycle. Once you exceed your allowance you’ll receive increments of 50 GB of additional data for $10 each.

Starting Aug. 1, we’ll notify U-verse internet customers via their monthly statement, email and online tools about this increase and unlimited internet data options.

1 “Unlimited data” refers to data usage, not speed. For more info, go to att.com/speed101

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Cheryl Choy, VP of Data and Voice Products

http://about.att.com/inside_connections_blog/more_data
Christina Cabral (/inside_connections_blog/author/christina_cabral)

Cinthya Allen (/inside_connections_blog/author/cinthya_allen)

Jason Caston (/inside_connections_blog/author/jason_caston)

Tags

Entertainment (/searchtag.html?snrtag=SNRtags:Entertainment&page=1)
Wi-Fi (/searchtag.html?snrtag=SNRtags:Wi-Fi&page=1)

Archives

Link to archives (http://blogs.att.net/consumerblog)

Latest News

Learn more about AT&T (http://about.att.com/category/all_news.html)
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<td>CA Disability Rights Education and Defense Fund (DREDF)</td>
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<td>CA CA Foundation for the Independent Living Centers</td>
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<td><a href="https://cilc.org/">https://cilc.org/</a></td>
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<td>CA World Institute on Disability</td>
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<td>CA Center for Accessible Technology (CAFT)</td>
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<td>CA Asian Resource Center</td>
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<td>CA Center for Fathers and Families</td>
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<td>CA Florence Douglas Senior Center</td>
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<td>CA La Familia Counseling Center</td>
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<td>CA Puertas Abiertas</td>
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<td>CA United Way of the Wine Country</td>
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<td>CA River to Coast Children’s Services</td>
<td>Guerneville</td>
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<td>CA Faith In Action - Senior Coalition of Solano County</td>
<td>All cities (senior centers) throughout Solano County</td>
<td><a href="http://solano.networkofcare.org/mh/services/agency.aspx?id=FaithInActionofSolanoCountySenior/">http://solano.networkofcare.org/mh/services/agency.aspx?id=FaithInActionofSolanoCountySenior/</a> PeerCounselingProgram_357_2_0</td>
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<td>CA Chico Enterprise Record Newspaper</td>
<td>Biggs, Gridley, Oroville, Paradise, Chico</td>
<td><a href="http://www.chicoer.com/">http://www.chicoer.com/</a></td>
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<td>CA Redding Record Searchlight</td>
<td>Anderson, Redding, Shasta Lake</td>
<td><a href="http://www.redding.com/">http://www.redding.com/</a></td>
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<td>CA Middletown Senior Center</td>
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<td>CA Disability Action Center Independent Living Services</td>
<td>Colusa, Butte, Glenn, Tehama, Plumas, Shasta, Lassen, Siskiyou, and Modoc counties</td>
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<td>Roberts Family Development Center</td>
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<td>Mother Lode Rehabilitation Enterprises, Inc</td>
<td>Placerville, El Dorado Hills</td>
<td><a href="http://morerehab.org">morerehab.org</a></td>
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<td>Office of Assemblymember Freedy Rodriguez</td>
<td>Chino - Assembly District 52</td>
<td><a href="http://asmdc.org/members/a52/">http://asmdc.org/members/a52/</a></td>
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<td>CA</td>
<td>Office of Senator Connie Levya</td>
<td>Chino - Senate District 20</td>
<td><a href="http://sd20.senate.ca.gov">sd20.senate.ca.gov</a></td>
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<td>Mt Diablo College &amp; Career and Adult Education</td>
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<td>United Way of Northwest Florida</td>
<td>Bay, Calhoun, Gulf, Holmes, Jackson, and Washington Counties</td>
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<td>Education Foundation of St. Lucie County</td>
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<td>Florida Department of Children and Families (Central Region Circuit 5)</td>
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<td>Washington County Public Library</td>
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<td>Family Nurturing Center of South Florida</td>
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<td>Latino Leadership, Inc.</td>
<td>Central Florida (Orange, Seminole, Volusia and Brevard) Based in Orlando</td>
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<td>Urban League of Broward County</td>
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<td>Opa Locka, North Miami-Dade County, Miami Gardens, Liberty City</td>
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<td>Don Moyer Boys &amp; Girls Club</td>
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<td><a href="http://www.dmbgc-cu.org">http://www.dmbgc-cu.org</a></td>
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<td>Decatur-Macon County Opportunities Corporation</td>
<td>Decatur</td>
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<td>Champaign Urbana Schools Foundation</td>
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<td><a href="http://www.cuschoolsfoundation.org">http://www.cuschoolsfoundation.org</a></td>
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<td>The Link &amp; Option Center</td>
<td>Markham/Thornton</td>
<td><a href="http://www.link-option.com/">http://www.link-option.com/</a></td>
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<td>Southland Region</td>
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<td>Leyden Family Service &amp; Mental Health Center</td>
<td>Franklin Park</td>
<td><a href="http://www.leydenfamilyservice.org">http://www.leydenfamilyservice.org</a></td>
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<td>Marillac St. Vincent Family Services</td>
<td>Chicago</td>
<td><a href="http://www.marillacvincent.org">http://www.marillacvincent.org</a></td>
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<td>South Central Community Services</td>
<td>Chicago</td>
<td><a href="http://www.sccsinc.org/">http://www.sccsinc.org/</a></td>
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<td>IL</td>
<td>Centro de Informacion</td>
<td>Elgin, Dundee, Carpentersville, Hanover Park, etc.</td>
<td><a href="http://www.centrodeinformacion.org/">http://www.centrodeinformacion.org/</a></td>
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<td>Hanover Township Department of Welfare Services</td>
<td>Schaumburg, Hanover Park, Streamwood, Dundee, Carpentersville, Elgin, Bartlett, etc.</td>
<td><a href="http://www.hanover-township.org/departments/welfare-services">http://www.hanover-township.org/departments/welfare-services</a></td>
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<td>Indiana Black Expo</td>
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<td><a href="http://www.indianablackexpo.com">www.indianablackexpo.com</a></td>
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<td>IN</td>
<td>100 Black Men of Indianapolis</td>
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<td><a href="http://www.100blackmenindy.org">www.100blackmenindy.org</a></td>
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<td>Indianapolis Housing Agency</td>
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<td>Gary Community School Corp</td>
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<td>Thea Bowman Leadership Academy</td>
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<td>Munday Activity Center</td>
<td>Owensboro</td>
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<td>Open Door Outreach Center</td>
<td>Waterford, White Lake, West Bloomfield, Keego Harbor, Sylvan Lake, Commerce, Walled Lake and parts of Wixom/Oakland County</td>
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<td>Winning Futures</td>
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<td><a href="http://www.communityadvocates.net">www.communityadvocates.net</a></td>
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<td>WI</td>
<td>United Community Center</td>
<td>Milwaukee - South Side</td>
<td><a href="http://www.unitedcc.org">www.unitedcc.org</a></td>
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<td>Milwaukee Urban League</td>
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<td><a href="http://www.tmul.org">www.tmul.org</a></td>
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<td>American Counseling Association (ACA)</td>
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<td>Family, Career and Community Leaders of America (FCCLA)</td>
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<td>League of United Latin American Citizens (LULAC)</td>
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<td><a href="http://lulac.org/">http://lulac.org/</a></td>
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<td>National Coalition of Black Civic Participation</td>
<td>Nationwide</td>
<td><a href="http://www.ncbcp.org/">http://www.ncbcp.org/</a></td>
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<tr>
<td>National</td>
<td>Rainbow PUSH Coalition</td>
<td>Nationwide</td>
<td><a href="http://www.rainbowpush.org/">http://www.rainbowpush.org/</a></td>
</tr>
</tbody>
</table>

* website not found
Access from AT&T Outreach Collateral (English)
Brighten your child’s future with the Internet.

Internet for just $10 a month

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a SNAP* participant, you may qualify for 10Mbps home Internet service at our discounted $10 rate.**

Access from AT&T takes you online so you and your family can:

- Do homework
- Research colleges and scholarships
- Stay up to date with school news and connect with teachers
- Connect with friends and family around the country and world

And a whole lot more!

Plus, there’s NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the nationwide AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.†

Other eligibility requirements apply. Visit att.com/access for complete information and to apply.
Or call 1-855-220-5211

*Supplemental Nutrition Assistance Program. **Available only in the AT&T 21-state wireline footprint. Slower speeds (1Mbps for $10/month or 3Mbps for $15/month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Pricing excludes taxes.

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Brighten your child’s future with the Internet.

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a SNAP* participant, you may qualify for 10Mbps home Internet service at our discounted $10 rate.** In California only, households receiving SSI benefits also may qualify.***

Access from AT&T takes you online so you and your family can:

• Do homework
• Research colleges and scholarships
• Stay up to date with school news and connect with teachers
• Connect with friends and family around the country and world

And a whole lot more!

Plus, there’s NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the nationwide AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.!

Other eligibility requirements apply.

Visit att.com/access for complete information and to apply.

Or call 1-855-220-5211

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Supplemental Nutrition Assistance Program. **Available only to the AT&T 3G service footprint. Additional eligible speeds for $10/month for SNAP.††† For $10/month, you may qualify depending on your eligibility. Internet speed claims represent maximum network service capability speeds. Actual speeds may vary and may not be consistent with speed tests, which measure access speed over a period of time and distance. AT&T internet service may not be available on all properties. Relationship with customers ends when services are terminated by AT&T or by you, or if you fail to make required payments. Services must include monthly plan fee of either $10 or $15, depending on the larger of the two. RAP (Referral Approval Process) applies. Eligibility may vary based on requirements. To learn more about AT&T Wireless, go to att.com/phonetroubleshooting.=" 10Mbps service may not be available in your area. Visit att.com/speed101 for more information.††† Pricing excludes taxes. Service will include a monthly data allowance of either 150GB or 1TB of data/mo. depending on the type and speed of service you receive. If you exceed your monthly data allowance, you will automatically be charged 70¢ for each 50GB of data usage up to a maximum of $5.99 for 150GB usage and $29.99 for 1TB usage, and overage fees will be prorated. For more information, go to att.com/datausage.*** California Supplemental Security Income. †Wi-Fi enabled device required. Other restrictions apply. ©2016 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

Exhibit 9

Families Flyer (Effective 11-17-16)

*Exhibit 9

Families Flyer (Effective 11-17-16)
AT&T is offering **low-cost wireline home Internet service** to qualifying households:

- with at least 1 resident who participates in the U.S. Supplemental Nutrition Assistance Program (SNAP), and
- with an address in AT&T’s **21-state** serving area, at which we offer **wireline home Internet** service

To qualify, customers cannot have outstanding debt for AT&T **fixed Internet service** within the last 6 months, or outstanding debt incurred under this program.

Service availability and speed may vary by address.

AT&T will assign you the fastest of these speed tiers available* where you live:

<table>
<thead>
<tr>
<th>Speed Tier</th>
<th>Price per Month</th>
<th>+ tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 megabits per second</td>
<td>$10 per month</td>
<td></td>
</tr>
<tr>
<td>5 megabits per second</td>
<td>$10 per month</td>
<td></td>
</tr>
<tr>
<td>3 megabits per second</td>
<td>$5 per month</td>
<td></td>
</tr>
</tbody>
</table>

* Available only in the AT&T 21-state wireline footprint. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Pricing excludes taxes. From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 5/23/16 and thereafter, service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged $10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage. †Wi-Fi enabled device required. Other restrictions apply.

**No commitment.**

**No deposit.**

**No installation fee.**

**In-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED!**

- Stay in touch with family & friends
- Pay bills online
- Access online courses
- Conduct research for homework assignments
- Search for jobs

Other eligibility requirements apply.

_Visit att.com/access for complete information and to apply._
_Or call 1-855-220-5211._
Exhibit 9
General Flyer Version 2 (Discontinued 3Q16; no update)

Affordable Home Internet. Incredible Opportunities.

Internet for just $10 a month

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most.

If at least one person in your household is a SNAP* participant, you may qualify for 10Mbps home Internet service at our discounted $10 rate.**

Access from AT&T takes you online so you can:

- **Do homework**
- **Search for jobs**
- **Pay bills**
- **Find news, information and entertainment**

And a whole lot more!

*Plus, there’s NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.†

Other eligibility requirements apply.

**Visit att.com/access for complete information and to apply. Or call 1-855-220-5211.

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Exhibit 9
General Flyer Version 2 (Discontinued 3Q16; no update)

_user: freelance
_PRTD: 4-27-2016 1:43 PM
_FROM: MHC4300M
_Last Saved: 4-27-2016 1:40 PM
_Page: 1

Print %: TRIM

LIVE/SAFETY
BLEED
Folded Size
Panel Sizes
RAP approval

NO RAP APPROVAL, OK TO EDIT

TO DO:
- Edits as Marked
- Go to Mechanical
- PDF Art
- Pace Final Art
- Full Collect
- No Release
- Layer Collect

OUTPUT:
- New Laser
- Repositions
- Comp @ 100%
- Comp Fit to Page
- Full Collect
- Normal
- End of Night

PDF:
- Low Res
- No PDF on PDF
- To Trim Size
- Cross No Bleed
- Simple Pages
- No Define
- No Tab Define

PROOF:
- DRAFT
- SWOP3 (Circ/Mag)
- Trimmed (ISO)
- Untrimmed
- Cross-Trim
- Lightweight Coated
- No Proof
- Normal

RELEASE TO:
- Brand Muscle
- Simian
- Site Spec Sheet
- Simian Collect for insertion
- Collect for Release
- Collect for Release
- Collect for Release
- DSTO.tif
- Flattened.tif

WEB/DIGITAL:
- Set Ruler to Pixels
- JPG for Review
- Release JPG
- Digital PDF
- COMP BOARDS:
  - Black Boards
  - Black Foam
  - White Foam

LOL:
- YES
- NO
- Campaign

TIME DUE:
- Rush
- Normal
- End of Night

*Supplemental Nutritional Assistance Program. **Available only in the AT&T 21-state wireline footprint. Slower speeds (150GB or 250GB) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual speeds vary due to third parties, during busy periods, network management programs, network utilization factors, and device capabilities. The Internet speed claims are not guaranteed for any network. For more information, go to att.com/speed101.† Wi-Fi enabled devices only. Other restrictions apply.

Access from AT&T makes it easier to connect to friends, family, and the things that matter most.

If at least one person in your household is a SNAP participant, you may qualify for home Internet service at our discounted $10 rate.

**Visit att.com/access for complete information and to apply.

Or call 1-855-220-5211.

†Wi-Fi enabled device required. Other restrictions apply.

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The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most.

If at least one person in your household is a SNAP participant, you may qualify for 10Mbps home Internet service at our discounted $10 rate.**

Access from AT&T takes you online so you can:

- **Do homework**
- **Search for jobs**
- **Pay bills**
- **Find news, information and entertainment**

And a whole lot more!

*Plus, there’s NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.†

Other eligibility requirements apply.

**Visit att.com/access for complete information and to apply. Or call 1-855-220-5211.
Affordable Home Internet. Incredible Opportunities.

Internet for just $10 a month

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a SNAP* participant, you may qualify for 10Mbps home Internet service at our discounted $10 rate.**

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- Do homework
- Search for jobs
- Pay bills
- Find news, information and entertainment

And a whole lot more!

Plus, there’s NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.†

Other eligibility requirements apply. Visit att.com/access for complete information and to apply. Or call 1-855-220-5211.

*Supplemental Nutrition Assistance Program. **Available only in the AT&T 21-state wireline footprint. Slower speeds (5Mbps for $10/month or 1Mbps for $15/month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Pricing excludes taxes. From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive.

†Wi-Fi enabled device required. Other restrictions apply.
Get Home Internet and Stay Connected.

Internet for just $10 a month

Staying independent is easier with the Internet. If at least one person in your household is a SNAP* participant, you may qualify for 10Mbps home Internet service at our discounted $10 rate.**

Access from AT&T takes you online so you can:

- Stay in touch with family
- Pay bills online
- Shop for groceries and other items
- Find information on community activities, entertainment and news

And a whole lot more!

Get FREE training resources at digitalyou.att.com/access, plus get FREE installation support.

Plus, there’s NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the nationwide AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost!†

Other eligibility requirements apply. Visit att.com/access for complete information and to apply.
Or call 1-855-220-5211

*Supplemental Nutrition Assistance Program. **Available only in the AT&T 21-state wireline footprint. Slower speeds (5Mbps for $10/month or 3Mbps for $5/month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Pricing excludes taxes. From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 6/23/16 and thereafter, service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged $10 for each 1GB of data usage in excess of your data plan, even if less than 1 gigabyte is used. For more information, go to att.com/internet-usage.
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Get Home Internet and Stay Connected.

Internet for just $10 a month

Staying independent is easier with the Internet. If at least one person in your household is a SNAP* participant, you may qualify for 10Mbps home Internet service at our discounted $10 rate** in California only, households receiving SSI benefits also may qualify.***

Access from AT&T takes you online so you can:

- Stay in touch with family
- Pay bills online
- Shop for groceries and other items
- Find information on community activities, entertainment and news

And a whole lot more!

Get FREE training resources at digitalyou.att.com/access, plus get FREE installation support.

Plus, there’s NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the nationwide AT&T Wi-Fi Hot Spot network – INCLUDED at no extra cost!

Other eligibility requirements apply.
Visit att.com/access for complete information and to apply.
Or call 1-855-220-5211

*Supplemental Nutrition Assistance Program. **Available only in the AT&T 21-state service footprint. Additional eligible speeds from $30 to $110 per month will be priced depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/internet-usage. ***California Supplemental Security Income. †Wi-Fi enabled device required. Other restrictions apply. ©2016 AT&T Intellectual Property. All rights reserved. AT&T logo, and all other marks contained herein are trademarks of AT&T Intellectual Property or AT&T affiliated companies.

Exhibit 9
Seniors Flyer (Effective 10-27-16)

Seniors Flyer (Effective 10-27-16)

Exhibit 9
Seniors Flyer (Effective 10-27-16)
Exhibit 9
Campaign Refresh Flyer (Effective 11-17-16)

Affordable Home Internet. Incredible Opportunities.

Internet for just $10 a month

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a SNAP* participant, you may qualify for 10Mbps home Internet service at our discounted $10 rate.** In California only, households receiving SSI benefits also may qualify.***

Access from AT&T takes you online so you can:
• Do homework
• Search for jobs
• Pay bills
• Find news, information and entertainment

And a whole lot more!

Plus, there’s NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.1

Other eligibility requirements apply. Visit att.com/access for complete information and to apply. Or call 1-855-220-5211.

*Supplemental Nutrition Assistance Program. **Available only in the AT&T 21-state wireline footprint. Additional eligible speed (10Mbps) for $10 is in a 3Mbps/3Mbps package for $10 a month for Bundles with please availability at your address. Internet speed claim represents maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Pricing excludes taxes. Service will include incoming data allowances of either 150GB or 1TB of data. Overages on the type and speed of your plan, if you exceed your monthly data allowance, you will be automatically charged $10/GB and $20/GB of up to usage beyond your plan data. If you use your 10GB per month, you’d have 90GB left per month. For more information, go to att.com/taBrazil.

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Affordable Home Internet. Incredible Opportunities.

Internet for just $10 a month

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If you are a California resident and at least one person in your household is a SNAP* participant or receives SSI** benefits, you may qualify for 10Mbps home Internet service at our discounted $10 rate.***

Access from AT&T takes you online so you can:
• Do homework
• Search for jobs
• Pay bills
• Find news, information and entertainment

Plus, there’s NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network – INCLUDED at no extra cost.†

Other eligibility requirements apply. Visit att.com/access for complete information and to apply. Or call 1-855-220-5211.

*Supplemental Nutrition Assistance Program. **Supplemental Security Income. ***Available only in the AT&T 21-state footprint. Additional eligibility criteria. 1Mbps for DSL, 2Mbps for DSL2, 3Mbps for DSL2+; 10Mbps for DSL. May be impacted by accessibility of your home, Internet speed does represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site and internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101.

Pricing excludes taxes.

Service will include a monthly data allowance of either 150GB or 1TB of data/mo. depending on the type and speed of service. Depending on the usage over the monthly data allowance, you will be automatically charged $10 for each 50GB of data usage in excess of your plan plus, even if less than 50MB is used. For more information, go to att.com/internet-usage.

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Exhibit 9
Campaign Flyer CA (Effective 11-17-16)
Checklist of Information Needed to Complete Application

Q: What information will I need to complete the Access from AT&T application?
A: It is important that you **fill out the application completely and accurately** to help make sure there are no delays in being approved for the program. Please review the instructions on the application carefully.

**Required:**
- Customer Name (the person who will pay the bill)
- Address Where Service Will Be Installed
  (Street, Apartment #/Unit # (if applicable), City, State, ZIP Code)
- Customer Billing Address (if different from the service address)
- Customer E-Mail Address
- Customer Telephone Numbers (home and/or cell phone)
- Customer Social Security Number, Taxpayer ID, or Tribal ID
- Customer Date of Birth (mm/dd/yyyy)
- Name of the SNAP participant living in the household where service will be installed (Note: This does **not** have to be the same as the person applying for service.)
- SNAP Participant Social Security Number, Taxpayer ID, or Tribal ID
  Proof of SNAP participation (see details below)

Q: What proof of SNAP participation do I need to provide?
A: You must provide a document confirming that at least one person living in the household where service will be installed is a SNAP participant. (You will need to attach an image of this document when applying online, or include a copy of the document when mailing your application.)

- SNAP card **showing the name of the SNAP participant**
  (If the SNAP card does not have a name on it, you will need to provide a SNAP participation or benefits letter from the participant’s local SNAP office)

  or

- SNAP participation or benefits letter from a local SNAP office
  - If the SNAP participant in your household does not have a SNAP card or benefits letter, please have the participant contact their local SNAP office to obtain one

  - **Click here** to find the contact information for local SNAP offices

Q: What if I am not a participant in SNAP? How can I get information about the SNAP program?
A: For information about the Supplemental Nutrition Assistance Program (SNAP), and to inquire about benefits, **click here** to find the contact information for local SNAP offices.
Checklist of Information Needed to Complete Application

Participants in the USDA Supplemental Nutrition Assistance Program (SNAP) — or recipients of Supplemental Security Income (SSI) benefits (in California only) — may apply for the Access from AT&T program.

It is important that you fill out the application completely and accurately to help make sure there are no delays in being approved for the program. Please review the instructions on the application carefully.

**Required Information:**

- Customer Name (the person who will pay the bill)
- Address Where Service Will Be Installed  
  (Street, Apartment or Unit # (if applicable), City, State, ZIP Code)
- Customer Billing Address (if different from the service address)
- Customer E-Mail Address
- Customer Telephone Numbers (home and/or cell phone)
- Customer Social Security Number, Taxpayer ID Number, or Tribal ID Number
- Customer Date of Birth (mm/dd/yyyy)
- Name of the SNAP (or SSI in CA only) Benefit-Qualifying participant living in the household where service will be installed. (Note: This does not have to be the same as the person applying for service.)
- SNAP (or SSI in CA only) Benefit Qualifying participant Social Security Number, Taxpayer ID Number, or Tribal ID Number
- Proof of SNAP (or SSI in CA only) participation (see details below)

**Required Documents:**

You will need to provide one of the following documents:

- A copy of a SNAP card, showing the name of the SNAP participant  
  (Note: if the SNAP card does not have a name on it, you will need to provide a SNAP participation or benefits letter from the participant’s local SNAP office)
- A copy of a SNAP participation or benefits letter from a local SNAP office, showing the name of the SNAP participant
- In CA only: A copy of an original award letter from the Social Security Administration confirming that you or a resident of your California household has qualified for and will receive SSI benefits
- In CA only: A copy of a current benefits verification letter confirming that a California household resident is receiving SSI benefits

If the SNAP participant in your household does not have a SNAP card or benefits letter, please have the participant visit http://www.fns.usda.gov/snap to find your local SNAP office and obtain one.

If you live in California and the SSI benefits recipient in your household does not have a copy of the original SSI award letter, please have the recipient contact the Social Security Administration Office at 1.800.772.1213 to obtain a copy or visit https://faq.ssa.gov/link/portal/34011/34019/Article/3705/How-can-I-get-a-benefit-verification-letter to obtain a benefit verification letter.
(Application for low-cost wireline home internet service)

All fields are required to be completed for the application to be processed

This signed application is required in order to approve your participation in the Access from AT&T program. The form is only used for the purpose of certifying your eligibility for the program and will not be used for any other purpose. PLEASE PRINT USING BLOCK CAPITAL LETTERS in black or blue ink only. When completed, please mail the form and copies of proof of eligibility to: Access from AT&T, PO Box 5030, Charleston, IL 61920-5030-OR- you may fax completed form and copies of proof of eligibility to: 1-855-933-2423 OR you may e-mail the form and scanned copies of proof of eligibility to: ATTaccess@solixinc.com

Sample Application (Discontinued 3Q16; no update)

Please do not fill out this sample application

Applicant First Name ___________________________ Middle ___________________________ Last ___________________________

Service Address (Street, apt number) ___________________________ City ___________ State ____ Zip Code ___________

Mailing Address (PO Box, street, apt number) ___________________________ City ___________ State ____ Zip Code ___________

Applicant's Date of Birth: ___________________________ Last 4 digits of Social Security NumberTaxpayer ID or Tribal ID: ___________________________

E-Mail address ___________________________ Home Phone # ___________________________ Cell Phone # ___________________________

(Provide E-Mail address of SNAP Benefit Qualifying Person, if different than applicant.)

SNAP benefit qualifying person (Provide only if name is different from Applicant):

First Name ___________________________ Middle Initial _________ Last Name ___________________________

Date of Birth: ___________________________ Last 4 digits of Social Security Number: ___________________________

The following documentation must be attached to process the application Photocopy (original documentation will not be returned) one or more of the following documents proving your household’s participation in SNAP, and submit with this application.

• The current year’s statement of SNAP benefits, including the SNAP benefit qualifying person’s name on the statement
• A notice letter of participation in SNAP, including the SNAP benefit qualifying person’s name on the letter
• A program participation document proving SNAP benefits – for example, a SNAP electronic benefit transfer card including the SNAP benefit qualifying person’s name on the card

Certification

In addition to accepting the High Speed Internet Terms of Service during the service registration process, the Access from AT&T program requires you to certify that you or a member of your household participates in SNAP, that the information and documentation you have provided in this application is true and correct, and that you have read and agree to the following additional terms of service:

Access from AT&T is a program to provide low-cost wireline home Internet service to qualifying households with at least 1 resident who participates in the U.S. Supplemental Nutrition Assistance Program (SNAP) with an address in AT&T’s 21-state service area at which AT&T offers wireline home Internet service. Qualifying households must be without outstanding debt for AT&T fixed Internet service within the last 6 months, or outstanding debt incurred under this program.

This is a 4-year program, beginning April 22, 2016. Those who sign-up for service in year 4 are eligible to receive the discounted rate for a maximum of 12 months.
(Application for low-cost wireline home internet service)

Low-cost wireline home Internet service availability and speed may vary by address. AT&T will assign you the fastest of these speeds tiers available where you live: 10 megabits per second, for $10 per month; 5 megabits per second, for $10 per month; or 3 megabits per second, for $5 per month. If none of the above speeds are technically available at your address, you will not be able to participate in the Access program from AT&T.

This program requires you to re-certify your eligibility annually. AT&T will notify you, in advance of your annual re-certification date, to re-certify. If you do not complete the required steps by the specified date and do not notify us of your intent to cancel service, we will remove your program discount and bill you at current market rates.

At least one individual participating in SNAP must continue to reside in the qualifying household during the period the Access from AT&T service is in effect. If we learn at any time that your household no longer includes a SNAP participant, AT&T will notify you that you have an opportunity to provide documentation that you or a member of your household participates in SNAP. If you do not complete the required steps by the specified date or do not notify us of your intent to cancel service, we will remove your program discount and bill you at current market rates.

One discounted wireline Internet connection is allowed per household. (A qualifying household includes everyone who lives at your address, including children and people who are not related to you).

By signing this application, I certify that: I have read and understand the facts stated above; I, or a member of my household, participates in SNAP; and that the information and documentation provided in this application are true and correct.

Applicant’s Signature: ___________________________ Date: __________________

SNAP Benefit Qualifying Person’s Signature: ___________________________ Date: __________________
(If different than applicant)

How did you hear about this program? (Check all that apply.)

- ☐ School District
- ☐ State or Community Organization or Event
- ☐ National Organization
- ☐ EveryoneOn Website or Event
- ☐ Radio, Television, or Print Advertisement
- ☐ Mail or E-Mail
- ☐ Friend or Relative

* Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors, and device capabilities and are not guaranteed. For more information, go to att.com/speed101

** All prices are plus tax. Service will include a monthly data allowance (either 150GB of data per month or 250GB of data per month) depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged $10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage.
Frequently Asked Questions

program details

What is the Access program from AT&T?
The Access program from AT&T provides a low-cost option for wireline home Internet access to low-income households in the 21 states where we offer wireline home Internet services.

Why should I apply to participate in the Access program from AT&T?
Access to the Internet can change lives. You can use the Internet to apply for jobs online, connect with family and friends, research health information, complete an online education—and much more. Plus, as a participant in the Access program from AT&T, you could save money on your Internet bill! In addition, you won’t have to pay for installation or activation—or pay modem or gateway charges.

How long will the Access program from AT&T be available?
This offer will be in effect for four years. It began in April 2016 and continue until April 2020. AT&T will ask you to recertify your SNAP participation annually. Participants who qualify for the Access program from AT&T after April 2019 may continue in the program for 12 months from the date of activation.

services & pricing

Which Internet speeds are available with the Access program from AT&T?
Five speed tiers are currently available under the program. AT&T will assign you a speed of 10, 5, 3 or 1.5Mbps or 768Kbps, whichever is the fastest available at your address.

If I participate in the Access program from AT&T, what’s my monthly rate?
There are five possible program speed tiers. If you’re assigned a speed tier of 10Mbps or 5Mbps, you’ll pay only $10 per month. And if your speed is 3Mbps or 1.5Mbps or 768Kbps, you’ll pay just $5 per month. You’ll be assigned the highest speed available where you live.

Will my speed tier come with a data allowance?
Service will include a monthly data allowance of either 150GB or 1TB of data per month depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged $10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to www.att.com/internet-usage.

Suppose I’m assigned a speed of 5Mbps. Can I switch to 3Mbps so that my monthly bill is $5 instead of $10?
No. This program applies only to the highest of the three program speed tiers available at your address. This speed will be automatically assigned to you by AT&T.
What exactly do you mean by wireline home Internet service?
“Wireline home Internet service” refers to AT&T’s wireline Broadband Internet Access Service, which is delivered to a fixed location over a physical wire or cable.

Does this offer apply to wireless (cellular) Internet service?
No. This offer applies only to wireline home Internet service in AT&T’s 21-state service area.

The program materials say that an in-home Wi-Fi modem is included at no extra cost. What does that mean?
Access from AT&T service includes a Wi-Fi capable modem or gateway which broadcasts a wireless Wi-Fi signal inside your home, allowing you to extend the reach of your wireline Internet service. You can access this wireless Wi-Fi signal on a variety of Wi-Fi compatible devices, including: laptops, tablets, smartphones, and many more.

The program materials say that Access from AT&T service includes access to AT&T’s entire national Wi-Fi hotspot network at no extra cost. What does that mean?
You can connect your Wi-Fi enabled devices away from home, at thousands of AT&T Wi-Fi hotspots nationwide. For complete details and to locate AT&T Wi-Fi hotspots, visit www.attwifi.com.

signing up for service

How do I know if I’m eligible for the Access program from AT&T?
You are eligible for the Access program if:
• At least one person in your household participates in the Supplemental Nutrition Assistance Program (SNAP);
• You live in one of the 21 states where AT&T provides wireline home Internet service; and
• At least one of the Access from AT&T Internet speed tiers is available at the address where you live.

California residents also are eligible if:
• At least one member of your household receives Supplemental Security Income (SSI) benefits; and
• At least one of the Access from AT&T Internet speed tiers is available at the address where you live.

Other requirements also apply. To know for sure that you can participate in the program, visit www.att.com/access to check service availability at your address and submit an application to see whether your household qualifies.

How do I find out if I’m located in AT&T’s 21-state service area?
The 21-state service area is the broad area (also known as footprint) where AT&T provides wireline services. You can view a map of this service area at www.att.com/local. Actual service availability and speeds may vary by individual address.

What information will I need to provide to participate in the Access program from AT&T?
You can view a list of the required information you’ll need to provide here.

Can I provide a taxpayer ID instead of a Social Security number?
You may provide either a social security number, a taxpayer ID number, or a tribal ID number.

Can I apply for the Access program from AT&T at a local AT&T store?
No, AT&T retail stores are not able to process Access from AT&T applications or orders. You will be able to access the application at www.att.com/access and submit the form online or via email. You may also print the form and send via fax or mail. If you experience difficulties with the application, you can contact an AT&T representative by phone at 855.220.5211. (For help in Spanish, call 855.220.5225.)

Do I need to pay a deposit to get service?
No deposit is required to establish Internet service under the Access program from AT&T.

Will AT&T conduct a credit check when I apply for service?
As part of standard AT&T policy, all orders for new service are subject to a credit check, including a bureau credit check. Results of the credit check will not impact your ability to obtain Internet service under the Access program from AT&T.
After I sign up for the offer and provide the required information, how will I know if I qualify? After we receive and process your application, a letter indicating your application status will be mailed to you. This letter will include instructions on the next steps in the ordering process.

I have more than one Internet account with AT&T. If I’m approved for participation in the Access program from AT&T, will all my Internet accounts be included? No. Only one AT&T Internet account per household can be included in the Access program from AT&T. You’ll need to choose which account you want to include.

If I’m approved, when does my Access program from AT&T start? Your service under the program starts when your Access from AT&T order is completed. That may be the same day you call in to activate your discount (if you have existing AT&T service)—or at a later date (if you are newly establishing wireline Internet service). Your customer service representative will advise you of your service activation date when you call to place your order.

I currently have a bundle of AT&T services. If I get service through Access from AT&T, does the bundle pricing stay the same for the other products? You may be able to keep bundled pricing for other AT&T services even if you switch your Internet service to the Access program from AT&T. For complete details, please call an AT&T representative by phone at 855.220.5211. (For help in Spanish, call 855.220.5225.)

Is my continued participation guaranteed? You can continue to participate while the offer is in effect as long as your household continues to meet the qualification requirements for the offer. You will be required to re-certify annually that you meet the qualification requirements.

How will I know when to re-certify that I meet the qualification requirements? We will let you know several weeks before the re-certification deadline, and we’ll also send you at least one reminder notice. Before the deadline, you’ll need to show that you still meet the requirements for participation in the Access program from AT&T. If you do not complete the required steps by the specified date and do not notify us of your intent to cancel service, we will remove your program discount and bill you at current market rates.

What happens if I no longer meet the qualification requirements? If we find that you no longer meet the requirements for participation in the Access program from AT&T, we’ll remove your program discount and bill you at regular rates for your Internet service unless you: tell us to cancel the service or provide documentation showing that you do in fact meet the requirements.

What if I fail to complete my annual re-certification in the Access program from AT&T at some point? Can I reapply later? We will notify you in advance of your annual re-certification date. If you do not complete the required steps by the specified date and do not notify us of your intent to cancel service, we will remove your program discount and bill you at current market rates. If you would like to resume participation in the program at a later date, you are allowed to do so. However, you’ll need to submit a new application and follow the same process as when you first signed up.

The only SNAP participant in my household will be moving out before it’s time to re-certify. Will I be able to continue participating in the Access program from AT&T? Access from AT&T customers need to meet the qualification requirements at all times, and having at least one SNAP participant in a household is necessary for continued participation in the Access program from AT&T. If we learn that the person whose SNAP information was used to apply for the program no longer lives in your household, we will give you the opportunity to:

- Provide documentation showing that someone else in your household is a SNAP participant, or
- Notify us that you intend to cancel your Internet service, or
- Take no further action, in which case we’ll remove your program discount and bill you at regular rates.
Am I required to sign-up for online billing to participate in the Access program from AT&T?
No, online billing is not required.

Will someone need to come to my home to install service?
AT&T will send you a self-installation kit with simple step-by-step instructions, making it easy to complete the installation process yourself. If you need additional help after attempting self-installation, you may request a technician (at no charge) to assist with installation.

If I need to call in a technician for installation assistance at my home, will there be a charge?
No, there is no charge. AT&T will send you a self-installation kit with step-by-step instructions. In most cases, customers can complete the installation process themselves. If you need additional help after attempting self-installation, you may request a technician to assist with installation.

other questions & resources

If a customer moves to a different address while they have service under the Access program from AT&T, will they be required to re-certify eligibility for the program?
An existing Access from AT&T customer moving to a new address should have that transaction handled by the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to ensure the discount stays on their account. No re-certification is required for a service address change, unless the customer is within their annual re-certification window.

Can services under the Access program from AT&T be cancelled within the same year a household signs up? What is the process for cancelling?
There is no term commitment for services provided under the Access program from AT&T. Customers may cancel at any time by calling the number on their bill, or by calling the Access from AT&T dedicated call center at 855.220.5211. (For help in Spanish, call 855.220.5225.)

If a customer disconnects service under the Access program from AT&T, will they be required to return the modem or gateway equipment? If they do not return the equipment, is there a fee?
Customers should contact the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to confirm the equipment return requirements for their specific account. Failure to adhere to the applicable equipment return requirements could result in the application of fees.

How do I know whether I’m a SNAP participant?
The U.S. Supplemental Nutrition Assistance Program used to be known as the Food Stamp Program. It’s a nationwide program, but each state administers the program on behalf of the federal government. If you receive food benefits through your state government (EBT, food card), you’re probably a SNAP participant.

How do I enroll in the Supplemental Nutrition Assistance Program?
Go to the USDA SNAP website at [www.fns.usda.gov/snap/apply](http://www.fns.usda.gov/snap/apply), where you’ll find instructions on how to apply.

What is Supplemental Security Income (SSI)?
Information about the SSI program in California is available here [https://www.ssa.gov/pubs/EN-05-11125.pdf](https://www.ssa.gov/pubs/EN-05-11125.pdf)

Why do California households qualify based on SSI participation, but not households in other states?
California SSI recipients are not eligible for SNAP benefits because they receive a State supplement to their SSI benefits in lieu of SNAP benefits. For this reason, AT&T decided to expand program eligibility to California SSI recipients under the same requirements that apply to SNAP participants.

I am a California resident and I live with my uncle, who receives SSI benefits, and my sister, who is a SNAP participant. How do I qualify for Access from AT&T?
You may submit an application for Access from AT&T based on either the SSI benefits received by your uncle, or the SNAP benefits received by your sister. You will only have to provide information for one of these individuals, and you may choose either. However, only one account will be available at your address.
I'm currently a Lifeline customer and get wireline phone service at home from AT&T at a discount. Does the Access program from AT&T replace Lifeline?
The Access program from AT&T provides discounted wireline Internet service; Lifeline provides discounted phone service. The Access program from AT&T and Lifeline are two completely separate programs, each with its own eligibility requirements. It may be possible to receive discounted services through both the Access program from AT&T and Lifeline. Similarly, it may be possible to be eligible for one program but not the other. For details on Lifeline, visit www.att.com/lifeline.

I'm new to the Internet, and am not sure how to get started. Do you have any resources that can help me?
AT&T has assembled a valuable collection of tools for online beginners, called Digital You. Whether you’re searching for a low-cost computer to get online at home, your child is starting to explore the Internet to help complete schoolwork, or you want to boost your online skills for everything from paying bills to applying for jobs—Digital You can help! Visit digitalyou.att.com to learn how to increase your confidence, skills, privacy, and safety as you connect online.

Can services under the Access program from AT&T be cancelled within the same year a household signs up? What is the process for cancelling?
There is no term commitment for services provided under the Access program from AT&T. Customers may cancel at any time by calling the number on their bill, or by calling the Access from AT&T dedicated call center at 855.220.5211. (For help in Spanish, call 855.220.5225.)

If a customer moves to a different address while they have service under the Access program from AT&T, will they be required to re-certify eligibility for the program?
An existing Access from AT&T customer moving to a new address should have that transaction handled by the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to ensure the discount stays on their account. No re-certification is required for a service address change, unless the customer is within their annual re-certification window.

If a customer disconnects service under the Access program from AT&T, will they be required to return the modem or gateway equipment? If they do not return the equipment, is there a fee?
Customers should contact the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to confirm the equipment return requirements for their specific account. Failure to adhere to the applicable equipment return requirements could result in the application of fees.
Exhibit 9
General Email Template

Affordable Home Internet. Incredible Opportunities.

internet for just $10 a month

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a SNAP participant, you may qualify for 10Mbps home internet service at our discounted $10 rate.*

Plus, there’s NO commitment, NO deposit and NO installation fee.

In-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.!

Other eligibility requirements apply.
Visit att.com/session for complete information and to apply.

Or call 1-855-230-5211

*Supplemental Nutrition Assistance Program. **Available only in the KS17 D1 state online hosting. Slower speeds (10Mbps or 1GB for Fiber) may be provided depending on availability at your address. Internet speeds depend on availability at your address. Internet based home phone requires minimum subscription to AT&T Internet service. 4G LTE data rates are subject to data usage limits. Taxes and surcharges not included. Offer with maximum available discount. Equipment fees apply to wireless internet. See att.com/session for details. Offer is subject to change without notice. ©2018 AT&T Intellectual Property. All rights reserved. AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.
Dear [Name],

We believe that student learning should not end when the bell rings. Learning should be supported everywhere. Access from AT&T is a new program designed to help bridge the homework gap for students and families by bringing low-cost home Internet service to qualifying households.

Access from AT&T offers discounted wireless home Internet service to qualifying households with at least one resident who participates in the USDA Supplemental Nutrition Assistance Program (SNAP).

There is NO long-term commitment, NO deposit, NO installation fee and NO charge for an in-home Wi-Fi capable gateway.

AT&T wireless Internet coverage in your area may be limited.

Visit our website for complete program details, including pricing, speed tiers, and eligibility requirements.

AT&T is collaborating with EveryoneOn, a national non-profit working to eliminate the digital divide.

Please join us for a webinar about Access from AT&T, where we will share resources you can use to get the word out to your students and their families.

- **Thursday, May 21, 2015, 10:00-10:00 AM CST**
- **Tuesday, July 15, 2015, 1:00-1:00 PM CST**

[Click on the dates above to RSVP]

We invite school districts to share program information with students and their families.

- Include a flyer in National School Lunch Program (NSLP) communications
- Add a link to the Access from AT&T portal on your school or district website
- Coordinate campus enrollment events or presentations during parent meetings

For complete details about Access from AT&T, visit [www.accessfromat&t.com](http://www.accessfromat&t.com) or sign into our partner portal to view a collection of promotional and communications materials.

For continued delivery to your inbox, add us to your address book.

To unsubscribe to future communications from AT&T, click here. If you have any questions about how AT&T collects, uses and discloses your personal information, please visit our Privacy Policy at [www.att.com/privacy](http://www.att.com/privacy).

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AT&T, 200 S Akard St, 10th Fl, Dallas, TX 75201, United States of America
Affordable Home Internet. Incredible Opportunities.

Internet for just $10 a month

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a SNAP* participant, you may qualify for 10Mbps home Internet service at our discounted $10 rate.**

Access from AT&T takes you online so you can:

- Do homework
- Search for jobs
- Pay bills
- Find news, information and entertainment

And a whole lot more!

Plus, there’s NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.†

Other eligibility requirements apply. Visit att.com/access for complete information and to apply.
Or call 1-855-220-5211.

*Supplemental Nutrition Assistance Program. **Available only in the AT&T 21-state wireline footprint. Slower speeds (3Mbps for $10/month or 7Mbps for $15/month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Pricing excludes taxes. From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged $10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage.†Wi-Fi enabled device required. Other restrictions apply.
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AT&T Low-Cost Internet Program

Access to the Internet can change people’s lives. It makes it possible to apply for jobs online, connect with family and friends, access virtual library shelves, research health questions, finish school assignments, complete an online education – and a whole lot more. AT&T’s new program will help bring low-cost Internet access to qualifying households.

Program Overview

→ **New Low-Cost Internet Offer:** Beginning in April 2016, AT&T will offer wireline Internet access service at a new low price to households where at least 1 member participates in SNAP.

→ **Location:** The offer will be available in the 21 states in which AT&T provides wireline Internet access.

→ **Price & Speeds:**
  - AT&T will offer the following speeds/prices:
    - At least 10Mbps download speeds, where technically available, for $10 per month;
    - If 10Mbps is not available, then 5Mbps download speeds for $10 per month;
    - If 5Mbps is not available, then 3Mbps download speeds (where technically available) for $5 per month.
  - Qualifying households will not be required to pay installation or modem charges/fees to participate in the program.

→ **Qualifying Households:**
  - Households where at least 1 individual participates in the U.S. Supplemental Nutrition Assistance Program (SNAP).
  - Whether a participating household continues to qualify for the offer may be reviewed on a yearly basis.
  - Unpaid debt to AT&T for certain Internet access services may affect eligibility.

→ **Duration:**
  - 4-year program beginning in April 2016.
  - Those who sign-up for service in year 4 are eligible to receive discounted rates for 12 months.

Outreach

→ We want to ensure that qualified individuals/households are informed and have access to the program by:
  - Effectively publicizing program availability to low-income individuals and families, including students, veterans, the senior community and non-English speakers; and
  - Working in coordination with schools and community-based organizations serving qualifying individuals and families.

You can help!

→ As we get closer to our April 2016 launch, we will provide you with more details on the program and how you can help.

→ We hope you will consider including information on AT&T’s new low-cost offer for wireline Internet access service in your offices, mailings and/or other communications with your constituents.

→ And, help us spread the word to qualifying households by connecting us with other relevant organizations.
“Access from AT&T” is an Affordable Wireline Home Internet Option For Low-Income Households

AT&T¹ is making wireline home Internet service more affordable for low-income households starting today through Access from AT&T, a new program designed to help bridge the digital divide.

Qualifying households will get the fastest of three speed tiers – 10Mbps, 5Mbps or 3Mbps – available at their address. Internet speeds provided at 10Mbps and 5Mbps will cost $10 a month, and Internet speeds at 3Mbps will cost $5 a month. We will also waive installation and Internet equipment fees for participating households. Additional taxes and fees may apply.²

Access from AT&T is available to households with at least one resident participating in the U.S. Department of Agriculture Supplemental Nutrition Assistance Program, or SNAP, and located within the 21 states where we offer home Internet service.³

“We’re making it easier for more people to connect to friends, family, their communities and the possibilities of the Internet,” said Cheryl Choy, vice president wired voice and broadband products, AT&T. “Access from AT&T is an affordable Internet option available to millions of Americans with limited budgets.”

“At EveryoneOn, we believe that a home Internet connection is life-changing. From completing homework online to applying for a job to interacting with family and friends, a connection to the digital world is vital for all Americans” said Chike Aguh, chief executive officer of EveryoneOn. “Access from AT&T, and other programs like it, will help more low-income Americans experience the opportunity that the Internet provides.”
We’re working with school districts and national and community-based organizations to educate eligible households on Access from AT&T. The new, low-cost program will be available through April 2020. Complete program details are available at att.com/access.

The AT&T Digital You portal has additional resources on the Access from AT&T program as well. The portal has resources and tools for getting online, using technology safely, utilizing online learning sites, job searching and more. Created in collaboration with Common Sense Media, the Digital You portal also provides free training on topics like basic computer skills and ways to maximize online privacy and security.

Potential customers can learn more and see if they qualify by visiting att.com/access, or by calling 1-855-220-5211 for assistance in English or 1-855-220-5225 for assistance in Spanish.

Geographic and service restrictions apply to AT&T Internet services. For more information on AT&T Internet, TV and voice services — or to find out if these services are available in your neighborhood — visit www.att.com/verse.

1AT&T products and services are provided or offered by subsidiaries and affiliates of AT&T Inc. under the AT&T brand and not by AT&T Inc.

2Slower speed tiers (5Mbps for $10 a month or 3Mbps for $5 a month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Pricing excludes taxes. Visit www.att.com/access for additional details.

3Service availability and speed tiers may vary by individual address. View www.att.com/access for additional details.

4Access from AT&T will be available for all qualifying customers through at least April 2020. Customers who sign up after April 2019 will remain eligible for all program benefits for at least one year after signing up for the program.

5From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 5/23/16 and thereafter, service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged $10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage.
Connecting More U.S. Residents to the Internet | AT&T

AT&T is making wireline home internet service more affordable for low-income households starting today through Access from AT&T, a new program designed to help bridge the digital divide.

ABOUT.ATT.COM
Access from AT&T Twitter:

Exhibit 9
Tweet on Access from AT&T
Access from AT&T EveryoneQp Sample'Eqʌvgtcn
Low Cost Internet Service for Students

EveryoneOn <support@everyoneon.org>
Reply-To: EveryoneOn <support@everyoneon.org>
To: [redacted] <[redacted]>

Low Cost Internet for Students

Email not displaying correctly?
View it in your browser.

Hello [redacted],

Nearly five million households with school-age children do not have Internet service at home. Lack of Internet service makes it difficult for students to complete homework, creating a “homework gap,” placing students without access at a disadvantage as compared to their peers who do have such access.

EveryoneOn, a national nonprofit working to ensure all students have access to Internet service at home, is pleased to inform you about an upcoming new low-cost wireline home Internet offer for your students and their families:

https://mail.google.com/mail/u/0/?ui=2&ik=b6a4c88b28&view=pt&as_subj=Low%20Cost%20Internet%20for%20Students&as_sizeoperators=s_sl&as_sizeunits=s_sm
**Access from AT&T will launch April 22, 2016.** Qualifying households include those:

- With at least one resident who participates in the U.S. Supplemental Nutrition Assistance Program (SNAP);
- With an address in AT&T’s 21-state service area, at which AT&T offers wireline home Internet service; and
- Without outstanding debt for AT&T fixed Internet service within the last six months or outstanding debt incurred under this program.

AT&T will assign the fastest of these speed tiers available at the customer’s address:

- 10 megabits per second, for $10 per month.
- 5 megabits per second, for $10 per month.
- 3 megabits per second, for $5 per month.

And, there is **NO** Commitment, **NO** Deposit, **NO** Installation fee and **NO** Charge for in-home Wi-Fi Modem. This is a four-year program starting **April 22, 2016**.

Other requirements apply. Please visit [att.com/access](http://att.com/access) for more offer information.

We invite school districts to share this information with students and their families when the program launches on April 22, 2016. This can include:

- Including the program flyer in NSLP communications;
- Adding the program web link to the district website; and/or
- Coordinating onsite enrollment events or presentations during parent meetings.

Be on the lookout for more information about **Access from AT&T** in the coming days.

Also, join us on **Thursday, May 12, 2016, 11AM to 11:30AM EST**, or **Tuesday, July 12, 2016, 2PM to 2:30PM EST** for a webinar on the program and resources you can use to get the word out and help your
students and their families leverage the power of the Internet!

Register to attend a webinar (click on preferred date):
Thursday, May 12, at 11AM EST or Tuesday, July 12, at 2PM EST.

Sincerely,
The EveryoneOn Team
Norma Fernandez <norma@everyoneon.org>

EveryoneOn Update: New Affordable Internet Offer on Our Website

Norma E. Fernandez <norma@everyoneon.org>                      Fri, Apr 29, 2016 at 10:57 AM

To: [REDACTED] <[REDACTED]>

Hi [REDACTED],

It's been a while since we spoke last summer. I hope this email finds you well.

I'm happy to share with you that we've added a new low-cost Internet service offer to our platform: Access from AT&T. You may already have received information about AT&T's program (great!), if not, I'd like to share an overview:

Qualifying households include those:

- With at least one resident who participates in the U.S. Supplemental Nutrition Assistance Program (SNAP);
- With an address in AT&T's 21-state service area, at which AT&T offers wireline home Internet service; and
- Without outstanding debt for AT&T fixed Internet service within the last six months or outstanding debt incurred under this program.

AT&T will assign the fastest of these speed tiers available at the customer's address:

- 10 megabits per second, for $10 per month;
- 5 megabits per second, for $10 per month; or
- 3 megabits per second, for $5 per month.

And, there is NO Commitment, NO Deposit, NO Installation fee and NO Charge for in-home Wi-Fi Modem. This is a four-year program commenced April 22, 2016. We are excited about adding this offer to our platform because it means there are additional affordable options for families, seniors, and others to access the Internet.

EveryoneOn will host a 30 min webinar on Wednesday, June 15th, at 11AM EST to discuss the Access from AT&T program in detail, walk through the online application, and share outreach and enrollment strategies. Join us and feel free to invite your colleagues, partner organizations or affiliates! Registration is required: June 15th Webinar. In the meantime, check out Access from AT&T and Access Partners to learn more.

As always, we look forward to collaborating with you to ensure all people have access to Internet service. Please feel free to contact me if you have any questions.

Sincerely,

Norma

--
Norma E. Fernandez
Senior Director of Strategic Partnerships
EveryoneOn
O: (213) 259-3193
M: (323) 363-0015
Dollar General, Cricket, and HUD Sample Collateral
DOLLAR GENERAL

DOLLAR GENERAL STORE# 6579
7077 BALTIMORE ANAPOLIS BLVD
GLEN BURNIE, MD  21061-2143
(410) 859-3055

1  2% MILK  1 GAL  3.49
   654321
1  HUGGIES DIAPERS 88CT BOX  19.99
   123456

SUBTOTAL  23.48
MD 5.0%  1.18
TOTAL  24.66
CASH  30.00
CHANGE  5.34

ITEMS  2
2015-12-16  15:27:37  12074  01

89098300207993992111091141976122193197

--------------CUT HERE--------------
Affordable Home Internet

123456789123456
Name
1234 Main Street
Anytown, USA 12345-6789

Dear <city> Neighbor,

The digital world is full of possibilities, and AT&T wants to **make it easier and affordable** for you to connect with family, do homework, pay bills, shop and learn online.

If at least one person in your household is a SNAP* (Supplemental Nutrition Assistance Program) participant, you may qualify for home Internet service at our discounted rate of $10 a month.¹ We will provide the fastest speed tier available at your address, up to 10Mbps.² In California only, households receiving SSI (Supplemental Security Income) benefits also may qualify.

There’s **NO commitment, NO deposit and NO installation fee.** An in-home Wi-Fi Gateway and access to the national AT&T Wi-Fi Hot Spot network are included at no additional charge.³

Don’t miss this opportunity to get **affordable home Internet service at a significant discount.** To confirm eligibility and start your Access from AT&T application, visit **att.com/access1001.** You can also call our helpful reps at 877.813.4994 for further assistance.

Sincerely,

David Banks
AT&T Consumer Marketing

---

**Click to apply:**
att.com/access1001

**Call for questions:**
877.813.4994

See reverse for offer details.
Get home Internet to stay connected to friends, family and the things that matter most.

Enjoy affordable Internet from AT&T for just $10 a month.

- No commitment
- No deposit
- No installation fee
- Access to the national AT&T Wi-Fi Hot Spot network included at no additional charge

Get started with Access from AT&T today.

Click to apply: att.com/access1001
Call for questions: 877.813.4994

Scan here to shop AT&T products and offers on our mobile site.

Exhibit 9

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*Available only in the AT&T 21-state wireline footprint. Other geographic restrictions apply. Pricing excludes taxes. Service will include a monthly data allowance of either 150GB or 1TB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged $10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage. Slower speed tiers (5Mbps for $10/month or 3Mbps or less for $5/month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Wi-Fi enabled device required. Other restrictions apply. See attwifi.com for details and locations.

All Offers: Offers may not be combined with other promotional offers on the same services and may be modified or discontinued at any time without notice. Other conditions apply to all offers.

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AT&T and U.S. Department of Housing and Urban Development (HUD) Join Forces to Narrow the Digital Divide

30 Informational Events on Low-Cost Internet to Take Place In 15 ConnectHome Pilot Communities across U.S.

LOS ANGELES, Sept. 7, 2016 — AT&T is now a national stakeholder in the ConnectHome initiative of the U.S. Department of Housing and Urban Development (HUD). This public-private effort will help connect families living in HUD-assisted housing to low-cost internet service.

Over the next year, AT&T will host 30 events across 15 ConnectHome pilot communities located within AT&T’s 21-state wireline service area. The events will help inform an estimated 1.4 million HUD-assisted households about Access from AT&T, a low-cost internet service launched in April.

Speaking at a news conference today in the Los Angeles neighborhood Estrada Courts in Boyle Heights, HUD Secretary Julián Castro said that ConnectHome and Access from AT&T can accomplish more by working together.

“By expanding access to internet, ConnectHome is providing families the tools they need to be competitive in this 21st century global economy,” said Secretary Castro. “Through this new collaboration, HUD and AT&T are taking an important step to narrow the digital divide and ensure opportunity for our nation’s children.”

“High-speed internet increases access to education, healthcare and employment. It’s a key tool for advancing opportunities in all communities,” said AT&T California President Ken McNeely. “Joining with HUD on the ConnectHome program helps us extend low-cost internet service to those who need it most.”

AT&T will provide up to 100 Udacity Nanodegree program scholarships to select participants in designated HUD communities. Nanodegree programs are self-paced, online curricula that provide students in-demand skills to help obtain tech-related jobs. Courses help students and job-seekers develop skills in areas such as web development, mobile development and data analytics.
“Internet access is a modern necessity, not a luxury – especially for households with school-age children,” said Douglas Guthrie, president and CEO of the Housing Authority of the City of Los Angeles. “To date, we have provided internet access to over 2,200 households. We are confident that more families across the city and those living in public housing communities will have the opportunity to get connected with the help of AT&T driving additional awareness of their low-cost program.”

Find an event
The 30 informational events are open forums for questions about Access from AT&T. Attendees can get help applying for the service online and learn about digital literacy tools on the AT&T Digital You portal.

The first event is from 10 a.m. to 1 p.m. Saturday, Sept. 10 in the computer lab of the Estrada Courts development during a Community Resource Fair.

AT&T is working with HUD and local housing authorities to schedule more events this fall. Join in one of these ConnectHome pilot communities:

- Albany
- Atlanta
- Baton Rouge, Louisiana
- Choctaw Nation, Oklahoma
- Cleveland
- Fresno, California
- Kansas City, Missouri
- Little Rock, Arkansas
- Macon, Georgia
- Memphis, Tennessee
- Nashville, Tennessee
- New Orleans
- Rockford, Illinois
- San Antonio, Texas

Access from AT&T:
Households that qualify for Access from AT&T will get the fastest of 3 speed tiers – 10Mbps, 5Mbps or 3Mbps – available at their address. Internet speeds provided at 10Mbps and 5Mbps will cost $10 a month, and internet speeds at 3Mbps will cost $5 a month. AT&T will also waive installation and internet equipment fees for participating households. Additional taxes and fees will apply.

Access from AT&T is offered to households located across the 21 states where AT&T offers wireline home internet service, and at least 1 resident participates in the U.S. Department of Agriculture Supplemental Nutrition Assistance Program (SNAP). In California, households receiving Supplemental Security Income (SSI) program benefits may also qualify.

AT&T has worked with more than 500 national, state and local groups to inform potential program participants. This includes social service groups and organizations that represent...
veterans, seniors, non-English speakers and others.

AT&T has also contacted all school districts where Access from AT&T is available, asking for their help in communicating the program to families.

Learn more
To learn more about Access from AT&T and see if you qualify, visit att.com/access. Or call 1-855-220-5211 for assistance in English or 1-855-220-5225 for assistance in Spanish.

Geographic and service restrictions apply to AT&T internet services. For more information on AT&T internet, TV and voice services – or to find out if these services are available in your neighborhood – visit www.att.com/u-verse.  

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1 AT&T products and services are provided or offered by subsidiaries and affiliates of AT&T Inc. under the AT&T brand name and not by AT&T Inc.
2 Slower speed tiers (5Mbps for $10 a month or 3Mbps for $5 a month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to: www.att.com/speed101.
3 Service availability and speed tiers may vary by individual address. View www.att.com/access for additional details.
4 Beginning on Aug. 21, service will include a monthly data allowance of 1 terabyte. If you exceed your monthly data plan allowance, you will be automatically charged $10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage.

About ConnectHome
Building on the Obama Administration’s goal to expand high speed broadband to all Americans, in July 2015, President Obama and HUD Secretary Julián Castro announced ConnectHome, an initiative to extend affordable broadband access to families living in HUD-assisted housing. Through ConnectHome, internet service providers, non-profits and the private sector are offering broadband access, technical training, digital literacy programs, and devices for residents in assisted housing units in 28 pilot communities across the nation. ConnectHome creates a platform to help ensure that students have access to high-speed internet for studying and doing their homework at home, as well as in school.

About AT&T
AT&T Inc. (NYSE:T) helps millions around the globe connect with leading entertainment, mobile, high-speed Internet and voice services. We’re the world’s largest provider of pay TV. We have TV customers in the U.S. and 11 Latin American countries. We offer the best global coverage of any U.S. wireless provider. And we help businesses worldwide serve their customers better with our mobility and highly secure cloud solutions.

Additional information about AT&T products and services is available at http://about.att.com. Follow our news on Twitter at @ATT, on Facebook at http://www.facebook.com/att and YouTube at http://www.youtube.com/att.

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*Global coverage claim based on offering discounted voice and data roaming; LTE roaming; voice roaming; and world-capable smartphone and tablets in more countries than any other U.S. based carrier. International service required. Coverage not available in all areas. Coverage may vary per country and be limited/restricted in some countries.

Cautionary Language Regarding Forward Looking Statements: Information set forth in this news release contains financial estimates and other forward-looking statements that are subject to risks and uncertainties, and actual results may differ materially. A discussion of factors that may affect future results is contained in AT&T’s filings with the Securities and Exchange Commission. AT&T disclaims any obligation to update or revise statements contained in this news release based on new information or otherwise.

For more information, contact:
Name: Elizabeth Valles
AT&T Corporate Communications
Phone: 310-425-2075
Email: Evalles@caseysayre.com@att.com
Estrada Courts Community

RESOURCE FAIR
3232 Estrada Street | Los Angeles, CA 90023
Saturday, September 10, 2016
10:00a.m. - 1:00p.m.
Give aways, interactive resources and something for everyone!

FERIA de RECURSOS
3232 Estrada Street | Los Angeles, CA 90023
Sábado, 10 de septiembre de 2016
10:00a.m. - 1:00p.m.
Entrega de regalos, recursos interactivos y algo para todos!
Sign up for this offer on September 10, 2016 in the Estrada Community Center Computer Lab from 10:00am-1:00pm

Internet for just $10 a month

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If you are a California resident and at least one person in your household is a SNAP participant or receives SSI benefits, you may qualify for 10Mbps home Internet service at our discounted $10 rate.**

Access from AT&T takes you online so you can:
- Do homework
- Search for jobs
- Pay bills
- Find news, information and entertainment

Plus, there’s NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.*

Other eligibility requirements apply. Visit att.com/access for complete information and to apply. Or call 1-855-220-5211.

Regístrese para esta oferta el 10 de septiembre de 2016 en el Centro Comunitario Laboratorio de Computación de Estrada Courts desde 10:00am-1:00pm

Internet Residencial de Alta Velocidad por sólo $10 al mes

El mundo digital está lleno de posibilidades. Con AT&T es más fácil conectarte con amigos, familiares y las cosas que más te importan. Si al menos una persona en tu hogar participa en SNAP o recibe los beneficios del SSI es posible que reúnas los requisitos para obtener el servicio de Internet residencial con nuestra tarifa reducida de $10.**

Access de AT&T te da acceso a internet para que puedas:
- Buscar empleos
- Hacer tareas escolares
- Pagar facturas
- Encontrar noticias, información y entretenimiento

Además, NO se requiere contrato, NI depósito, NI cargo por instalación.

INCLUYE un módem Wi-Fi residencial y acceso a Wi-Fi en más de 30,000 hotspots de AT&T, sin cargo adicional!!

Access From AT&T Current Outreach Sample Collateral (Arabic)
قائمة بالمعلومات المطلوبة لاستكمال الطلب

هناك متطلبات في برنامج الإعانة التكميلية في الولايات المتحدة (SNAP) - أو المستفيدين من منافع برنامج دخل الضمان التكميلي (SSI) في كاليفورنيا فقط - للتقدم بطلب AT&T لبرنامج Access من شركة AT&T.

من المهم أن يتم تقديم هذا الطلب بالكامل وبدقة للمساعدة في التأكد من عدم حدوث تأخير في تأهيل البرنامج، وجاء مراجعة التعليمات على الطلب بحرا.

المعلومات المطلوبة:

- اسم العميل (الشخص الذي يدفع القاترة)
- العنوان الذي يقدم فيه الخدمة (الشارع، رقم الشقة، العدد، المدينة، الولاية، الرمز البريدي)
- عنوان القوانغ العمل (إذا كان مختلفا عن عنوان الخدمة)
- البريد الإلكتروني للعمل
- أرقام الهاتف (هاتف المنزل و/أو المحمول)
- رقم الضمان الاجتماعي للعمل أو الرقم الضريبي أو الهوية القبلية
- تاريخ الميلاد (الشهر/اليوم/السنة)

لا يكفي البحث عن هذا الشخص نفس المتطلبات المطلوبة في الخدمة.

الوثائق المطلوبة:

سوف تحتاج إلى تقديم أحد الوثائق التالية:

- نسخة من بطاقة SNAP تظهر اسم المشترك في برنامج SNAP
- نسخة من بطاقة SNAP تظهر متطلبات خدمة مشاركة أو منافع من مكتب برنامج SNAP المحلي

لا يكفي البحث عن هذا الشخص نفس المتطلبات المطلوبة في الخدمة.

http://www.fns.usda.gov/snap

إذا لم تتوفر من شريك برنامج SNAP في منزلك بطاقة SNAP أو خطاب منازع، يرجى الطلب من المشترك زيارة الموقع الإلكتروني للمكتب المحلي والحصول على الطلب أو الخطاب.

الإلغاء مكتوب برنامج SNAP في كاليفورنيا فقط: نسخة من خطاب أصلي للمواصفة على المناقش من إدارة السياسات الاجتماعية يؤكد أنك أنت أو مقيم في كاليفورنيا مؤهل لمنافع دخل الضمان التكميلي أو يتفاها

SSI

https://faq.ssa.gov/link/portal/34011/34019/Article/3705/How-can-I-get-a-benefit-verification-letter

على خطاب تأكيد المناقش.
خدمة إنترنت منزلية بأسعار معقولة.
فرص لا تصدق.

إنترنت مقابل 10 دولارات شهريًا فقط

المعلومات الرقمي ملء بالفرص، تسهل شركة AT&T الاتصال بالأصدقاء والأهل وما بقية. إذا كنت مقيماً في كاليفورنيا وكان فرد واحد فقط من أفراد أسرتك مشاركًا في برنامج SNAP أو أي من منافع **SSI فقد تكون مؤهلاً للحصول على خدمة الإنترنت المنزلية بسرعة 10 ميجا بايت في الثانية بسعر مخفض البالغ 10 دولارات فقط.***

يدخل الإنترنت حتى تتمكن من AT&T
• القدام بالواجبات المنزلية
• البحث عن الوظائف
• دفع الفواتير
• الوصول للمعلومات والمعلومات والترفيه بالإضافة إلى عدم وجود عقد وعدم دفع وديعة وعدم وجود رسوم ترتيب.

احصل على بوابة "جيت واي" Wi-Fi المنزلية واتصل بشبكة AT&T واتصل بشبكة Wi-Fi

لمعلومات الإعدادات اللاسلكية الفعالة "هوت سبوت" المحلية بأكملها - مشمولة في السعر الأساسي دون تكلفة إضافية.

تتطق متطابقات أخرى للأتمتة.

بلغرفة كل المعلومات والتسليح، تفضل بزيارة
www.att.com/access الموقع
أو اتصل بالرقم 1-855-220-5211.

أتصل بالرقم 1-855-220-5211.

محتوى الملاحظات التكميلية.

* يتوفر فقط في مساحات ذات اتصال كابل.
 ** تحديد برنامج مساعدة التغذية التكميلية.
 *** يتوفر فقط في بعض مناطق AT&T متوفرة.(1) تتوفر خدمة بالإضافة إلى السرعة وفقاً للخدمة الخاصة بك ومتطلبات الاتصال مع الشبكة. (2) قد يكون التأمين التكميلي مطلوبًا للحصول على خدمة الإنترنت. (3) الأسر من_fn الدرجة ممكنة للحصول على مستوى سرعة إضافي بالدفع.

خدمات الإنترنت أمثلة على حوافز متاحة في بعض مناطق AT&T تتوفر في بعض مناطق AT&T متوفرة.(1) تتوفر خدمة بالإضافة إلى السرعة وفقاً للخدمة الخاصة بك ومتطلبات الاتصال مع الشبكة. (2) قد يكون التأمين التكميلي مطلوبًا للحصول على خدمة الإنترنت. (3) الأسر من_fn الدرجة ممكنة للحصول على مستوى سرعة إضافي بالدفع.
خدمة إنترنت منزلية بأسعار معقولة.
 فرص لا تصدق.

إنترنت مقابل 10 دولارات شهريًا فقط

العالم الرقمي مليء بالفرص. تسهل شركة AT&T والأهل وما بعده. إذا كان أحد أفراد عائلتك مشاركًا في برنامج SNAP فقد تكون مؤهلًا للحصول على خدمة الإنترنت المنزلي بسرعة 10 ميجابايت في الثانية لقاء سعر مخفض يبلغ 10 دولارات. قد يكون أفراد العائلة الذين يلتقوون مزايا برنامج SSI مؤهلين لهذا البرنامج في كاليفورنيا فقط.***

الوصول من AT&T يدخلك الإنترنت حتى تستمتع من:
• القيام بالواجبات المنزلية
• البحث عن الوظائف
• دفع الفواتير
• الوصول للأخبار والمعلومات والترفيه
• والزيد!

بالإضافة إلى عدم وجود عقد وعدم دفع ودية و عدم وجود رسوم تركيب.

احصل على بوابة "جيت واي" المنزلي واتصل بشبكة Wi-Fi متصلة بشركة AT&T鋼 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكةWi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بشبكة AT&T钢 واتصل بشبكة Wi-Fi الودية واتصل بمشكلة "هوت سبوت" المحلية بأكملها - مشكلة في السعر الأساسي دون تكلفة إضافية.

تطبق متطلبات أخرى للتأهل.

لمعرفة كل المعلومات والتسجيل، تفضل بزيارة att.com/access موقع أو اتصل بالرقم 1-855-220-5211.
ما هو برنامج Access من شركة AT&T؟

يوفر برنامج Access من شركة AT&T خيارًا منخفض التكلفة للاتصال السلكي المنزلي بالإنترنت والذي يستهدف المنازل ذات الدخل المنخفض في 21 ولاية تتوفر فيها خدمات الاتصال السلكي المنزلي بالإنترنت.

لماذا علي التقدم بطلب المشاركة في برنامج Access من شركة AT&T؟

يمكن للإنسان أن يتقدم بالطلب للحصول على خدمات الاتصال السلكي المنزلي بالإنترنت. يُمكنك استخدام الإنترنت للتواصل مع عائلتك أو الأصدقاء أو البحث عن معلومات صحية أو إمكانية التوظيف عبر الإنترنت - وغير ذلك. إضافة لذلك، يمكنك من خلال المشاركة في برنامج Access من شركة AT&T توفير المال من فاتورة الإنترنت!

ما هي الفترة التي سيبقى فيها برنامج Access صالحًا؟

سيستمر هذا العرض على مدى أربعة أعوام. بدأ في أبريل 2016 ويستمر حتى أبريل 2020. ستطلب منك شركة AT&T إعادة عرض مشاركتك في برنامج الإعانة الغذائية التكميلية (SNAP) سنويًا. يُمكن للمشاركين المؤهلين لبرنامج Access من شركة AT&T الاستمرار مع البرنامج لفترة 12 شهرًا بدءًا من تاريخ تفعيل الخدمة.

ما هي سرعات الإنترنت المتاحة مع برنامج Access من شركة AT&T؟

يُوفر البرنامج حاليًا خمسة مستويات للسرعة. ستُ_PROVIDE_little_4 dịchات: نموذج 10 أو 15 أو 30 أو 50 ميجابايت في الثانية أو ٧٦٨ كيلوبايت في الثانية - وذلك وفقًا للسرعات المحتملة مع هذا البرنامج. في حال خُصصت لك سرعة ميجابايت في الثانية، ستُخصص لك أعلى سرعة متاحة في مكان سكنك.

هل سأحصل على مخصصات من خدمات البيانات مع السرعات المتخصصة؟


هل يمكنني التحوّل إلى سرعة 3 ميجا بايت في الثانية لدفع 5 دولارات؟

لا. لا يمكنك التحول إلى سرعة 3 ميجا بايت في الثانية لدفع 5 دولارات. يمكنك الاتصال بمركز الدعم الفني للحصول على معلومات إضافية.
ماذا الذي تقصده بالضبط حين تقول خدمة الإنترنت المنزلي السلكي؟
تُشير "خدمة الإنترنت المنزلي بالإنترنت" لخدمات الأتصالات السلكية المنزلي للاتصالات بالإنترنت من شركة AT&T، والتي توفر لمكان ثابت عبر كابل أو سلك.

هل ينطبق هذا على خدمة الإنترنت اللاسلكية (الخليوية)?
لا. يتطلب هذا الطلب فقط على خدمة الإنترنت المنزلي للاتصالات السلكية في منطقة خدمة الولايات الـ 21 التابعة لشركة AT&T.

تذكر في نود البرنامج أنه يتضمن الحصول على مودم لاتسي من مودم Access من شركة AT&T. يملك الأتصال بالإنترنت اللاسلكي من خلال اتخاذ إشارة الواي فاي، مما يزيد من مجال الأتصال اللاسلكي للاتصال. يُمكنك الاتصال بالإنترنت عبر إشارة الواي فاي اللاسلكي هذه عبر عدد من الأجهزة المتاحة اليك، بما في ذلك: أجهزة الكمبيوتر المحمول والهواتف الذكية وغيرها.

تذكر في نود البرنامج أن خدمة Access من شركة AT&T قد كشف عنها في العناوين التي تعيش بها.

توافر في الولايات الـ 21:
إن منطقة الخدمات الـ 21 هي منطقة واسعة (تعرف أيضًا بـ "القاح" السلكي) وهي المناطق التي توفر فيها خدمات الإنترنت في AT&T. قد يتضمن توفير خدمات الحياة وأعمالك فيها وفقًا لأعمالك بشكل خاص.

ما المعلومات التي يجب أن تكون تتوفرها للمشاركة في برامج Access من شركة AT&T؟
يمكنك مراجعة قائمة بالمعلومات المتعلقة التي تحتاج إلى تقديمها عبر الرابط.

هل يمكنك توفير HTML دافع الضمان عوضًا عن رقم الضمان الاجتماعي؟
لا، لا يمكن لشركة AT&T أن يقدموا طلبًا دافع الضمان الاجتماعي عبر الإنترنت حتى لو كانت معلوماتك تظهر على إلكتروني في بطاقة الائتمان أو البريد الإلكتروني كما يُمكنك بطاقة الائتمان عبر الهاتف أو البريد الإلكتروني. إذا واجهت صعوبات في الطلب، يمكنك الاتصال بخدمة الاتصال الخاصة بشركة AT&T.

هل على نود دعوة حول الخدمة؟
لا. الدعوة ليست ضرورية للحصول على خدمة الإنترنت عبر برنامج Access من شركة AT&T.
هلا وسهلا! نحن نقدم مزايا رائعة لعملائنا. إذا كنت ترغب في الحصول على خصم، يجب أن تكون سعيداً بقرارك. من خلال التقييم الذي أجريته، سننخفض خصمك ونرسل لك فاتورة بتقديم الخصم.

إذا كنت حصلت على الخصم في برنامج Access، فستكون خصمك متوافق مع البرنامج الخاص بك، ولكن تأكد من أنك قد أتممت معاينة الملفات. في حال لم تتم المعاينة، سننخفض خصمك ونرسل لك فاتورة بتقديم الخصم.

أيضاً، إذا كنت في برنامج Snap، يجب أن تكون سعيداً إذا كنت راضياً عن الخدمة. سننخفض خصمك ونرسل لك فاتورة بتقديم الخصم.

للحصول على الخصم، يجب أن تكون سعيداً إذا كنت راضياً عن الخدمة. سننخفض خصمك ونرسل لك فاتورة بتقديم الخصم.

نتطلع لخدمتك في المستقبل!
هل سيطلب مني التسجيل في نظام القائمة عبر الإنترنت لكي أشارك في برنامج Access من شركة AT&T؟
لا، القائمة عبر الإنترنت ليست ضرورية.

هل سيعثر شخص إلى منزلي تثبيت المنزل؟
سترسل لك مجموعة أدوات ذاتية التثبيت مع دليل خطوات مفصل، هذا ما سيسهل اتمام عملية التثبيت بنفسك. إن احتجت لمساعدة إضافية بعد انتهاء عملية التثبيت، يمكنك طلب حضور فني (بесплатًا) لمساعدتك في عملية التثبيت.

في حال احتجت للاستشارات بخصوص أي موضوع في عملية التثبيت في منزلي، هل ستكون لديك تكلفة لذلك؟
لا، إن كنت تكن أحدًا من منافع دخل الضمان التكميلي في كاليفورنيا، لا توجد تكلفة وافتراع، يمكن للمشاركين في أغلب الأحيان اتمام عملية التثبيت وحدهم. إن احتجت لمساعدة إضافية بعد انتهاء عملية التثبيت، يمكنك طلب حضور فني لمساعدتك في عملية التثبيت.
لأسف، لم يتمكننا من قراءة النص العربي بشكل صحيح. نعم، إذا كنت منتجّمًا من خدمات هاتف سلكي AT&T في منزلك، فيمكنك الحصول على خدمة Lifeline. إذا كنت عميلًا حاليًا لـ Lifeline وتحتاج إلى التحديث إلى خدمة سلكية مخفضة، فنوفّر برنامج Access من شركة AT&T خدمة إنترنت سلكية مخفّضة. في حين توفر Lifeline خدمة هاتفية مخفّضة. إن برنامج الاتصال من AT&T وLifeline منفصلان وكلاهما متطلبات خاصة به. قد يكون الحصول على خدمات مخفضة من برنامجي الاتصال من AT&T وLifeline تكون مؤهلًا للمشاركة في برنامج دون الآخر. لمزيد من التفاصيل عن زر الرابط التالي، www.att.com/lifeline

أنا عميل حالي مع Access، وأحصل على خدمة هاتف سلكي في منزلي خاضعة لخصم من شركة AT&T. هل سستبدل برنامج Lifeline في حين تحصل على خدمات مخفضة من Company؟

أنا عميل حالي مع Lifeline، وأحصل على خدمة هاتفية مخفّضة. إن برنامج الاتصال من AT&T وLifeline منفصلان وكلاهما متطلبات خاصة به. قد يكون الحصول على خدمات مخفضة من برنامجي الاتصال من AT&T وLifeline تكون مؤهلًا للمشاركة في برنامج دون الآخر. لمزيد من التفاصيل عن زر الرابط التالي، www.att.com/lifeline

أنا مستخدم جديد للإنترنت ولا أعلم كيف أبدأ. هل لديك أي موارد لمساعدتي؟

وفّرت AT&T مجموعة أدوات قيّمة لمستخدمي الإنترنت المبتدئين وأطلقت عليها اسم Digital You، سواء كنت تبحث عن كمبيوتر منخفض التكلفة للاتصال بالإنترنت من منزلك، أو أنّ ولدك بدأ باستكشاف الإنترنت وتحتاج إلى مرابط مヘルفاضات إنترنت النفايات، أو أنّك تريد تعزيز مهاراتك على الإنترنت، فإن Digital You سوف يساعدك في تعزيز مهاراتك وتعلم كيفية زيادة ثقتك بنفسك ومهاراتك وتعزيز خصوصيتك.

هل يمكن إلغاء الخدمات المقدمة بموجب برنامج Access من شركة AT&T خلال السنة الحالية التي تشارك فيه الأسرة؟ ما المطلوب للإلغاء؟

لا يوجد فرق للالتزام بال الخدمات المقدمة بموجب برنامج Access من شركة AT&T. يمكن للعميل الإلغاء في أي وقت من خلال الاتصال بالرقم الموجود على الفاتورة أو من خلال الاتصال بمركز اتصال برنامج Access على الرقم 855.220.5225. (للمساعدة باللغة الإسبانية، اتصل بالرقم 855.220.5225 باللغة الإسبانية.)

إذا انتقل ينتقل من عنوان مشارك في برنامج Access من شركة AT&T، هل يطلب منهم إعادة توثيق التأهيل للبرنامج؟

ينبغي للعملاء الحالي لبرنامج Access من شركة AT&T الذي ينتقل إلى عنوان جديد أن يتلقى المساعدة حول هذا الأمر من مركز اتصال بـ Access. يعتمد على عنوان الخاصة بالخطة، إذا كانت الخدمة غير مطلوبة عند تغيير عنوان الخدمة، فيمكن العملاء في فترة إعادة التأهيل السنوية للخدمة، عنوان جديد من شركة Access من شركة AT&T.

إذا رفض العملاء الخدمة المقدمة بموجب برنامج Access من شركة AT&T، هل هناك رسوم لعدم إلغاء الخدمة؟

إذا رفض العملاء الخدمة المقدمة بموجب برنامج Access من شركة AT&T على الرقم 855.220.5225 (اللغة الإسبانية)، يجب على العملاء الاتصال بمركز اتصال البرنامج ACCESS من شركة AT&T على الرقم 855.220.5225 (اللغة الإسبانية) لتأكيد متطلبات إعادة المودم المرتبطة بالحساب. قد تنطبق رسوم عند عدم القدرة على الالتزام بمتطلبات إعادة المعدات.
إنترنت مقابل 10 دولارات شهريًا فقط

أضع مستقبل طفلك مع الإنترنت.

العالم الرقمي مليء بالفرص. تسهل شركة AT&T الاتصال بالأصدقاء والأهل وما يهمك. إذ أن أحد أفراد عائلتك مشاركاً في برنامج SNAP سينالك 10 دولارات شهريًا، مما يتيح لك الحصول على خدمة الإنترنت المميزه بسرعة 10 ميجابايت في الثانية لقاء سعر مخفض يبلغ 10 دولارات.* قد يكون أفراد العائلة الذين ينتمون مرايا برنامج مؤهلين لهذا البرنامج في كاليفورنيا فقط.**

يجبك أن تلتقي عائلتك حتى تتمكن من:

• الاتصال بالمؤسسات المؤهلة
• الاحتفاظ بالسجلات والملاحظات
• التواصل مع العائلة والأصدقاء في جميع أنحاء البلاد والعالم.

وال المزيد!

بالإضافة إلى عدم وجود عقد وعدم دفع وديعة.

وعدم وجود رسوم تركيب.

الوصول للواي فاي المنزلي ونقاط واي فاي حول الدولة متغيرة دون تكلفة إضافية.†

تنطبق متطلبات أخرى للتأهل.

لمعرفة كل المعلومات والتسجيل، فضّل زيارة att.com/access موقع AT&T أو اتصل بالرقم 521-220-855-1.

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†youtube.com draining

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<th>S:8”</th>
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Exhibit 9
Families Flyer
احصل على الإنترنت بالمنزل وْكن على اتصال.

إنترنت مقابل ـ دولارات شهريًا فقط

المحافظة على الاستقلالية أسهل مع وجود الإنترنت. إذا كان أحد أفراد عائلتك مشاركًا في برنامج SNAP، فقد تكون مؤهلًا للحصول على خدمة الإنترنت المنزلي برقم ١٠ ميجابايت في الثانية لقاء سعر مخفض يبلغ ١٠ دولارات. **قد يكون أفراد العائلة الذين يتقون مزايا برنامج مؤهلين لهذا البرنامج في كاليفورنيا فقط.***

**الوصول من AT&T** يدخلك الإنترنت حتى تتمكن من:

* • المحافظة على تواصلك مع العائلة
* • دفع الفواتير عبر الإنترنت
* • شراء الحاجات وغيرها من الأغراض
* • إيجاد معلومات عن النشاطات المحلية والترفيهية والأعمال
* • والمزيد!

احصل على مواد تدريب مجانية إلى جانب دعم مجاني لعملية التثبيت عبر الرابط التالي:

digitalyou.att.com/access

بالإضافة إلى عدم وجود عقد وعدم دفع وديعة وعدم وجود رسوم ترتيب.

الوصول للواي فاي المنزلي ونقاط واي فاي حول الدولة متوفرة دون تكلفة إضافية. 

تنطبق متطلبات أخرى للتأهل.

لمعرفة كل المعلومات والتسجيل، تفضل بزيارة:

**مواقع**

www.att.com/access

أو اتصل بالرقم ١-٨٥٥-٢٢٠-٢٥٨١.
Access From AT&T Current Outreach Sample Collateral (Chinese)
完成申請所需資料檢核表

所需資訊：

<p>| | |</p>
<table>
<thead>
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<tbody>
<tr>
<td></td>
<td>客戶姓名（付帳人姓名）</td>
</tr>
<tr>
<td></td>
<td>服務安裝地址 （街道、公寓或單位號碼（如適用），市、州、郵遞區號）</td>
</tr>
<tr>
<td></td>
<td>客戶帳單地址 （如果與服務安裝地址不同）</td>
</tr>
<tr>
<td></td>
<td>客戶電子郵件地址</td>
</tr>
<tr>
<td></td>
<td>客戶電話號碼（住家電話和/或手機）</td>
</tr>
<tr>
<td></td>
<td>客戶社會安全號碼，納稅人識別號碼，或部落識別號碼</td>
</tr>
<tr>
<td></td>
<td>客戶出生日期（日/月/年）</td>
</tr>
<tr>
<td></td>
<td>SNAP（或僅限於加州的 SSI）具備獲益資格的參與者姓名，住在將安裝該服務的家中。（注意：不必與服務申請人相同。）</td>
</tr>
<tr>
<td></td>
<td>SNAP（或僅限加州的 SSI）具備獲益資格的參與者的社會安全號碼，納稅人號碼或部落識別號碼</td>
</tr>
<tr>
<td></td>
<td>SNAP（或僅限加州的 SSI）參與者的憑證（參閱以下詳情）</td>
</tr>
</tbody>
</table>

所需文件：

您將需要提供以下文件之一：

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<tbody>
<tr>
<td></td>
<td>顯示 SNAP 參與者姓名的 SNAP 卡副本 （注意：如果 SNAP 卡上沒有姓名，請您提供當地 SNAP 辦公室發給的 SNAP 參與證或受益信函）</td>
</tr>
<tr>
<td></td>
<td>當地 SNAP 辦公室發給的 SNAP 參與證或受益信函，顯示 SNAP 參與者姓名</td>
</tr>
<tr>
<td></td>
<td>僅限加州：發自社會安全局的授予通知書原件副本，確認您或您在加州住所的居民享有 SSI 福利的資格，並將接受該福利</td>
</tr>
<tr>
<td></td>
<td>僅限加州：目前的福利確認信副本，以確認加州居民正在享有 SSI 福利</td>
</tr>
</tbody>
</table>


**網絡服務每月只要 $10**

數位世界充滿各種可能性。AT&T 讓您更容易關心朋友、家人，和您最關心的大小事。只要您是加州居民，而且家中至少有一人是 SNAP* 參與者或領取 SSI** 福利，您就可能符合資格，以每月 $10 的優惠價享用 10Mbp 的家庭網絡服務。***

**AT&T Access** 讓您可以利用網絡帶來的好處：

- 做家庭作業
- 找工作
- 帳單繳費
- 搜尋新聞、資訊和娛樂

更好的是，您不用做任何承諾、不用訂金，也不用付安裝費。

另外還提供家庭 Wi-Fi 閘道器，並可使用 AT&T 全國 Wi-Fi 熱點網絡，無額外收費。†

也可能適用其它資格條件。

請上網至 att.com/access 參閱完整資訊並申請服務。
或致電 1-855-220-5211。
價格實惠的家庭網絡。 千載難逢的機會。

網絡服務每月只要 $10

數位世界充滿各種可能性。AT&T 讓您更容易關心朋友、家人，和您最關心的大小事。只要您家中至少有一人是 SNAP* 參與者，您就可能符合資格，以每月 $10 的優惠價享 用 10Mbps 的家庭網絡服務。**領取 SSI 福利的家庭也可能符合資格，但僅限加州。***

AT&T Access 讓您和家人可以利用網絡帶來的好處：
- 做家庭作業
- 找工作
- 帳單繳費
- 搜尋新聞、資訊和娛樂

以及更多事情！

更好的是，您不用做任何承諾、不用訂金，也不用付安裝費。

另外還提供家庭 Wi-Fi 閘道器，並可使用 AT&T 全國 Wi-Fi 熱點網絡，無額外收費。†

也可能適用其它資格條件。
請上網至 att.com/access 參閱完整資訊 並申請服務。
或致電 1-855-220-5211。
方案詳情

什麼是 AT&T Access 方案？
AT&T Access 方案是我們在有線家庭網絡服務的 21 個州提供低收入家庭存取有線家庭網絡的一個低成本選項。

我為什麼要申請參加 AT&T Access 方案？
接觸網際網絡可以改變生活。您可以使用網際網絡來求職、聯繫家人和朋友、研究健康資訊、完成線上教育等等。更好的是，參加 AT&T Access 方案可以為您節省網絡費用！此外，您不必支付安裝或啟用費用，或是支付數據機或通訊開的費用。

AT&T Access 方案將推出多長時間？
此項優惠有效時間為四年。此優惠於 2016 年 4 月開始，直至 2020 年 4 月。AT&T 會請您每年重新驗證 SNAP 參與。2019 年 4 月以後才符合 AT&T Access 方案資格的參與者可以從啟用日起參與本方案 12 個月。

服務和定價

AT&T Access 方案提供哪些上網速度？
本方案目前提供五種速度層級。AT&T 將分配給您 10Mbp、5Mbp、3Mbp、1.5Mbp 或 768Kbp 的速度，取決於您地址的最快可用速度。

如果我參加 AT&T Access 方案，每個月的費率是多少？
有五種可能的方案速度層級。如果分配給您 10Mbp 或 5Mbp 的速度層級，每月只需繳交 $10。如果您的速度是 3Mbp 或 1.5Mbp 或 768Kbp，每月只需繳交 $5。分配給您的一定是您居住地可用的最快速度。

我的速度層級會搭配數據額度嗎？
服務內容包括 150GB 或 1TB 的每月數據流量額度，額度根據您擁有的服務類型和速度而定。如果您超過每月數據計劃額度，每 50GB 將自動加收 $10 的數據使用費，即使您的使用量小於 50 GB。如需進一步資訊，請上網至 www.att.com/internet-usage 查閱。

假設分配給我的速度是 5Mbp。我可以換成 3 Mbp，以便將每月帳單降為 $5，而不是 $10 嗎？
不行。本方案僅採用您居住地的三種方案速度層級最高者。AT&T 會自動分配此速度給您。
有線家庭網絡服務到底是什麼意思？
「有線家庭網絡服務」指的是 AT&T 的有線寬頻上網服務，該服務透過一條實體電線或電纜提供給固定地點。

此優惠是否適用於無線（移動）網絡服務？
不，此優惠僅適用 AT&T 所覆蓋的 21 州服務地區的有線家庭網絡服務。

方案宣傳資料說，會免費提供一個家庭 Wi-Fi 數據機。這是什麼意思？
AT&T Access 服務包括一個能在您家中發射無線 Wi-Fi 信號的數據機或通訊閣，讓您擴展有線網絡服務的覆蓋面。您可以在各種 Wi-Fi 兼容裝置上（包括：筆記型電腦、平板電腦、智能手機等等）存取此無線 Wi-Fi 信號。

方案宣傳資料說，AT&T Access 方案服務包括免費使用 AT&T 全國 Wi-Fi 熱點網絡。這是什麼意思？
離家在外時，您可以將具有 Wi-Fi 功能的裝置連接到 AT&T 全國各地的 Wi-Fi 熱點。欲瞭解全部詳情並找到 AT&T Wi-Fi 熱點，請訪問 www.attwifi.com。

服務簽約

我如何知道自己有無資格參加 AT&T Access 方案？
如果滿足以下條件，則您具備資格參與 Access 方案：

- 您家中至少有一名成員參與補充營養援助計劃（SNAP）。
- 您所居住的地區屬於 AT&T 有線家庭網絡服務覆蓋的 21 州內；並且
- 您所居住的地址可使用至少一個 AT&T Access 的上網速度層級。

如果加州居民滿足以下條件，也符合資格：

- 您家中至少有一名成員接受附加保障收入（SSI）福利；並且
- 您所居住的地址可使用至少一個 AT&T Access 的上網速度層級。

也適用其它要求規定。欲瞭解您是否可以參與本方案，請訪問 www.att.com/access 以查看您所在地址的服務可用性，並提交申請表以查看您的住址是否符合資格。

我如何知道自己是否住在 AT&T 的 21 州服務區內？
21 州服務區是指 AT&T 提供有線服務的廣泛區域（也稱為足跡）。您可以訪問 www.att.com/local 查看您所在地區的地圖。實際可用的服務和上網速度可能因個別地址而異。

我需要提供哪些資訊，以便參加 AT&T Access 方案？
您可以在 www.att.com/accesschecklist 查看您需要提供的所需資訊列表。

我可以提供納稅人 ID 來代替社會安全號碼嗎？
您可以提供社會安全號碼、納稅人 ID 號碼，或部落 ID 號碼。

我可以在本地的 AT&T 商店申請 AT&T Access 方案嗎？
否。AT&T 零售商店無法處理 AT&T Access 申請或訂單。您將可以使用 www.att.com/access 的表格，並在線或透過電子郵件提交。您也可以列印表格，然後傳真或郵寄。如果您在申請時遇到困難，可以撥打 855 220 5211 聯繫 AT&T 代表。（如需要西班牙語協助，致電 855 220 5225。）
我需要先繳交訂金以取得服務嗎？
AT&T Access 方案不要求您繳交訂金。

在我申請服務時，AT&T 會進行信用檢查嗎？
AT&T 標準政策規定，所有新服務訂戶都必須接受信用檢查，包括信用局的信用檢查。信用檢查的結果不會影響您從 AT&T Access 方案獲得網絡服務的能力。

在註冊這項優惠和提供所需資料之後，我如何知道自己符合資格？
我們收到和處理您的申請之後，會寄信說明您的申請狀態。這封信也會告訴您訂購過程的下一步該做哪些事。

我在 AT&T 有一個以上的網絡帳號。如果我被批准參加 AT&T Access 方案，我所有的網...
件。如果我們得知用來申請本方案的 SNAP 參與者不再住於您家裡，我們會給您機會：

- 提供文件證明您家裡還有其他人是 SNAP 參與者，或
- 通知我們您打算取消網路服務，或
- 不採取進一步行動，在這種情況下，我們會刪除您的折扣優惠方案，改向您收取正規費率。

安裝

我需要申請線上帳單才能參與 AT&T Access 方案嗎？
不。線上帳單不是必要條件。

需要有人來我家安裝服務嗎？
AT&T 會寄給您一份自行安裝套件，附有簡單的逐步安裝說明，因此您很容易自己完成安裝程序。如果在嘗試自行安裝後需要額外幫助，您可以要求我們的技術人員協助安裝（不收費）。

如果我要求技術人員到家中協助安裝，我需要付費嗎？
否。不收費。AT&T 會寄給您一份自行安裝套件，附有逐步安裝說明。在大多數情況下，客戶可以自行完成安裝程序。如果在嘗試自行安裝之後需要額外幫助，您可以要求我們的技術人員協助安裝。

其他問題和資源

如果客戶搬至不同地址，而他們的服務處於 AT&T Access 方案內，他們是否需要重新驗證計劃合格性？
享有 AT&T Access 服務的現有客戶搬至新地址後，應撥打 855 220 5211 並讓 AT&T 的指定電話中心處理交接事宜（西班牙語請撥打 855 220 5225），以確保他們的帳戶保持該折扣。服務地址變更不需要重新驗證，除非客戶處於年度重新驗證窗口。

住戶是否可以在登記 AT&T Access 方案下服務的同一年取消該服務？取消流程是怎樣的？
AT&T Access 方案下所提供服務沒有期限承諾。客戶可在任何時候撥打帳單上的電話取消方案，或是撥打 855 220 5211 聯繫 AT&T Access 方案指定電話中心取消方案。（如需要西班牙語協助，致電 855 220 5225。）

如果客戶中止了 AT&T Access 方案下服務，他們是否需要交還數據機或閘道設備？如果他們不交還設備，是否需要繳納費用？
客戶應撥打 855 220 5211 聯繫 AT&T Access 方案指定電話中心（如需要西班牙語協助，致電 855 220 5225）以確認他們特定帳戶的設備歸還要求。如果客戶無法遵守相關設備歸還要求，可能會產生一定費用。

我如何知道自己是不是 SNAP 參與者？
美國的「補充營養援助計劃」的前稱是「食物券方案」。它是一項全國性方案，但由各州代表聯邦政府負責管理。如果您透過州政府（EBT，食物卡）獲取食物福利，您可能是 SNAP 參與者。

我如何註冊參加補充營養援助計劃？
請訪 USDA SNAP 網站 www.fns.usda.gov/snap/apply，尋找如何申請的說明。

主題：什麼是附加保障收入（簡稱為 SSI 的社會安全補助金）？
為什麼加州地區的家庭而非其他州的家庭可以根據 SSI 參與情況具備資格？
加州地區的 SSI 受益人沒有資格享受 SNAP 福利，因為他們所接受的州 SSI 福利補助可替代 SNAP 福利。因此，AT&T 決定將和 SNAP 參與者擁有相同要求的加州地區 SSI 受益人納入方案的資格範圍內。

我是一位加州居民，和我的舅舅一起生活，他是 SSI 福利受益人，我的姐姐則是 SNAP 參與者。我如何可以滿足 AT&T Access 方案的資格？
您可以根據您舅舅接受的 SSI 福利或您姐姐接受的 SNAP 福利申請加入 AT&T Access 方案。您只需要提供其中一人的資訊，而且可以二選一。但是您的地址僅適用一個帳戶。

我目前是 Lifeline 客戶，並享有 AT&T 家電話服務的折扣優惠。AT&T Access 方案會取代 Lifeline 嗎？
AT&T Access 方案提供的是有線網絡服務折扣優惠：Lifeline 提供的是電話服務折扣優惠。AT&T Access 方案和 Lifeline 是兩個完全不同的方案，各有自己的資格要求。所以，您可能可以同時享受 AT&T Access 方案和 Lifeline 的折扣優惠服務。同樣的，您可能只有資格參加其中一個方案，而非另一個方案。欲瞭解 Lifeline，請訪問 www.att.com/lifeline。

我是網路新手，不知道如何開始。你們有資源可以幫助我嗎？
AT&T 已為網絡初學者收穫了稱為「數位與您」的珍貴工具包。不管您在尋找低成本電腦以便在家中上網、您的孩子正在開始探索網絡以完成家庭作業，或是您想提高自己的上網技能（從線上付款到申請工作）、「數位與您」應該都可以幫得上忙！訪問 digitalyou.att.com 學習如何在網絡上增強信心、技能、隱私和安全。

住戶是否可以在簽約 AT&T Access 方案下服務的同一年取消該服務？取消流程是怎樣的？
AT&T Access 方案下提供服務不含期限承諾。客戶可在任何時候撥打帳單上的電話取消方案，也可以撥打 855 220 5211 聯繫 AT&T Access 方案指定電話中心取消方案。（如需要西班牙語協助，致電 855 220 5225。）

如果客戶搬至不同地址，而他們的服務處於 AT&T Access 方案內，他們是否需要重新驗證計劃資格？
享有 AT&T Access 服務的現有客戶搬入新地址後，應撥打 855 220 5211 並讓 AT&T 的指定電話中心處理交接事宜（西班牙語請撥打 855 220 5225），以確保他們的帳戶保持該折扣。服務地址變更不需要重新驗證，除非客戶處於年度重新驗證窗口。

如果客戶中止了 AT&T Access 方案下的服務，他們是否需要交還數據機或門鎖設備？如果他們不交還設備，是否需要繳納費用？
客戶應撥打 855 220 5211 聯繫 AT&T Access 方案指定電話中心（如需要西班牙語協助，致電 855 220 5225）以確認他們特定帳戶的設備歸還要求。如果客戶無法遵守相關設備歸還要求，可能會產生一定費用。
讓網絡照亮子女的前途。

數位世界充滿各種可能性。AT&T 讓您更容易關心朋友、家人，和您最關心的大小事。只要您家中至少有一人是 SNAP* 參與者，您就可能符合資格，以每月 $10 的優惠價享用 10Mbp 的家庭網絡服務。**領取 SSI 福利的家庭也可能符合資格，但僅限加州。***

AT&T Access 讓您和家人可以利用網絡帶來的好處：

- 做家庭作業
- 查詢大學和獎學金
- 隨時掌握學校的消息並和老師聯絡
- 與世界各地的親友保持聯繫
以及更多事情！

更好的是，您不用做任何承諾、不用訂金，也不用付安裝費。

免費包含家庭 Wi-Fi 閘道並可使用 AT&T 全國 Wi-Fi 熱點網絡。†

也可能適用其它資格條件。

請上網至 att.com/access 參閱完整資訊並申請服務。
或致電 1-855-220-5211。
享受家庭網路，
保持聯繫暢通。

網路服務每月只要 $10

有網絡更容易自理生活，只要您家中至少有一人是 SNAP* 參與者，您就可能符合資格，以每月 $10 的優惠價享用 10Mbp 的家庭網路服務。**領取 SSI 福利的家庭也可能符合資格，但僅限加州。***

AT&T Access 讓您可以利用網絡帶來的好處：
• 與家人保持聯絡
• 線上帳單繳費
• 購買生活用品和其它東西
• 搜尋社區活動、娛樂和新聞
以及更多事情！

上網至 digitalyou.att.com/access
獲得免費訓練資源，外加免費的安裝支援。

更好的是，您不用做任何承諾、
不用訂金，也不用付安裝費。

免費包含家庭 Wi-Fi 關道並可使用
AT&T 全國 Wi-Fi 熱點網絡。†

也可能適用其它資格條件。

請上網至 att.com/access 參閱完整資訊並申請服務。
或致電 1-855-220-5211。

*補充營養援助計劃。**只在 AT&T 21 州有線範圍提供此服務，取決於您的地址。我們可能提供其它速度層級（3Mbp 每月 $10 或 5Mbp/1.5Mbp/768Kbp 每月 $5），所宣稱的上網速度指的是網絡服務的最高速度能力，客戶端的實際速度可能受各種因素影響，包括網站流量，內容提供商的服務質量，內部網絡管理因素和設備功能，而且不受保證。請上網至 att.com/internet-speed101 查閱。價格均不含稅。服務內容包括 150GB 或 1TB 的每月數據流量額度，額度根據您擁有的服務類型和速度而定。如果您超過每月數據計劃額度，每 50GB 將收取 $10 的數據使用費，即使您的使用量小於 50GB。如需進一步資訊，請上網至 att.com/internet-usage 查閱。***加州社會安全生活補助金。†

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Access From AT&T Current Outreach Sample Collateral (Haitian Creole)
Lis verifikasyon enfòmasyon ki nesesè pou ranpli aplikasyon an

Moun k ap patisipe nan Pwogram éd nitrisyon siplemantè (SNAP) USDA a — oswa moun k ap resevwa alokasyon siplemantè lajan (SSI) (sèlman nan Kalifòni) — gendwa aplike pou jwenn aksè nan pwogram AT&T a.

Li enpòtan pou w ranpli fòmilè demann lan epi ak presizyon, pou w sèten pa gen okenn reta pou yo apwouve w pou pwogram lan. Tanpri reli enstriksyon sou fòmilè demann lan ak anpil atansyon.

Enfòmasyon ki obligatwa :

- Non kliyan an (moun k pral peye fakti a)
- Adrès kote yo pral enstale sèvis la (Ri, Nimewo apatman/inite (si sa aplikab), Vil, Eta, Zip kòd)
- Adrès faktirasyon kliyan an (si li diferan pase adrès sèvis la)
- Adrès imel kliyan an
- Nimewo telefòn kliyan an (telefòn lakay epi/oswa telefòn selilè)
- Nimewo sekirite sosyal kliyan an, nimewo kontribyab, oswa nimewo idantifikasyon gwoup tribi
- Dat nesans kliyan an (mwa/jou/ane)
- Non patisipan SNAP la k ap viv nan kòkay kote yo pral enstale sèvis la (Remak : Li pa obligatwa ke se swa menm moun ak moun k ap aplike pou sèvis la.) (Remak : Li pa nesesè ke se swa menm moun lan ki aplike pou sèvis la.)
- Nimewo sekirite sosyal moun ki kalifye pou patisipè nan SNAP (oswa nan SSI nan Kalifòni sèlman), oswa nimewo idantifikasyon gwoup tribi
- Prèv papisipasyon nan SNAP (oswa nan SSI nan Kalifòni sèlman) (li detay pi ba la a)

Dokiman yo mande :

Ou dwe soumèt youn nan dokiman annapre la yo :

- Yon kopi kat SNAP ki montre non patisipan SNAP la (Remak : Si Kat SNAP la pa genyen yon non sou li, ou vwa soumèt yon lèt sou papisipanyon nan SNAP osison yon lèt biwo lokal SNAP patisipan an ki ateste benefis yo)
- Yon kopi lèt sou papisipasyon w nan SNAP oswa yon lèt yon biwo lokal SNAP ki ateste benefis ou yo, ki montre non patisipan SNAP la
- Sèlman nan Kalifòni : Yon kopi origjinal lèt Administrasyon sekirite sosyal ki konforme oumenm oswa yon moun nan kòkay ou an Kalifòni te kalifye pou resevwa benefis epi pral resevwa benefis SSI
- Sèlman nan Kalifòni : Yon kopi lèt atestasyon aktyèl benefis ki konforme yon moun ki nan yon kòkay an Kalifòni ap resevwa benefis epi pral resevwa benefis SSI


Entènèt lakay a pri abòdab. Kokennchenn opòtinite.

Anviwonman dijital lan chaje ak posibilite. AT&T ap fé li pi fasil pou konekte avèk zanmi, fanmi, ak tout sa ki pi enpòtan pou ou. Si ou se yon rezidan Kalifòni epi si omwen yon moun nan kay ou se yon patisipan SNAP* oubyen ap resevwa benefis SSI **, ou kapab kalifye pou yon sèvis Entènèt lakay pou yon tarif redwi $10.***

Aksè apati AT&T a va mennen ou sou Entènèt pou ou kapab:

• Fè devwa ou
• Chache travay
• Peye fakti ou
• Jwenn nouvèl, enfòmasyon ak plezi

Epitou, pa genyen OKENN angajman, OKENN depo ak OKENN kòb pou peye pou enstalasyon.

Jwenn yon pasrèl Wi-Fi lakay ak aksè a tout rezo pwen cho Wi-Fi AT&T yo atravè tout peyi a – LADAN san okenn lòt frè.†

Gen lòt kondisyon pou ka kalifye. Al vizite att.com/access pou enfòmasyon konplè ou pou ou aplikè. Oswa rele nan nimewo 1-855-220-5211

*S:8”
S:10.5”
T:8.5”
T:11”
B:8.75”
B:11.25”

Exhibit 9
Campaign Flyer CA
Entènèt lakay a pri abòdab. Kokennchenn opòtinite.

Anviwonman dijital lan chaje ak posibilite. AT&T ap fè li pi fasil pou konekte avèk zanmi, fanmi, ak tout sa ki si enpòtan pou ou. Si omwen yon moun lakay ou ap patișipe nan SNAP*, w gendwa kalifye pou sèvis Entènèt lakay 10Mbps la nan to rabè $10 nou an.** Nan Kalifòni sèlman, kay ki resewa benefis SSI tou ka kalifye.***

Aksè apati AT&T a va mennen ou sou Entènèt pou ou kapab:

• Fè devwa ou
• Chache travay
• Peye fakti ou
• Jwenn nouvèl, enfòmasyon ak plezi

Ak anpil lòt bagay ankò!

Epitou, pa genyen OKENN angajman, OKENN depo ak OKENN kòb pou peye pou enstalasyon.

Jwenn yon pasrèl Wi-Fi lakay aksè a tout rezo pwen cho Wi-Fi AT&T yo atravè tout peyi a – LADAN san okenn lòt frè.†

Gen lòt kondisyon pou ka kalifye.

Al vizite att.com/access pou enfòmasyon konplè epi pou ou aplike.

Oswa rele nan nimewo 1-855-220-5211


Vitès reyèl la gendwa varye selon faktè tankou kantite vizit sou sit la, kapasite kontni nan sèvè founisè a, jesyon entèn rezo a, e kapasite aparèy la pa kapab garanti. Pou plis enfòmasyon, al vizite att.com/speed101. Pri yo pa enkli taks. Sèvis la pral enkli chak mwa yon kantite done swa pou 150GB, 300GB oswa 1GB selon kalite ak vitès sèvè ou resewa an.

Jwenn yon pasrèl Wi-Fi lakay aksè a tout rezo pwen cho Wi-Fi AT&T yo atravè tout peyi a – LADAN san okenn lòt frè.†

Gen lòt kondisyon pou ka kalifye.

Al vizite att.com/access pou enfòmasyon konplè epi pou ou aplike.

Oswa rele nan nimewo 1-855-220-5211

**Revni sou Sekirite Siplemènt nan Kalifòni. †Ou dwe genyen yon aparèy ki pare pou resewa Wi-Fi. Gen lòt restriksyon ak plezi. Pwopenitye enfòmasyon 1G/10G/10G. Tout devwa nanver AT&T, senti nan ak tout lòt epi ki ladan li se man lòt fabrik AT&T Intellectual Property. Pwopenitye enfòmasyon AT&T epilòna kampay ki lòt ak AT&T.
Kesyon yo poze souvan

detay sou pwogram lan

_Kisa Pwogram Access from AT&T (Aksè apati AT&T) a ye?_
Pwogram Access from AT&T a ofri yon opsyon bon mache pou kòkay a ba revni gen entènèt lakay sou fil kab nan 21 eta kote nou ofri süvis entènèt lakay sou fil kab.

_Poukisa mwen dwe aplike pou patisipe nan pwogram Access from AT&T a?_
Access from AT&T kapab chanje lavi moun. Ou kapab itilize entènèt pou aplike pou travay sou entènèt, komunikè avèk fanmi epi zanmi w, chache enfòmasyon sou lasante, fini etid ou sou entènèt ak anpil lòt bagay ankò. Epi, antank patisipan nan pwogram Access AT&T a, ou ta ka ekonomize lajan sou fakti entènèt ou. Epitou, ou pa pral bezwen peye pou enstalasyon oswa patisipasyon nan pwogram Access AT&T a, ou ta ka ekonomize lajan sou fakti entènèt ou.

_Pandan konbyen nan Pwogram Access from AT&T a va disponib?_
Òf sa a valab pou katran. Li te kòmanse nan mwa april 2016 epl li va kontinye jiska april 2020. AT&T pral mande ou pou resèvifye patisipasyon w nan SNAP chak lane. Patisipan ki kalifye pou pwogram Access from AT&T a apre april 2019 gendwa kontinye nan pwogram lan pou 12 mwa apati dat aktivasyon an.

_sèvis ak tarif_

_Ki vitèses entènèt ki disponib avèk pwogram Access from AT&T a?_
Genyen senk nivo vitèses ki disponib nan pwogram lan. AT&T pral ba ou yon vitèses 10, 5, 3 osa 1.5Mbps oswa 768Kbps, selon sa ki pi rapid e ki disponib nan adrèses a.

_Si mwen patisipe nan pwogram Access from AT&T a, ki tarif m ap peye chak mwa?_
Genyen senk nivo vitèses ki disponib nan pwogram lan. Si yo ba ou yon nivo vitèses 10Mbps oswa 5Mbps, ou va peye sèlman $10 pa mwa. Epi si nivo vitèses a se 3Mbps, osa 1.5Mbps oswa 768Kbps oswa 5 pa mwa. Yo va ba ou vitèses ki pi rapid ki disponib nan kote w kote a.

_Eske nivo vitèses mwen an pral vini avèk yon transfè pou done?_
Sèvis la pral enkli chak mwa yon kantite done swa pou 150GB, osa 1TB chak mwa selon kalite ak vitèses süvis ou resevwa an. Si ou depase kantite transfè done pa mwa ou a, yo va faktire ou otomatikman $10 pou chak 50GB done ou itilize an plis plan transfè done an a, menm si ou itilize pi piti pase 50 gigabayt. Pou plis enfòmasyon, al vizite [www.att.com/internet-usage].

_Sipoze yo ban mwen yon vitèses 5Mbps. Eske mwen kapab pase a 3Mbps pou fakti lemwa mwen kapab $5 olye $10?_
Non. Pwogram sa a aplike sèlman a nivo vitèses ki pi rapid pami twa pwogram vitèses ki disponib nan adrèses a. AT&T va ba ou vitèses sa a otomatikman.
Kisa w vle di egzakte man avèk sèvis entènèt lakay sou fil kab?

“Sèvis entènèt lakay sou fil kab” vle di sèvis Access from AT&T gwo vitès sou fil kab AT&T ke yo delivre nan yon kote fiks atravè yon fil oswa yon kab.

_Esko ôf sa a aplike a sèvis entènèt san fil (sellilè)?_

Non. Ôf sa a aplike sèlman a sèvis entènèt lakay sou fil kab nan _zòn sèvis_ AT&T anndan 21 eta yo.

_Bwochi pwogram lan anonse li vini avèk yon modèm Wi-Fi pou lakay san okenn lôt frè. Kisa sa vle di?_

Sèvis aksè apati AT&T a vini avèk yon modèm oswa pasrèl a fè kapasite Wi-Fi ki difize yon siyal san fil anndan lakay ou, sa ki pèmèt ou laj dimansyon sèvis entènèt sou fil kab ou an. Ou kapab gen aksè a siyal Wi-Fi san fil sa a sou yon pakèt aparèy ki konpatib avèk Wi-Fi, tankou konpitè pòtab, tablèt konpitè, telefòn entelijan, ak anpil lôt ankò.

_Bwochi pwogram lan anonse sèvis Access from AT&T a vini avèk aksè a rezo hotspot Wi-Fi nan tout peyi a san okenn lôt frè. Kisa sa vle di?_

Ou kapab konekt aparèy ou yo ki konpatib avèk Wi-Fi andeyò lakay ou, nan plizyè milye hotspot Wi-Fi AT&T nan tout peyi a. Pou plis detay epi pou ou jwenn hotspot Wi-Fi AT&T, vizite att.com/shop/wireless/wifi

enskri pou sèvis

**Kijan pou mwen konnen si mwen kalifye pou Access from AT&T?**

Ou kalifye pou pwogram aksè a si:

- Omwen yon moun nan kòkay ou se yon patispan nan Pwogram ed nitrisyon siplemantè (SNAP) la.
- W'ap viv nan yon nan 21 eta kote AT&T ofri sèvis entènèt lakay sou fil kab, epi
- Omwen yon nan nivo vitès Access from AT&T AT&T dwe disponib nan adres kote w rete a.

Rezidan Kalifòni kalifye tou si:

- Omwen yon moun lakay ou resevwa benefis alokasyon siplemantè lajan (SSI) ; epi
- Omwen yon nan nivo vitès Access from AT&T AT&T dwe disponib nan adres kote w rete a.

Lòt kondisyon pou kalifikasyon kapab aplike tou. Pou ou byen sèten ou kapab patisipe nan pwogram lan, vizite [www.att.com/access](http://www.att.com/access) pou w tcheke si sèvis la disponib nan adres ou a epi pou w soumèt yon aplikasyon pou w wè si kòkay ou a kalifye.

**Kijan pou mwen dekouvri si mwen nan zòn sèvis 21 eta AT&T a?**


**Ki enfòmasyon mwen va bezwen pou patsipe nan pwogram Access from AT&T a?**

Ou kapab wè yon lis enfòmasyon, yo mande pou w bay, isit la nan [www.att.com/accesschecklist](http://www.att.com/accesschecklist).

**Eske mwen kapab bay yon nimewo kontriyab olye yon nimewo sekirite sosyal?**

Ou kapab bay swa yon nimewo sekirite sosyal, yon nimewo kontriyab, oswa yon nimewo idantifikasyon gwoup tribi.

**Eske mwen kapab aplike pou pwogram Access from AT&T a nan yon magazen lokal AT&T?**

Non, magazen AT&T yo pa kapab trete demann oswa aplikasyon pou Access from AT&T. Ou kapab jwenn aksè a demann nan sou [www.att.com/access](http://www.att.com/access) epi soumèt fòmillè an sou entènèt oswa pa imel. Ou gendwa enprime fòmillè an tou epi voye li pa faks oswa pa imel. Si w gen difikile avèk aplikasyon an, ou kapab kominike ak yon reprezant AT&T pa telefon nan nimewo 855.220.5211. (Pou asistans an panyòl, rele nimewo 855.220.5225.)
Eske mwen dwe peye yon depo pou jwenn sèvis?
Okenn depo pa nesesè pou w tabli sèvis entènèt nan pwogram Access from AT&T a.

Eske AT&T pral mennen yon ankèt sou istwa kredi mwen lè mwen aplike pou sèvis?
Kòm sa fè pati nòmal règleman AT&T, tout kòmann pou nouveau sèvis ap siby yon ankèt sou kredi, ki ka genyen tou ladan li yon verifikasyon kredi biwo. Rezilia ankèt sou kredi yo pa pral afekte kapasite w pou w jwenn sèvis entènèt nan pwogram Access from AT&T a.

Apre mwen fin enskri pou òf la bay enfòmasyon ki nesesè, kijan mwen va konnen si mwen kalifye?
Apre n resewwa epi trete aplikasyon ou an, nou va voye yon lèt ba ou pa lapòs ki va monstre estad aplikasyon ou an. Lèt sa a va genyen enstriksyon sou pwochen etap nan pwosesis kòmann lan.

Mwen gen plis pase yon kont AT&T. Si yo apwou mwen pou m patisipe nan Access from AT&T, èske tout kont entènèt mwen yo va enkl?
Non. Yo kapab enkli sèlman yon grenn kont entènèt AT&T pou chak kòkay nan pwogram Access from AT&T a. Ou va dwe chwazi ki kont ou vle enkli.

Si yo apwou mwen, kilè pwogram Access from AT&T mwen an ap kòmanse?
Sèvis ou nan pwogram lan kòmanse lè kòmann pou Access from AT&T a fini fèt. Sa kapab nan memn jou lè w rele pou aktive rabè a (si w deja genyen yon sèvis AT&T), oswa nan yon lòt dat. (si w ap fèk enstale on nouvo sèvis entènèt sou fil kab). Reprezantant pou sèvis kliyan ou an va enfòme w sou dat aktivasyon sèvis ou an lè w rele pou plase kòmann ou an.

Kounyela, mwen genyen yon pake sèvis AT&T. Si mwen gen sèvis atravè Access from AT&T a, èske pri pou sèvis konbíne a se menm ak pou lòt pwodwi yo?
Ou gen dwa kenbe pri pou tout lòt sèvis konbine AT&T menm si ou chanje sèvis entènèt ou a pou pwogram Access from AT&T a. Pou plis detay, tanpri rele yon reprezantant AT&T nan nimewo 855.220.5211. (Pou asistans an panyòl, rele nimewo 855.220.5225.)

Eske mwen garanti pou mwen kontinye patisipe?
Ou kapab kontinye patisipe pandan òf la valid, a kondisyon kòkay ou a kontinye satisfè kondisyon pou kalifikasyon nan òf la. Yo va mande w pou resètifye chak ane ke w satisfè kondisyon pou kalifikasyon yo.

Kijan mwen pral konnen lè pou mwen resètifye si mwen satisfè kondisyon pou kalifikasyon yo?
Nou va fè w konnen plizyè semèn anvan dènè dat pou resètifye a, epitou nou va voye ba ou omwen yon rapèl. Anvan dènè dat la, ou va dwe toujou satisfè kondisyon pou patisipe nan pwogram Access from AT&T a yo. Si w pa fini fè demach yo anvan dat yo fikse a, epi w pa avize n sou entansyon w pou anile sèvis ou a, nou pral wete rabè pou pwogram ou an epi faktire nan yon tarif komèsyal ki gen nan moman sa a.

Kisa ki va rive si mwen pa satisfè kondisyon pou kalifikasyon yo ankò?
Si n dekouvri ou pa satisfè kondisyon pou patisipe nan yon akò nan pwogram Access from AT&T a, nou va wete rabè pou pwogram ou an epi faktire w nan to nòmal pou sèvis entènèt amwenske ou: mande n pou nou anile sèvis la oswa ou ban n dokiman ki montre ou satisfè kondisyon yo toutbon vre.

E si mwen pa fini resètifikasyon chak lane mwen an nan pwogram Access from AT&T a nan yon sèten moman? Eske mwen kapab aplike ankò n kon yon lòt dat?
Nou va avize w alavans sou dat resètifikasyon chak lane ou a. Si w pa fini fè demach yo anvan dat yo fikse a, epi w pa avize n sou entansyon ou pou anile sèvis ou a, nou pral wete rabè pou pwogram ou an epi faktire ou a tarif pri komèsyal yo nan moman sa a. Si w ta vle rekòmanse patisipe nan pwogram nan nan yon lòt dat, nou pèmèt ou fè sa. Men w va dwe soumèt yon nouvo aplikasyon epi swiv menm pwosesis ak lè w te enskri premye fwa a.
Sèl patisipan SNAP ki nan kòkay mwen an pral soti anvan li lè pou resètifye. Eske mwen pral kapab kontinye patisipe nan pwogram Access from AT&T a?

Kliyan pwogram Access from AT&T a yo dwe satisfè kondisyon pou kalifikasyon yo, epi yo dwe toujou genyen omwen yon patisipan SNAP nan kòkay la. Sa nesesè pou yo kontinye patisipe nan pwogram Access from AT&T a. Si n aprann yon moun ki te itilize enfòmasyon SNAP li a pou aplike pou pwogram lan p ap viv ankò nan kòkay ou, nou va ba w yon chans pou:

- Soumèt dokiman ki montre yon lòt moun nan kòkay ou se yon patisipan SNAP, oswa
- Ou enfòme n sou entansyon ou pou w anile sèvis entènèt ou a, oswa
- Pa pran okenn mezi, nan ka sa a, nou va wete w nan pwogram rabè a epi faktire ou a pri nòmal.

Enstalasyon

Eske mwen dwe enskri pou fakti pa entènèt pou mwen patisipe nan pwogram Access from AT&T a?

Non, faktirasyon sou entènèt pa nesesè.

Eske yon moun dwe vin lakay mwen pou enstalasyon sèv la?

AT&T pral voye ba ou yon twous pou fè enstalasyon an oumenm ak enstriksyon byen senp pou ou swiv pazapa, sa ki fè li fasil pou ou fini pwosisis enstalasyon an oumenm menm. Si w bezwen plis èd apre ou esse yon faktirasyon an oumenm, ou kapab mande sèvis yon teknisyen (san okenn frè lajan) pou ede w avèk enstalasyon an.

Si mwen bezwen rele yon teknisyen pou ede mwen nan enstalasyon lakay mwen, èske va genyen yon frè?

Non, pa genyen okenn frè. AT&T pral voye ba ou yon twous pou fè enstalasyon an oumenm ak enstriksyon ak enstriksyon pazapa. Nan pifò ka, kliyan yo kapab fini enstalasyon an yomenm menm. Si w bezwen plis èd apre w eseye fè enstalasyon an oumenm, ou kapab mande sèvis yon teknisyen pou ede w avèk enstalasyon an.

Lòt kesyon ak resous

Si yon kliyan ale nan yon adrès diferan pandan yo gen sèvis nan pwogram Access from AT&T a, èske yo pral mande yo pou yo re-sètifye kalifikasyon yo pou pwogram lan?

Yon kliyan Access from AT&T k ap fase nan yon nouvo adrès dwe fè tranzaksyon an pase nan sant apèl Access from AT&T a nan nimewo 855.220.5211 (an panyòl, 855.220.5225) pou asire rabè an rete sou kont pa yo a. Yo pa egzije okenn re-sètifikasyon pou yon chanjman adrès, amwens kliyan an an peryòd re-sètifikasyonl anyèl li.

Eske sèvis ki anba Access from AT&T kapab anile pandan menm ane yon kòkay anwole? Ki pwosedi pou mwen anile yon sèvis?

Pa genyen okenn angajman pou lontan anndan Access from AT&T. Kliyan kapab anile nenpòt kilè yo rele nimewo ki sou fakti yo a, oswa lè yo rele sant apèl Access from AT&T ki fèt pou sa nan nimewo 855.220.5211. (Pou asistans an panyòl, rele nimewo 855.220.5225.)

Si yon kliyan dekonekte sèvis nan pwogram Access from AT&T a, èske yo pral mande li pou li retounen modèm lan oswa ekipman pasrèl la? Si yo yo pa retounen ekipman an, èske yo pral peye yon frè?

Kliyan yo dwe kontakte sant apèl pwogram Access from AT&T a ki fèt pou sa nan nimewo 855.220.5211 (an panyòl, 855.220.5225) poukonfimen kondisyon pou retounen ekipman pou kontpa yo an menm. Si yo pa respekte kondisyon pou retounen ekipman ki aplikab yo, sa kapab lakòz yo aplike frè.

Kijan mwen dwe konen si mwen se yon patisipan SNAP?

Pwogram Èd nitrisyon siplemantè ameriken an te rele Pwogram Food Stamp. Se yon pwogram atravè tout peyi an, men chak eta jere li onon gouvènman federal la. Si w resevwa benefis manje atravè gouvènman leta ou a (tankou EBT, koupon manje), ou se petèt yon patisipan nan SNAP.
Kijan pou mwen anwole nan Pwogram èd nitrisyon siplemantè (SNAP) la? 
Ale sou sit entènèt USDA SNAP la nan [www.fns.usda.gov/snap/apply], kote ou va jwenn enstriksyon jou kijan pou w aplike.

Kisa Alokasyon Siplemantè Lajan (SSI) la ye? 
Ou ka jwenn enfòmasyon sou pwogram SSI la nan Kalifòni isit la [https://www.ssa.gov/pubs/EN-05-11125.pdf]

Pou kisaka kon kay nan Kalifòni kalifye poutèt patisipasyon nan SSI, men lòt kòkay pa kalifye nan lòt leta? 
Moun Kalifòni ki resewva SSI pa kalifye pou benefis SNAP paske yo resewva yon alokasyon siplemantè leta anplis benefis SSI yo olye benefis SNAP yo. Pou tòt sa, AT&T te deside laji kalifikasyon pou pwogram lan bay moun ki resewva SSI nan Kalifòni dapre membr kondisyon ki aplike pou moun k ap patisipe nan SNAP.

Mwen se yon rezidan Kalifòni enpi mwen ap viv avèk monnonk mwen ki resewva benefis SSI, ansann ak sè mwen k ap patisipe nan SNAP. Kijan mwen ka kalifye pou Access from AT&T? 
Ou kapab soumèt yon demann pou Access from AT&T sou baz swa benefis SSI monnonk ou resewva, oswa benefis SNAP se w la resewva. Ou va dwe soumèt enfòmasyon sèlman pou youn nou moun moun sa yo, epi ou kapab chwazi youn ou lòt. Men, se yon sèl grenn kont ki va disponib nan adrès ou an.

Mwen se yon kijan Lifeline kounyela enpi mwen gen sèvis telefon sou fil kab lakay mwen nan AT&T avèk yon rabè. Eske pwogram Access from AT&T a nan ranyplase Lifeline? 
Pwogram Access from AT&T a ofri rabè pou sèvis entènèt sou fil kab; Lifeline ofri rabè sou sèvis telefon. Pwogram Access from AT&T a ak Lifeline se de pwogram ki differan nèt, yo chak genyen pwòp kondisyon pou kalifikasyon pou kalifikasyon pa yo. Li kapab posib pou w resewva rabè sou sèvis atravè toulède pwogram Access from AT&T a ak Lifeline la. Konsa li kapab posib tou pou w kalifye pou yon pwogram men w pa kalifye pou lòt la. Pou detay sou Lifeline, vizite [www.att.com/lifeline]

Mwen fèk ap dekouvriv entènèt, e mwen pa sèten kijan pou mwen kòmanse. Eske w genyen kòk resous ki kapab ede m? 
AT&T te rasbale yon koleksyon zouti enpòtan sou entènèt pou moun ki fèk ap kòmanse. Li rele "Digital You". Kesheswa yon konpòt bon mache w ap chache pou w gen entènèt lakay ou, kheseswa pou pitit ou ki ap kòmanse dekouvriv entènèt, kesheswa pou ede li fini devwa li, oswa si ou vle ranfòse konpetans ou sou entènèt nan peye fakti, nan aplike pou travay, Digital You kapab ede w! Vizite [digitalyou.att.com] pou w aprann kijan pou ogmante konfyan nan tèt ou, konpetans ou, enfòmasyon prive w, epi sekipite pandan w konekt sou entènèt.

Eske sèvis ki anba Access from AT&T kapab anile pandan memm ane yon kòkay anwole? Ki pwosedi pou mwen anile yon sèvis? 
Pa genyen okenn angajman pou lontan anndan Access from AT&T. Kliyan kapab anile nenpòt kilè yo rele nimewo ki sou fakty yo an, oswa lè yo rele sant apèl Access from AT&T ki fèt pou sa nan nimewo 855.220.5211. (Pou asistans an panyòl, rele nimewo call 855.220.5225.)

Si yon kijan ale nan yon adrès differan pandan yo gen sèvis nan pwogram Access from AT&T a, eske yo pral mande yo pou yo re-sètifye kalifikasyon yo nan yon? 
Yon kijan Access from AT&T k ap passe nan yon nouvo adrès dwe tè tranzaksyon an passe nan sant apèl Access from AT&T a nan nimewo 855.220.5211 (an panyòl, 855.220.5225) pou asire rabè a rete sou kont pa yo a. Yo pa egzije okenn re-sétifikasyon pou youn chanjman adrès, amwens kliyan an nan peryòd re-sétifikasyonl anyèl li.

Si yon kijan dekonekte sèvis nan pwogram Access from AT&T a, eske yo pral mande l pou l retouwen modèm lan oswa ekipman pasrèl la? Si yo pa retouwen ekipman an, eske yo pral peye yon frè? 
Kliyan yo dwe kontakte sant apèl pwogram Access from AT&T a ki fèt pou sa nan nimewo 855.220.5211 (an panyòl, 855.220.5225) pou konfimen kondisyon pou retouwen ekipman pou kont pa yo an memm. Si yo pa respekt konfisyon pou retouwen ekipman ki aplikab yo, sa kapab lakoz yo aplike frè.
Avèk entènèt, w ap fè lavni pitàt ou a reyisi plis epi briye.


†Ou dwe genyen yon aparèy ki pare pou resevwa Wi-Fi. Gen lòt restriksyon ki aplike. Pwopriyete entelektyèl ©2016 AT&T. ... ki ladan li se mak fabrik AT&T Intellectual Property (Pwopriyete Entelèktyèl AT&T) epi/oswa konpayi ki afilye ak AT&T.

Anviwonman dijital lan chaje ak posibilite. AT&T ap fè li pi fasil pou konektè avèk zanmi, fanmi, ak tout sa ki pi enpòtan pou ou. Si omwen yon moun lakay ou ap ap teni a. Entènèt pou sèlman $10 pa mwa

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Anviwonman dijital lan chaje ak posibilite. AT&T ap fè li pi fasil pou konektè avèk zanmi, fanmi, ak tout sa ki pi enpòt...
Chache genyen entènèt lakay ou epi rete konekte.

**Entènèt pou sèlman $10 pa mwa**

Entènèt la fè li pi fasil pou rete endepandan.
Si omwen yon moun lakay ou ap patișipe nan SNAP*, w gendwa kalifye pou sèvis Entènèt lakay 10Mbps la nan to rabè $10 nou an.** Nan Kalifòn ki sèlman, kay ki resevwa benefis SSI nou ak kalifye.***

Aksè apati AT&T a va mennen ou sou Entènèt pou ou kapab:
• Rete an kontak ak fanmi
• Peye faktu ou
• Achte pwovizyon ak lòt bagay
• Jwenn enfômasyon sou zafè nan kominote yaplezi ak nouvèl

Ak anpil lòt bagay ankò!
Jwenn resous sou fòmasyon GRATIS nan digitalyou.att.com/access, plis jwenn sipò enstalasyon GRATIS.

*Revni sou Sekirite Siplemantè nan Kalifòn.
†Ou dwe genyen yon aparèy ki pare pou rete nan Wi-Fi. Gen lòt restriksyon ki aplike. Pwopriyete entelektyèl ©2016 AT&T. "Wi-Fi" la, kapab apite nan peyi w a, dwe genyen anfòmasyon li kòb pou peye. Gen lòt kondisyon pou ka kalifye. Al vizite att.com/access pou enfômasyon konplè epi ou pou aplike.

Seniors Flyer
Access From AT&T Current Outreach Sample Collateral (Korean)
신청서 작성에 필요한 정보 점검 리스트

USDA 영양 보조 보조 프로그램(Supplemental Nutrition Assistance Program, SNAP)의 참여자 또는 생계 보조 수당(Supplemental Security Income, SSI) 혜택 수혜자(캘리포니아주에만 해당)는 AT&T의 ACCESS 프로그램에 신청할 수 있습니다.

프로그램에 대한 승인을 받는 데 지체가 없도록 반드시 신청서를 빠짐 없이 정확하게 작성해 주셔야 합니다. 신청서에 나와 있는 안내 사항을 주의 깊게 살펴 보시기 바랍니다.

필수 정보:

- 고객 이름(청구서 결제자 이름)
- 서비스가 설치될 곳의 주소 (도로명, 아파트 또는 유닛 #(적용되는 경우), 도시, 주, 우편번호)
- 고객 청구 주소(서비스 주소와 다른 경우)
- 고객 이메일 주소
- 고객 전화번호(자택전화 및/또는 휴대전화)
- 고객 생년월일(mm/dd/yyyy)
- 서비스가 설치되는 곳의 가구 구성원 중 SNAP(캘리포니아주의 경우 SSI) 참여자의 이름. (참고: 반드시 서비스 신청인과 동일인일 필요는 없음)
- SNAP(또는 캘리포니아주의 경우 SSI) 혜택 자격 해당 참여자 사회보장번호, 납세자 ID 번호 또는 부족 ID 번호
- SNAP(또는 캘리포니아주의 경우 SSI) 혜택 증명서(자세한 사항은 아래 참조)

필수 제출 문서:

다음 문서 중 하나를 제출해서야 합니다.

- SNAP 참여자의 이름이 표시된 SNAP 카드 사본 (참고: SNAP 카드에 이름이 표시되어 있지 않은 경우, 참여자의 현지 SNAP 사무국으로부터 받은 SNAP 참여 또는 혜택 확인서를 제공해야 함)
- SNAP 참여자의 이름이 표시된 현지 SNAP 사무국에서 발급한 SNAP 참여 또는 혜택 확인서 사본
- 캘리포니아주에만 해당: 귀하의 캘리포니아주 가구 내 거주자가 SSI 혜택 자격에 해당되며 SSI 혜택을 받게 될 것임을 확인하는 사회보장국(Social Security Administration)에서 발급한 원본 혜택 확인서의 사본
- 캘리포니아주에만 해당: 캘리포니아주 가구 거주자가 SSI 혜택을 받고 있음을 확인하는 현재의 혜택 인증서 사본


저렴한 가정용 인터넷.
무한한 가능성을.

월 $10의 저렴한 인터넷

디지털 세상은 가능성을 가득 차 있습니다. AT&T는 친구, 가족, 나에게 곧 필요한 것들과 항상 쉽게 연결을 유지할 수 있도록 도와드립니다. 캘리포니아주 거주자이며 가구 구성원 중 최소 한 명이 SNAP* 참여자이거나 SSI** 수혜자인 경우, $10의 할인된 가격에 10Mbps 가정용 인터넷 서비스를 받을 수 있는 자격에 해당할 수 있습니다.***

AT&T의 Access로 온라인에서 다음과 같은 활동을 즐기세요.

- 숙제
- 구직
- 요금 납부
- 뉴스, 정보 및 엔터테인먼트 검색

약정 기간, 보증금, 설치비도 없습니다.

추가 비용 없이 가정용 Wi-Fi 게이트웨이와 전국 AT&T Wi-Fi 핫스팟 네트워크 액세스를 포함합니다.†

기타 자격 요건이 적용됩니다.
전체 정보를 얻고 신청하려면 att.com/access를 방문하거나 1-855-220-5211번으로 전화하십시오.

*생계 보충 보조 프로그램(Supplemental Nutrition Assistance Program) **생계 보충 수당(Supplemental Security Income) ***일정 기간 주 주간 인원 수신 범위에서만 제공됩니다. 해당 주소에 따라 제공될 수 있는 다른 등급의 속도(월 $5에 5Mbps 또는 월 $5에 3Mbps/1.5Mbps/768Kbps)가 추가로 제공될 수 있습니다. 제시된 인터넷 속도는 최적의 네트워크 서비스 역량 속도를 나타낸 것입니다. 실제 고객이 받는 속도는 사이트 통신량, 컨텐츠 제공 업체의 서버 용량, 내부 네트워크 관리 요소 및 장치 성능 등에 따라 다를 수 있으며 보장되지 않습니다. 자세한 정보는 att.com/speed101에서 확인하십시오. 세금이 포함되지 않은 가격입니다. 서비스에는 제공받는 서비스 종류나 속도에 따라 월 데이터 할인진행(50GB당 $10)를 초과하는 각 $10가 추가되며, $10를 초과한 경우에도 최소 $5가 청구됩니다. 자세한 정보는 att.com/internet-usage에서 확인하십시오. 기타 제한사항이 적용됩니다. (©2016 AT&T Intellectual Property. 모든 권리 보유. 본 문서에 포함된 AT&T, AT&T 로고 및 기타 모든 마크는 AT&T Intellectual Property 및/또는 AT&T 계열사의 상표입니다.)
저렴한 가정용 인터넷.
무한한 가능성.

월 $10의 저렴한 인터넷

디지털 세상은 가능함으로 가득 차 있습니다. AT&T는 친구, 가족, 나에게 곧 필요한 것들과 항상 쉽게 연결을 유지할 수 있도록 도와드립니다. 가구 구성원 중 최소 한 명이 SNAP* 참여자인 경우, 할인된 가격인 $10에 10Mbps 가정용 인터넷 서비스를 받을 수 있는 자격에 해당할 수 있습니다.** 캘리포니아주에 한하여 SSI 수혜 가구 역시 해당 자격이 될 수 있습니다.***

AT&T의 Access로 온라인에서 온 가족이 다음과 같은 활동을 즐기세요.

• 숙제
• 대학교 및 장학 프로그램 조사
• 항상 최근 학교 소식을 접하고 교사들과 연락 유지
• 전 세계 친구 및 친지들과 연락 유지

그 외 더 많은 활동!

약정 기간, 보증금, 설치비도 없습니다.

추가 비용 없이 가정용 Wi-Fi 게이트웨이와 전국 AT&T Wi-Fi 핫스팟 네트워크 액세스를 포함합니다.†

기타 자격 요건이 적용됩니다.

전체 정보를 얻고 신청하려면 att.com/access를 방문하거나 1-855-220-5211번으로 전화하십시오.

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* 영양 보충 보조 프로그램(Supplemental Nutrition Assistance Program). ** 캘리포니아주 주민 가족 수신 불가에만 적용됩니다. 해당 주소에 따라 제공될 수 있는 최대 인터넷 속도는 $10에 10Mbps 또는 $5에 5Mbps가 추가로 제공될 수도 있습니다. 제한할 수 있는 요소는 주변 네트워크, 서비스 제공 범위, 제공 범위의 적절성 등이 있습니다. 서비스는 최소한의 요건을 만족한 가구에 한하여 제공됩니다. † Wi-Fi 핫스팟 네트워크 액세스는 가정용 Wi-Fi 게이트웨이와 함께 제공됩니다. 자세한 정보는 att.com/internet-usage에서 확인하십시오.
자주 묻는 질문

프로그램 상세 정보

**AT&T의 Access 프로그램이 무엇입니까?**
AT&T의 Access 프로그램은 AT&T가 유선 가정용 인터넷 서비스를 제공하는 21개주의 저소득층 가구에 유선 가정용 인터넷 액세스를 위한 저렴한 가격 옵션을 제공합니다.

**AT&T의 Access 프로그램을 신청해야 하는 이유는 무엇입니까?**
인터넷에 액세스하는 것은 삶에 긍정적인 변화를 줄 수 있습니다. 인터넷을 이용하여 온라인으로 친지 및 가족들과 계속 연락하며, 건강에 관련된 정보를 접하고, 온라인으로 제공되는 교육 프로그램을 수료하는 등 많은 활동을 할 수 있습니다. 더불어, AT&T의 Access 프로그램 참여자로서 인터넷 비용을 더욱 절감할 수 있습니다! 이러한 비용 절감뿐만이 아니라, 설치비나 개통비, 또는 모뎀이나 게이트웨이에 대한 비용을 부담하지 않으셔도 됩니다.

**AT&T의 Access 프로그램은 얼마나 오래 제공될니까?**
이 서비스는 4년 동안 제공되는 것으로 2016년 4월에 시작하여 2020년 4월까지 지속될 예정입니다. AT&T는 SNAP 참여자들의 연간 재인증을 요청할 것입니다. 2019년 4월 이후에 AT&T의 Access 프로그램을 받을 수 있는 자격이 되는 참여자는 서비스 개통 날짜로부터 12개월 동안 프로그램을 지속할 수 있습니다.

서비스 및 가격

**AT&T의 Access 프로그램은 어떤 인터넷 속도를 제공합니까?**
이 프로그램에는 현재 다섯 가지 속도 등급이 제공됩니다. AT&T는 10Mbps, 5Mbps, 3Mbps, 1.5Mbps 또는 768Kbps 중 해당 주소에 제공할 수 있는 가장 빠른 속도를 배정합니다.

**AT&T의 Access 프로그램에 참여하는 경우 월 요금은 얼마입니까?**
이 프로그램으로 제공되는 인터넷 속도에는 다섯 가지 등급이 있습니다. 10Mbps나 5Mbps 속도 등급에 배정되는 경우 월 $10가 정구되며, 3Mbps, 1.5Mbps 또는 768Kbps 속도 등급에 배정되는 경우 월 $5가 정구됩니다. 거주하시는 곳에 제공할 수 있는 가장 빠른 인터넷 속도를 배정받게 됩니다.
속도 등급에는 데이터 허용량이 포함된다고?

먼저 5Mbps 속도 등급을 배정받은 경우 나중에 3Mbps로 서비스를 변경하여 월별비용이 $10 대신 $5가 되도록 할 수 있습니까?
아니요. 이 프로그램은 해당 주소에 제공할 수 있는 5가지 프로그램 속도 중 가장 빠른 속도에만 적용됩니다. 이 속도는 AT&T가 자동으로 배정해 드립니다.

유선 가정용 인터넷 서비스가 무슨 뜻입니까?
"유선 가정용 인터넷 서비스"란 AT&T의 유선 브로드밴드 인터넷 액세스 서비스를 뜻하며 실질적인 선 또는 케이블을 통해 고정된 위치에 제공됩니다.

이 프로그램은 무선(셀룰러) 인터넷 서비스에도 적용됩니까?
아니요. 이 프로그램은 AT&T의 21개 주 서비스 지역에서 유선 가정용 인터넷 서비스에만 적용됩니다.

프로그램 자료에서 실내 Wi-Fi 모뎀이 별도의 비용 없이 포함되어 있다는 정보를 읽었습니다. 무슨 뜻입니까?
AT&T의 Access 서비스는 실내에서 Wi-Fi 신호를 브로드캐스트하는 Wi-Fi 케이블 모뎀 또는 케이블웨이를 포함하며 이로써 유선 인터넷 서비스를 더욱 확장할 수 있습니다. 이 무선 Wi-Fi 신호는 캡톱, 태블릿, 스마트폰 등의 Wi-Fi 사용이 가능한 다양한 장치에서 액세스할 수 있습니다.

프로그램 자료에서AT&T의 Access 서비스가 별도의 비용 없이AT&T의 전국 Wi-Fi 핫스팟 네트워크에 대한 액세스를 포함한다는 정보를 읽었습니다. 무슨 뜻입니까?
집에서 떠나 이동 중인 경우, Wi-Fi를 사용할 수 있는 장치를 사용하여 전국적으로 수천 개의 AT&T Wi-Fi 핫스팟에 접속할 수 있습니다. 전체 정보나 AT&T Wi-Fi 핫스팟의 위치를 찾으려면 www.attwifi.com을 참조하십시오.

서비스 가입

AT&T의 Access 프로그램 혜택을 받을 수 있는 자격이 되는지 어떻게 알 수 있습니까?
다음의 경우 Access 프로그램 혜택을 받을 수 있는 자격에 해당합니다.

- 가구 내 최소 한 사람이 영양 보충 보조 프로그램(Supplemental Nutrition Assistance Program, SNAP)의 참여자임
- AT&T가 유선 가정용 인터넷 서비스를 제공하는 21개 주 중 한 주에 거주한
- AT&T의 Access 서비스에 제공되는 인터넷 속도 중 최소한 한 가지가 거주 주소에 제공됨

캘리포니아주 거주자는 또한 다음의 경우 프로그램 혜택을 받을 수 있는 자격에 해당합니다.

- 가구 내 최소 한 사람이 생계 보조 수당(Supplemental Security Income, SSI) 수혜자임
AT&T의 Access에서 제공하는 인터넷 속도 중 최소한 한 가지가 거주 주소에 제공됩니다.

다른 자격 요건 또한 적용됩니다. 이 프로그램에 참여할 수 있는지 확실히 알아보려면 att.com/access를 방문하여 해당 주소에 서비스가 제공되는지 확인하고 신청서를 제출하여 귀하의 가구가 자격이 되는지 알아보시십시오.

AT&T의 21개 주 서비스 지역에 거주하고 있는지 어떻게 알 수 있습니까?
21개 주 서비스 지역은 AT&T가 유선 서비스를 제공하는 광범위한 지역(지상 수신 범위로도 알려져 있음)입니다. 이 서비스 지역의 지도는 att.com/local에서 볼 수 있습니다. 실제 서비스 제공 여부와 속도는 개별 주소에 따라 다를 수 있습니다.

AT&T의 Access 프로그램에 참여하기 위해 어떤 정보를 제공해야 합니까?
제공해야 하는 필수 정보에 대한 목록은 www.att.com/accesschecklist에서 참조할 수 있습니다.

사회보장번호 대신 납세자 ID를 제공해도 됩니까?
사회보장번호나 납세자 ID 또는 부족 ID 중 어느 것이든 한 가지를 제공하실 수 있습니다.

현지 AT&T 매장에서 AT&T의 Access 프로그램에 신청할 수 있습니까?
아니요. AT&T 소매 매장은 AT&T의 Access 신청서나 주문을 처리할 수 없습니다. att.com/access에서 신청서에 액세스할 수 있으며 신청서를 온라인이나 이메일로 제출할 수 있습니다. 신청서를 인쇄하여 팩스나 우편으로 보낼 수도 있습니다. 신청서 작성에 어려운 점이 있으시면, AT&T 담당자에게 855.220.5211번으로 문의하실 수 있습니다. (스페인어로 도움을 받으시려면 855.220.5225번으로 연락하십시오.)

서비스를 받기 위해 보증금을 내야 합니까?
아니요. AT&T의 Access 프로그램을 통해 인터넷 서비스를 받는 데에는 보증금이 필요하지 않습니다.

서비스 신청시 AT&T는 제 신용 기록을 확인합니까?
AT&T의 표준 정책으로서, 신규 서비스에 대한 모든 주문은 신용조회사의 신용 기록 확인을 포함하여 신용 기록 확인을 받게 됩니다. 신용 기록 확인의 결과가 AT&T의 Access 프로그램을 통해 인터넷 서비스를 받는 데 영향을 미치지는 않습니다.

이 프로그램에 등록하고 필요한 정보를 제공한 후, 서비스를 받을 수 있는 자격이 되는지 어떻게 확인할 수 있습니까?
AT&T가 신청서를 받고 처리한 후, 신청서 처리 상태에 대한 통지서가 우편으로 발송됩니다. 이 통지서에는 주문 절차를 받기 위한 다음 단계의 안내 사항이 포함되어 있습니다.

저는 AT&T에 두 개 이상의 인터넷 계정을 가지고 있습니다. AT&T의 Access 프로그램 참여 승인을 받는 경우, 제 모두 인터넷 계정도 여기에 포함됩니까?
아니요. 가구당 한 개의 AT&T 인터넷 계정만 AT&T의 Access 프로그램에 포함될 수 있습니다. 다수의 계정이 있으신
경우, 포함하러는 계정을 선택해야 합니다.

승인을 받은 경우, AT&T의 Access 프로그램 서비스는 언제부터 받을 수 있습니까?

이 프로그램이 제공하는 서비스는 AT&T의 Access 주문이 완료되는 대로 시작됩니다. 할인을 받기 위해 문의 전화를 하는 날이 수도 있고(A&T 서비스를 이미 받고 있는 경우) 아니면 그 후의 날짜(유선 인터넷 서비스를 새로 개통하는 경우)일 수도 있습니다. 주문을 위해 전화하시는 경우 고객 서비스 담당자가 서비스 개통일에 대해 알려드릴 것입니다.

현재 AT&T 번들 서비스에 가입해 있습니다. AT&T의 Access를 통해 서비스를 받게 되는 경우, 다른 제품에 대해서도 번들 가격이 적용됩니까?

AT&T의 Access 프로그램으로 인터넷 서비스를 정상한 후에도 다른 AT&T 서비스에 대해 번들 가격을 유지할 수도 있습니다. 현재 사용하시는 AT&T 담당자에게 855.220.5221번으로 문의하실 수 있습니다. (스페인어로 도움을 받으시려면 855.220.5225번으로 연락하십시오.)

이 프로그램을 지속적으로 받을 수 있다는 것이 보장됩니까?

귀하의 가구가 이 서비스의 자격 조건을 충족하는 경우 서비스가 제공되는 한 계속해서 서비스를 받을 수 있습니다. 하지만 자격 조건을 충족한다는 것을 매년 재인증해야 합니다.

자격 조건을 충족한다는 것을 매년 언제 재인증하는지 어떻게 알 수 있습니까?

재인증 마감일 전에 AT&T가 이에 대해 통지해 드리며 또한 최소한 한 통의 통지서를 보내드립니다. 마감일 전에 AT&T의 Access 프로그램에 참여할 수 있는 자격 조건을 충족한다는 것을 증명해야 합니다. 서비스를 취소하기 위해 지정된 날짜까지 필요한 절차를 완료하지 않고 취소에 대한 의도를 AT&T에 통지하지 않으시는 경우, 프로그램 할인 가격이 취소되며 그 당시 해당되는 일반 요금을 청구받게 됩니다.

서비스 자격 조건을 더 이상 충족하지 못하는 경우엔 어떻게 됩니까?

AT&T의 Access 프로그램에 참여할 수 있는 자격 조건을 충족하지 않는다는 것을 AT&T가 발견하게 되는 경우, 서비스 취소에 대한 의도에 대해 알리지 않거나 자격 조건을 충족한다는 증명 서류를 제공하지 않는 한 프로그램 할인은 더 이상 적용되지 않으며 해당 인터넷 서비스에 대한 일반 요금을 청구받게 됩니다.

AT&T의 Access 프로그램에 연간 재인증을 완료하지 못하는 경우엔 어떻게 됩니까? 나중에 다시 신청할 수 있습니까?

AT&T가 연간 재인증 날짜 전에 미리 통지해 드립니다. 서비스를 취소하기 위해 지정된 날짜까지 필요한 절차를 완료하지 않고 취소에 대한 의도를 AT&T에 통지하지 않으시는 경우, 프로그램 할인 가격이 취소되며 그 당시 해당되는 일반 요금을 청구받게 됩니다. 원하는 경우, 나중에 프로그램에 다시 참여할 수도 있으나 그런 경우, 새 신청서를 제출해야 하며 처음 가입했을 때와 같이 동일한 절차를 밟으셔야 합니다.
제 가구의 유일한 SNAP 참여자는 재인증하기 전에 이사할 예정입니다. AT&T의 Access 프로그램에 지속적으로 참여할 수 있습니까?

AT&T의 Access 고객들은 항상 자격 조건을 충족해야 하며 가구에 최소한 한 명의 SNAP 참여자가 있어야 한다는 것은 AT&T의 Access 프로그램에 참여하기 위한 필수 자격 조건입니다. 프로그램 신청을 위해 이용한 SNAP 정보 해당자가 귀하의 가구에 더 이상 거주하지 않는다는 것을 AT&T가 알게 되는 경우 귀하의

- 가구 내 누군가가 SNAP 참여자라는 것을 증명할 수 있는 문서를 제공하거나,
- 인터넷 서비스를 취소하겠다는 의향을 AT&T에 통지하거나,
- 또는 아무것도 하지 않으시도 됩니다. 이 경우, AT&T는 프로그램 할인 가격을 취소하고 일반 가격에 대한 청구를 하게 됩니다.

설치

AT&T의 Access 프로그램에 참여하기 위해 온라인 청구에 등록해야 합니까?

아니요. 온라인 청구가 반드시 필요하지 않습니다.

기술자가 제 집으로 와서 서비스를 설치해야 합니까?

AT&T는 자택에서 스스로 간편하게 설치하실 수 있도록 간단한 단계별 안내와 함께자가 설치 키트를 보내드립니다. 자가 설치를 시도한 후에 추가로 도움이 필요하신 경우 설치를 도와줄 수 있는 기술자를 별도의 비용 없이 요청하실 수 있습니다.

설치를 위해 기술자의 도움이 필요한 경우 별도의 요금이 청구되니까?

아니요. 별도의 비용은 청구되지 않습니다. AT&T는 간단한 단계별 안내와 함께자가 설치 키트를 보내드립니다. 대부분의 경우, 고객들은 설치 과정을 기술자의 도움 없이 완료할 수 있습니다. 자가 설치를 시도한 후에 추가로 도움이 필요하신 경우 설치를 도와줄 수 있는 기술자를 요청하실 수 있습니다.

기타 질문 및 자원

AT&T의 Access 프로그램 서비스를 받는 중 다른 주소로 이사하는 경우, 프로그램 수혜 자격을 충족하기 위해 다시 인증받아야 합니까?

다른 주소로 이사하는 AT&T의 Access 프로그램 기존 고객은 AT&T의 Access 전용 콜센터인 855.220.5211(스페인어로 도움을 받고자 하는 경우 855.220.5225번)으로 연락하여 이사 후에도 계정 상의 할인이 계속 유지될 수 있도록 조치를 취해야 합니다. 고객이 연례 재인증 기간 내에 있지 않는 한 서비스를 받는 주소 변경에 대해서는 재인증이 필요하지 않습니다.
한 가구가 AT&T의 Access 프로그램 서비스를 신청한 같은 해에 서비스를 취소할 수 있습니까? 어떻게 해야 취소할 수 있습니다?

AT&T의 Access 프로그램 서비스에는 기간에 대한 계약이 없습니다. 청구서 상의 전화번호로 연락하거나 AT&T의 Access 프로그램 전용 콜센터인 855.220.5211번으로 연락하여 취소할 수 있습니다. (스페인어로 도움을 받으시려면 855.220.5225번으로 연락하십시오.)

AT&T의 Access 프로그램 서비스를 받는 중 서비스 연결을 해지하는 경우 모뎀이나 게이트웨이 장비를 반납해야 합니다. 장비를 반납하지 않는 경우, 이에 해당하는 비용이 청구됩니다.

AT&T의 Access 프로그램 전용 콜센터인 855.220.5211번(스페인어로 도움을 받고자 하는 경우 855.220.5225번)으로 연락하여 해당 계정에 적용되는 장비 반납 조건을 확인해야 합니다. 장비 반납 조건을 충족하지 않는 경우 비용이 적용될 수 있습니다.

제가 SNAP 참여자인지는 어떻게 알 수 있습니까?

미국 영양 보충 보조 프로그램(Supplemental Nutrition Assistance Program, SNAP)은 이전에는 푸드 스탠드 프로 알려져 있었습니다. 이 프로그램은 전국적으로 시행되나 각 주에서 연방 정부를 대신하여 이 프로그램을 운영합니다. 주 정부로부터 식품 보조 혜택(EBT, food card 등)을 받고 계시다면 SNAP 참여자입니다.

영양 보충 보조 프로그램의 혜택은 어떻게 받을 수 있습니까?


생계 보조 수당(Supplemental Security Income, SSI)은 무엇입니까?


다른 주에 거주하는 가구의 조건과는 달리 캘리포니아주의 가구는 어떠한 SSI 참여 상태를 기반으로 자격 조건을 충족합니까?

캘리포니아주의 SSI 수혜자는 SNAP 혜택 대신 주 보조 수당으로 SSI 혜택을 받기 때문에 SNAP 혜택을 받을 수 없습니다. 이로 인해 AT&T는 SNAP 참여자들에게 적용되는 동일한 자격 조건 하에 캘리포니아주 SSI 수혜자들에게 프로그램의 해당 자격을 확장하였습니다.

저는 캘리포니아주에서 한 명은 SSI 수혜자이고 다른 한 명은 SNAP 참여자인 친지들과 같은 가구에서 함께 살고 있습니다. 이 경우 AT&T의 Access 프로그램을 어떻게 받을 수 있습니까?

각 친지분이 받고 있는 SSI 혜택 조건이나 SNAP 혜택 조건 중 하나를 기반으로 AT&T의 Access 프로그램 신청서를 제출할 수 있습니다. 혜택을 받고 있는 친지분들 중 한 분의 정보만 제공하거나 두 분 모두의 정보를 제공할 수도 있습니다. 그러나 해당 주소에서는 단 한 계정만 사용할 수 있습니다.

저는 현재 LifeLine 고객이며 AT&T로부터 할인된 가격에 유선 전화 서비스를 받고 있습니다. AT&T의 Access 프로그램 LifeLine을 대체하게 됐습니까?

AT&T의 Access 프로그램은 유선 인터넷 서비스를 할인된 가격에 제공하며 LifeLine은 할인된 전화 서비스를 제공합니다. AT&T의 Access 프로그램과 LifeLine은 서로 다른 별개의 프로그램이며 해당 자격 조건도 다릅니다.

ат&T의 Access 프로그램과 LifeLine에서 제공되는 할인 서비스를 모두 받으실 수도 있습니다. 그러나 한 프로그램에만

저는 인터넷 사용을 해보지 못했습니다. 인터넷을 어떻게 사용해야 하는지에 대해 더 알고 싶습니다. 이에 대한 도움을 받을 수 있는 자원이 제공될니까?

AT&T는 온라인 초보자들을 위해 Digital You라는 유용한 도구 모음집을 준비해 두었습니다. 자택에서 온라인에 접속하기 위해 저렴한 가격의 컴퓨터를 찾고 계시든, 젊은이가 학교 과제를 완수하기 위해 인터넷 검색을 시작하든, 청구서 납부로부터 구직까지 온라인 사용 기술을 더욱 향상시킬 원하시는, Digital You가 큰 도움을 드릴 수 있습니다!
digitalyou.att.com을 방문하여 온라인에 접속하시는 동안 어떻게 자신감을 늘리고, 기술을 향상하며, 개인정보를 지키고, 보안을 유지할 수 있는지에 대해 배우세요.

한 가구가 AT&T의 Access 프로그램 서비스를 신청한 같은 해에 서비스를 취소할 수 있습니까? 어떻게 해야 취소할 수 있습니까?

AT&T의 Access 프로그램 서비스에는 기간에 대한 계약이 없습니다. 청구서 상의 전화번호로 연락하거나 AT&T의 Access 프로그램 전용 콜센터인 855.220.5211번으로 연락하여 취소할 수 있습니다. (스페인어로 도움을 받으시려면 855.220.5225번으로 연락하십시오.)

AT&T의 Access 프로그램 서비스를 받는 중 다른 주소로 이사하는 경우, 프로그램 수혜 자격을 충족하기 위해 다시 인증받아야 합니까?

다른 주소로 이사하는 AT&T의 Access 프로그램 기존 고객은 AT&T의 Access 전용 콜센터인 855.220.5211번(스페인어로 도움을 받고자 하는 경우 855.220.5225번)으로 연락하여 이사 후에도 계정 상의 할인이 계속 유지될 수 있도록 조처를 취해야 합니다. 고객이 연간 재인증 기간 내에 있지 않는 한 서비스를 받는 주소 변경에 대해서는 재인증이 필요하지 않습니다.

AT&T의 Access 프로그램 서비스를 받는 중 서비스 연결을 해지하는 경우 모뎀이나 게이트웨이 장비를 반납해야 합니까? 장비를 반납하지 않는 경우, 이에 해당하는 비용이 청구될니까?

AT&T의 Access 프로그램 전용 콜센터인 855.220.5211번(스페인어로 도움을 받고자 하는 경우 855.220.5225번)으로 연락하여 해당 계정에 적용되는 장비 반납 조건을 확인해야 합니다. 장비 반납 조건을 충족하지 않는 경우 비용이 적용될 수 있습니다.
인터넷으로 자녀의 미래를 밝혀주세요.

월 $10의 저렴한 인터넷

디지털 세상은 가능성으로 가득 차 있습니다. AT&T는 친구, 가족, 나에게 곧 필요한 것들과 항상 쉽게 연결을 유지할 수 있도록 도와드립니다. 가구 구성원 중 최소 한 명이 SNAP* 참여자인 경우, 할인된 가격인 $10에 10Mbps 가정용 인터넷 서비스를 받을 수 있는 자격에 해당할 수 있습니다. ** 캘리포니아주에 한하여 SSI 수혜 가구 역시 해당 자격이 될 수 있습니다.***

AT&T의 Access로 온라인에서 온 가족이 다음과 같은 활동을 즐길수요.

- 숙제
- 대학교 및 장학 프로그램 조사
- 항상 최근 학교 소식을 접하고 교사들과 연락 유지
- 전 세계 친구 및 친지들과 연락 유지

그 외 더 많은 활동!

약정 기간, 보증금, 설치비도 없습니다.

추가 비용 없이 가정용 Wi-Fi 게이트웨이 및 전국 AT&T Wi-Fi 핫스팟 네트워크 액세스를 포함합니다.†

기타 자격 요건이 적용됩니다.

전체 정보를 얻고 신청하려면 att.com/access를 방문하거나 1-855-220-5211번으로 전화하십시오.

*영양 보충 보조 프로그램(Supplemental Nutrition Assistance Program). **캘리포니아주 생계 보조 수당(California Supplemental Security Income, SSI). †Wi-Fi 게이트웨이 사용을 위한 추가 비용이 적용될 수 있습니다.

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*영어 원문으로 보도된 [Supplemental Nutrition Assistance Program]。**[California Supplemental Security Income, SSI]。†Wi-Fi 게이트웨이 사용을 위한 추가 비용이 적용될 수 있습니다。
가정용 인터넷을 설치하여 항상 연결을 유지하세요.

월 $10의 저렴한 인터넷

인터넷을 사용하면 더욱 독립적인 삶을 누릴 수 있습니다. 가구 구성원 중 최소 한 명이 SNAP* 참여자인 경우, 할인된 가격인 $10에 10Mbps 가정용 인터넷 서비스를 받을 수 있는 자격에 해당할 수 있습니다.** 캘리포니아주에 한하여 SSI 수혜 가구 역시 해당 자격이 될 수 있습니다.***

AT&T의 Access로 온라인에서 다음과 같은 활동을 즐기세요.

- 가족들과 연락 유지
- 온라인 상으로 요금 납부
- 식료품 등 여러 가지 제품 쇼핑
- 커뮤니티 활동, 엔터테인먼트, 뉴스 등의 정보 입수

그 외 더 많은 활동!

digitalyou.att.com/access에서 무료 트레이닝 자료를 참조하고 무료 설치 지원도 받으세요.

약정 기간, 보증금, 설치비도 없습니다.

추가 비용 없이 가정용 Wi-Fi 게이트웨이 및 전국 AT&T Wi-Fi 핫스팟 네트워크 액세스를 포함합니다.†

기타 자격 요건이 적용됩니다.

전체 정보를 얻고 신청하려면 att.com/access를 방문하거나 1-855-220-5211번으로 전화하십시오.
Access From AT&T Current Outreach Sample Collateral (Spanish)
Lista de Verificación de los Datos que se Necesitan para Completar una Solicitud

Las personas que participen en el Programa Complementario de Asistencia Nutricional (SNAP), o que reciban los beneficios del programa de Ingresos Complementarios de Seguridad (SSI) (solo en California), podrán solicitar los servicios del programa Access de AT&T.

Es importante que complete la solicitud en su totalidad y con exactitud; de esta manera podrá asegurarse de que la aprobación de su participación en el programa no se demorará. Lea atentamente las instrucciones que se muestran en la solicitud.

Información Obligatoria:

- Nombre del Cliente (la persona que pagará la factura)
- Dirección en la que se Instalará el Servicio
  (Calle, Nro. de Departamento o Nro. de Unidad (si corresponde), Ciudad, Estado, Código Postal)
- Dirección de Facturación del Cliente (si difiere de la dirección de servicio)
- Dirección de Correo Electrónico del Cliente
- Números de Teléfono del Cliente (residencial y/o móvil)
- Número de Seguro Social del Cliente, o Número de Identificación Fiscal o Identificación Tribal
- Fecha de Nacimiento del Cliente (mm/dd/aaaa)
- Nombre del integrante del grupo familiar que recibe el Beneficio de SNAP (o SSI en CA solamente) y vive donde se instalará el servicio (Importante: No es necesario que sea la misma persona que está solicitando el servicio).
- Número de Seguro Social, o Número de Identificación Fiscal o Identificación Tribal de la persona que recibe el Beneficio de SNAP (o SSI en CA solamente)
- Comprobante de participación en SNAP (o SSI en CA solamente) (consulte los detalles a continuación)

Documentos Obligatorios:

Deberá proporcionar uno de los siguientes documentos:

- Una copia de la tarjeta de SNAP en la que se vea el nombre del participante de SNAP
  (Importante: Si la tarjeta de SNAP no muestra ningún nombre, deberá proporcionar una carta de la oficina local de SNAP del participante que certifique su participación o los beneficios de SNAP)
- Una copia de la carta de la oficina local de SNAP del participante que certifique su participación o los beneficios de SNAP, y que muestre el nombre del participante de SNAP
- Solo en CA: Una copia de la carta original de otorgamiento de la Administración del Seguro Social que confirme que usted o un integrante del grupo familiar de California cumplen con los requisitos y recibirá beneficios de SSI
- Solo en CA: Una copia de una carta actual de verificación de beneficios que confirme que un integrante del grupo familiar de California recibe beneficios de SSI

Si el participante de SNAP que integra su grupo familiar no tiene una tarjeta de SNAP ni una carta que certifique que recibe los beneficios, pídale que visite http://www.fns.usda.gov/snap para buscar la oficina local de SNAP para obtener una.

Si usted vive en California y un integrante de su grupo familiar recibe beneficios de SSI pero no tiene una copia de la carta de otorgamiento de SSI original, pídale que se comunique con la Oficina de la Administración del Seguro Social al 1.800.772.1213 para obtener una copia o que visite https://faq.ssa.gov/link/portal/34011/34019/Article/3705/How-can-I-get-a-benefit-verification-letter para solicitar una carta de verificación de beneficios.
El mundo digital está lleno de posibilidades. Con AT&T es más fácil conectarte con amigos, familiares y las cosas que más te importan. Si vives en California y al menos una persona de tu grupo familiar participa en SNAP* o recibe los beneficios de SSI**, es posible que reúnas los requisitos para obtener el servicio de Internet residencial de 10Mbps con nuestra tarifa reducida de $10.***

Access de AT&T te da acceso a Internet para que puedas:

- **Hacer tareas escolares**
- **Buscar empleo**
- **Pagar facturas**
- **Buscar noticias, información y entretenimiento**

Además, NO se requiere contrato, NI depósito, NI cargo por instalación.

Obtén un portal Wi-Fi para el hogar y acceso a toda la red nacional de hotspots Wi-Fi de AT&T: INCLUIDO sin costo adicional.†

Existen otros requisitos para suscribirse. 
*Visita att.com/access para ver la información completa y solicitar el servicio. 
O bien, llama al 1-855-220-5211.

*Programa Complementario de Asistencia Nutricional (Supplemental Nutrition Assistance Program) **Ingresos Complementarios (Supplemental Security Income) ***Solo está disponible en el área de servicio de línea fija de AT&T, que cubre 21 estados. Es posible que se proporcionen niveles de velocidad adicionales (5Mbps por $10 al mes o 3Mbps, 1.5Mbps o 768kbps por $5 al mes) dependiendo de lo que esté disponible en su domicilio. Las velocidades de Internet representan las velocidades mínimas del servicio de red. Las velocidades reales del cliente no están garantizadas y pueden variar según factores como el tráfico del sitio, la capacidad del servidor del proveedor de contenido, los factores internos de administración de redes y las funciones del equipo. Para obtener más información, visite att.com/internet-usage. El precio no incluye los impuestos. El servicio incluirá una asignación de datos mensual de 150GB o 1TB, según el tipo y la velocidad del servicio que reciba. Si supera la asignación mensual de 150GB o 1TB, se le cobrará $10 por cada 50GB de uso de datos que superen dicha asignación, aunque sean menos de 50 gigabytes.
†Se requiere un equipo compatible con Wi-Fi. Existen otras restricciones. 
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Internet residencial a precios económicos. Oportunidades increíbles.

**Programa Complementario de Asistencia Nutricional (Supplemental Nutrition Assistance Program)** **Solo está disponible en...**, es posible que reúnas los requisitos para obtener el servicio de Internet residencial de 10Mbps con nuestra tarifa reducida de $10. **Solo en California, los grupos familiares que reciban los beneficios de SSI también reunirán los requisitos para obtener el servicio.***

Access de AT&T te da acceso a Internet para que puedas:

- **Hacer tareas escolares**
- **Buscar empleo**
- **Pagar facturas**
- **Buscar noticias, información y entretenimiento**

¡Y mucho más!

Además, **NO se requiere contrato, NI depósito, NI cargo por instalación.**

Obtén un portal Wi-Fi para el hogar y acceso a toda la red nacional de hotspots Wi-Fi de AT&T: **INCLUIDO sin costo adicional. †**

Existen otros requisitos para suscribirse.

*Visita att.com/access para ver la información completa y solicitar el servicio.*

O bien, llama al **1-855-220-5211**

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*Programas Complementarios de Asistencia Nutricional (Supplemental Nutrition Assistance Program):** Sólo está disponible en el área de servicio de línea fija de AT&T, que cubra 31 estados. Es posible que se proporcionen niveles de velocidad adicionales (5Mbps por $10 al mes o bien 1.5Mbps, 768kbps por $5 al mes) dependiendo de lo que esté disponible en su domicilio. Las referencias a la velocidad de Internet representan las velocidades máximas del servicio de red. Las velocidades reales del cliente no están garantizadas y pueden variar según el tipo de servicio que reciba. Para obtener más información, visite att.com/internet-usage.

**Ingresos Complementarios de Seguridad (Supplemental Security Income):** de California †Se requiere un equipo compatible con Wi-Fi. Existen otras restricciones.

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Preguntas frecuentes

detalles del programa

¿Qué es el programa Access de AT&T?
El programa Access de AT&T es una opción de bajo costo para que los grupos familiares de bajos ingresos puedan tener acceso a Internet residencial por línea fija en los 21 estados en los que ofrecemos este tipo de servicios.

¿Por qué me conviene participar en el programa Access de AT&T?
El acceso a Internet puede cambiar vidas. Podrás usar Internet para solicitar empleo en línea, conectarte con familiares y amigos, realizar búsquedas sobre información de salud, estudiar en línea y mucho más. Además, como participante del programa Access de AT&T, podrás ahorrar dinero en tu factura de Internet. No tendrás que pagar por la instalación o activación, ni pagar por un módem o portal.

¿Por cuánto tiempo estará disponible el programa Access de AT&T?
Esta oferta estará vigente por un período de cuatro años. Empezó en abril de 2016 y va a continuar hasta abril de 2020. AT&T te pedirá que renueves la certificación de tu participación en SNAP anualmente. Los participantes que califiquen para el programa Access de AT&T luego de abril de 2019 podrán continuar en el programa por 12 meses a partir de la fecha de activación.

servicios y precios

¿Qué velocidades de Internet están disponibles con el programa Access de AT&T?
Actualmente hay cinco niveles de velocidad disponibles dentro del programa. AT&T te asignará una velocidad de 10, 5, 3 o 1.5Mbps o 768kbps, dependiendo de cuál sea la más rápida disponible en tu dirección.

Si participo en el programa Access de AT&T, ¿cuál es mi tarifa mensual?
El programa ofrece cinco posibles niveles de velocidad. Si te ubicaron en el nivel de velocidad de 10Mbps o 5Mbps, pagarás solo $10 por mes. Y si tu velocidad es de 3Mbps, 1.5Mbps o 768kbps, pagarás solo $5 al mes. Se te asignará la velocidad más rápida que esté disponible donde vives.

¿Mi nivel de velocidad incluye asignación de datos?
El servicio incluirá una asignación de datos mensual de 150GB o 1TB, según el tipo y la velocidad del servicio que recibas. Si supera la asignación mensual de su plan de datos, automáticamente se le cobrarán $10 por cada 50GB de uso de datos que supere dicha asignación, aunque sean menos de 50 gigabytes. Para obtener más información, visita www.att.com/internet-usage (en inglés).

Supongamos que me asignaron una velocidad de 5Mbps. ¿Puedo cambiar a 3Mbps para que mi factura mensual sea $5 en lugar de $10?
No. Este programa aplica solo para el nivel de velocidad del programa más alto de los tres disponibles en tu dirección. AT&T te asignará la velocidad automáticamente.
¿A qué se refieren exactamente con servicio de Internet residencial de línea fija?
“El servicio de Internet residencial de línea fija” se refiere al Servicio de Acceso a Internet por Banda Ancha, el cual se proporciona en una ubicación fija por medio de un cable físico.

¿Esta oferta es válida para el servicio de Internet móvil (red móvil)?
No. Esta oferta es válida solo para el servicio de Internet residencial de línea fija en los 21 estados que están dentro del área de servicio de AT&T.

Los materiales del programa indican que se incluye un módem Wi-Fi residencial sin costo adicional. ¿Qué significa esto? El servicio Access de AT&T incluye un módem o portal Wi-Fi que emite una señal Wi-Fi inalámbrica dentro de tu hogar, lo que te permitirá ampliar el alcance del servicio de Internet por línea fija. Podrás tener acceso a la señal Wi-Fi inalámbrica con una variedad de equipos compatibles con Wi-Fi, como laptops, tablets, smartphones y muchos más.

En los materiales del programa se indica que el servicio Access de AT&T incluye acceso a la red nacional de hotspots Wi-Fi de AT&T sin cargo adicional. ¿Qué significa esto?
Podrás conectar tus equipos con conexión Wi-Fi fuera de tu hogar, en miles de hotspots Wi-Fi de AT&T en todo el país. Para obtener más información y conocer la ubicación de los hotspots Wi-Fi de AT&T, visita www.attwifi.com.

suscripción al servicio

¿Cómo se si reuní los requisitos del programa Access de AT&T?
Cumplir con los requisitos del programa Access si:
- al menos un integrante de tu grupo familiar participa en el Programa Complementario de Asistencia Nutricional (SNAP);
- Vives en uno de los 21 estados en los que AT&T ofrece servicio de Internet residencial por línea fija; y
- al menos uno de los niveles de velocidad de Internet del programa Access de AT&T se ofrece en el área en la que vives.

Si eres residente de California, también cumples con los requisitos si:
- al menos un integrante de tu grupo familiar recibe beneficios de Ingresos Complementarios de Seguridad (SSI); y
- al menos uno de los niveles de velocidad de Internet del programa Access de AT&T se ofrece en el área en la que vives.

Existen otros requisitos. Para asegurarte de que puedes participar en el programa, visita www.att.com/access para consultar la disponibilidad del servicio en tu área y envía una solicitud para confirmar si tu grupo familiar califica.

¿Cómo averiguo si me encuentro en uno de los 21 estados que están dentro del área de servicio de AT&T?
El área de servicio de 21 estados abarca un espacio amplio (también conocido como área de cobertura) dentro del cual AT&T ofrece sus servicios de teléfono fijo. Puedes ver un mapa del área de servicio en www.att.com/local (en inglés). Es posible que la disponibilidad del servicio y las velocidades varíen según la dirección individual.

¿Qué información debo proporcionar para participar en el programa Access de AT&T?
Puedes ver una lista de los datos que debes proporcionar aquí.

¿Puedo proporcionar un número de identificación fiscal en lugar del Número de Seguro Social?
Puedes proporcionar ya sea un número de seguro social, un número de identificación fiscal o una identificación tribal.

¿Puedo solicitar el programa Access de AT&T en una tienda local de AT&T?
No, las tiendas de AT&T no pueden procesar solicitudes ni pedidos de Access de AT&T. Podrás obtener acceso a la solicitud en www.att.com/access y enviar el formulario en línea o por correo electrónico. Puedes también imprimir el formulario y enviarlo por fax o correo postal. Si tienes dificultades con la solicitud, puedes comunicarte con un representante de AT&T por teléfono al 855.220.5211. (Para obtener asistencia en español, llama al 855.220.5225).
¿Necesito pagar un depósito para recibir el servicio?
No se requiere depósito para acceder al servicio de Internet dentro del programa Access de AT&T.

¿AT&T realizará una verificación de crédito cuando solicite el servicio?
Como parte de la norma estándar de AT&T, todos los pedidos de nuevo servicio están sujetos a verificación de crédito, incluida una verificación de crédito de una agencia. Los resultados de la verificación de crédito no afectarán tu posibilidad de obtener el servicio de Internet dentro del programa Access de AT&T.

Después de suscribirme a la oferta y proporcionar la información requerida, ¿cómo sé si cumplí con los requisitos?
Después de que recibamos y procesemos tu solicitud, te enviaremos una carta para indicarte el estado de tu solicitud. Esta carta incluirá instrucciones para los siguientes pasos en el proceso de solicitud de servicio.

Tengo más de una cuenta de Internet con AT&T. Si me aprueban para participar en el programa Access de AT&T, ¿se incluirán todas mis cuentas?
No. Solo se incluye una cuenta de Internet de AT&T por grupo familiar en el programa Access de AT&T. Deberás escoger una cuenta para incluirla en el programa.

Si me aprueban, ¿cuando comienzo mi programa Access de AT&T?
El servicio dentro del programa Access de AT&T se comienza a prestar cuando se haya completado el pedido. Es posible que sea el mismo día en el que llames para activar tu descuento (si tienes una cuenta de servicio existente de AT&T), o en una fecha posterior (si estás solicitando un servicio nuevo de Internet por línea fija). Tu representante de servicio al cliente te indicará la fecha de activación de tu servicio cuando llames para realizar el pedido.

Tengo actualmente un paquete de servicios de AT&T. Si obtengo el servicio por medio de Access de AT&T, ¿el precio del paquete se mantiene igual para los otros productos?
Es posible que se mantengan los precios de los paquetes para otros servicios de AT&T, incluso si cambias tu servicio de Internet al programa Access de AT&T. Para más información, llama a un representante de AT&T al 855.220.5211. (Para obtener asistencia en español, llama al 855.220.5225).

¿Se garantiza que pueda seguir participando?
Puedes continuar participando mientras la oferta esté vigente, siempre y cuando tu grupo familiar siga cumpliendo los requisitos de calificación para la oferta. Deberás volver a certificar anualmente que cumple los requisitos de calificación.

¿Cómo sabré el momento en que debo volver a certificar que cumplo con los requisitos de calificación?
Nosotrotes informaremos a través de varias semanas de anticipación la fecha límite para volver a certificarte. Antes de la fecha límite, deberás demostrar que todavía cumples con los requisitos para participar en el programa Access de AT&T. Si no completas los pasos obligatorios antes de la fecha especificada y no nos notifiques que pretendes cancelar el servicio, eliminaremos el descuento del programa y te cobremos el servicio a las tarifas vigentes del mercado.

¿Qué sucede si ya no cumplo con los requisitos de calificación?
En caso de que ya no cumpras con los requisitos de participación del programa Access de AT&T, eliminaremos el descuento del programa y te cobremos las tarifas vigentes para tu servicio de Internet a menos que: nos solicites cancelar el servicio o nos proporciones documentación que muestre que todavía cumple con los requisitos.

¿Qué pasa si no logro completar mi recertificación anual en el programa Access de AT&T en un momento dado? ¿Puedo volver a solicitarlo después?
Con anticipación a la fecha de recertificación anual, te notificaremos que debes volver a certificarte. Si no completas los pasos obligatorios antes de la fecha especificada y no nos notifiques que pretendes cancelar el servicio, eliminaremos el descuento del programa y te cobremos el servicio a las tarifas vigentes del mercado. Si deseas volver a participar en el programa posteriormente, puedes hacerlo. Sin embargo, necesitarás enviar una nueva solicitud y seguir el mismo proceso que usaste para registrarte la primera vez.
El único participante de SNAP en mi casa se mudará antes de que sea tiempo de recertificarse. ¿Podré seguir participando en el programa Access de AT&T?

Los clientes de Access de AT&T deben cumplir los requisitos de calificación en todo momento, y tener al menos a un participante de SNAP en el domicilio es necesario para continuar participando en el programa Access de AT&T. Si sabemos que la persona cuya información de SNAP se usó para solicitar el programa ya no vive en tu casa, te daremos la oportunidad para:

- proporcionar documentación que demuestre que alguien más en tu casa es un participante de SNAP,
- notificarnos de tu intención de cancelar el servicio de Internet, o
- no realizar ninguna acción, en cuyo caso, eliminaremos el descuento del programa y te cobraremos las tarifas vigentes.

Instalación

¿Necesito registrarme en la facturación electrónica para participar en el programa Access de AT&T?

No se requiere facturación electrónica.

¿Alguien tiene que venir a mi casa a instalar el servicio?

AT&T te enviará un kit de instalación propia con instrucciones simples paso a paso, que te permitirán completar con más facilidad el proceso de instalación. Si necesitas ayuda adicional después de intentar instalarlo tú mismo, puedes solicitar que un técnico (sin cargo) te ayude con la instalación.

¿Se necesito llamar a un técnico para recibir asistencia con la instalación en mi casa, ¿se cobrarán cargos?

No se te cobrará ningún cargo. AT&T te enviará un kit de instalación propia con instrucciones paso a paso. En la mayoría de los casos, los clientes pueden completar el proceso de instalación por sí mismos. Si necesitas ayuda adicional después de intentar instalarlo tú mismo, puedes solicitar que un técnico te ayude con la instalación.

Otras consultas y recursos

Si un cliente se muda a una dirección diferente mientras tenga el servicio dentro del programa Access de AT&T, ¿tendrá que recertificarse para demostrar que cumple los requisitos para el programa?

Si un cliente actual de Access de AT&T se muda a una nueva dirección, debe solicitar que el centro de llamadas exclusivo de Access de AT&T realice la transacción. Para ello, debe llamar al 855.220.5211 (en español, al 855.220.5225) para asegurarse de que se mantenga el descuento en su cuenta. No se requiere recertificación para un cambio de dirección de servicio, a menos que el cliente se encuentre dentro del periodo de recertificación anual.

¿Los servicios del programa Access de AT&T pueden cancelarse durante el mismo año en el que se suscribió el domicilio? ¿Cuál es el proceso de cancelación?

No se requiere un plazo contractual para los servicios proporcionados por el programa Access de AT&T. Puedes cancelar en cualquier momento si llamas al número en tu factura, o al centro de llamadas exclusivo de Access de AT&T al 855.220.5211. (Para obtener asistencia en español, llama al 855.220.5225).

Si un cliente desconecta el servicio dentro del programa Access de AT&T, ¿deberá devolver el módem o el equipo del portal? ¿Si el cliente no lo devuelve, ¿se cobrará una cuota?

El cliente deberá llamar al centro de llamadas exclusivo de Access de AT&T al 855.220.5211 (en español, al 855.220.5225) para confirmar los requisitos de devolución del equipo para su cuenta específica. Si no se cumplen los requisitos correspondientes de devolución del equipo, es posible que se cobre una cuota.

¿Cómo sé si soy participante de SNAP?

El Programa Complementario de Asistencia Nutricional (Supplemental Nutrition Assistance Program) de Estados Unidos era conocido anteriormente como Programa de Cupones para Alimentos. Es un programa nacional, pero cada estado lo administra en representación del gobierno federal. Si recibes beneficios de alimentos por medio de tu gobierno estatal [Transferencia Electrónica de Beneficios (EBT, por sus siglas en inglés), tarjeta de alimentos], es probable que seas participante de SNAP.
¿Cómo me suscrito al Programa Complementario de Asistencia Nutricional (SNAP)?
Visita el sitio web del Departamento de Agricultura de los EE.UU. en www.fns.usda.gov/snap/apply, donde encontrarás instrucciones para la solicitud.

¿Qué son los Ingresos Complementarios de Seguridad (SSI)?

¿Por qué los grupos familiares de California son elegibles si participan en SSI, pero no pasa lo mismo con los grupos familiares de otros estados?
Las personas que reciben beneficios de SSI en California no califican para recibir beneficios de SNAP porque, además de sus beneficios de SSI, reciben un complemento de SSI por parte del estado en lugar de los beneficios de SNAP. Por este motivo, AT&T decidió ampliar los requisitos del programa para los participantes de SSI de California con los mismos criterios de elegibilidad que corresponden a los participantes de SNAP.

Residuo en California y vivo con mi tío, que recibe beneficios de SSI, y mi hermana, que participa en el programa SNAP. ¿Qué tengo que hacer para ser elegible para Access de AT&T?
Puedes enviar una solicitud para Access de AT&T basándote en los beneficios de SSI que recibe tu tío, o en los beneficios de SNAP que recibe tu hermana. Solo tendrás que proporcionar los datos de uno de ellos, y puedes elegir de quién. Sin embargo, solo se ofrecerá una cuenta en tu domicilio.

Soy un cliente actual de Lifeline y recibo servicio telefónico por línea fija de AT&T en mi domicilio con un descuento. ¿El programa Access de AT&T reemplaza Lifeline?

Internet es algo nuevo para mí y no estoy seguro cómo empezar. ¿Tienen algunos recursos que puedan ayudarme?
AT&T ha reunido una colección valiosa de herramientas para usuarios de Internet principiantes, llamado Digital You. Ya sea que estés buscando una computadora de bajo costo para tener acceso a Internet en la casa, o que tu hijo esté empezando a explorar Internet como ayuda para completar sus tareas escolares, o que quieras mejorar tus habilidades en Internet, desde pagar cuentas hasta solicitar empleo, el portal Digital You te puede ayudar. Visita digitalyou.att.com para conocer cómo aumentar tu confianza, habilidades, privacidad y seguridad cuando te conectas a Internet.

¿Los servicios del programa Access de AT&T pueden cancelarse durante el mismo año en el que se suscribió el domicilio?
¿Cuál es el proceso de cancelación?
No se requiere un plazo contractual para los servicios proporcionados por el programa Access de AT&T. Puedes cancelar en cualquier momento si llamas al número en tu factura, o al centro de llamadas exclusivo de Access de AT&T al 855.220.5211. (Para obtener asistencia en español, llama al 855.220.5225).

Si un cliente se muda a una dirección diferente mientras tenga el servicio dentro del programa Access de AT&T, ¿tendrá que recertificarse para demostrar que cumple los requisitos para el programa?
Si un cliente actual de Access de AT&T se muda a una nueva dirección, debe solicitar que el centro de llamadas exclusivo de Access de AT&T realice la transacción. Para ello, debe llamar al 855.220.5211 (en español, al 855.220.5225) para asegurarse de que se mantenga el descuento en su cuenta. No se requiere recertificación para un cambio de dirección de servicio, a menos que el cliente se encuentre dentro del período de recertificación anual.

Si un cliente desconecta el servicio dentro del programa Access de AT&T, ¿deberá devolver el módem o el equipo del portal?
Si el cliente no lo devuelve, ¿se cobra una cuota?
El cliente deberá llamar al centro de llamadas exclusivo de Access de AT&T al 855.220.5211 (en español, al 855.220.5225) para confirmar los requisitos de devolución del equipo para su cuenta específica. Si no se cumplen los requisitos correspondientes de devolución del equipo, es posible que se cobre una cuota.
Lo que tus hijos necesitan para triunfar es Internet.

Internet por solo $10 al mes

El mundo digital está lleno de posibilidades. Con AT&T es más fácil conectarte con amigos, familiares y las cosas que más te importan. Si al menos una persona de tu grupo familiar participa en SNAP*, es posible que reúnas los requisitos para obtener el servicio de Internet residencial de 10Mbps con nuestra tarifa reducida de $10.** Solo en California, los grupos familiares que reciban los beneficios de SSI también reunirán los requisitos para obtener el servicio.***

Access de AT&T te da acceso a Internet para que tú y tu familia puedan:

- Hacer tareas escolares
- Buscar información sobre universidades y becas
- Mantenerse al día con las novedades de la escuela y comunicarse con los docentes
- Comunicarse con amigos y familiares en distintos lugares del país y del mundo

¡Y mucho más!

Además, NO se requiere contrato, NI depósito, NI cargo por instalación.

Obtén un portal Wi-Fi para el hogar y acceso a toda la red nacional de hotspots Wi-Fi de AT&T: INCLUIDO sin costo adicional.†

Existen otros requisitos para suscribirse. Visita att.com/access para ver la información completa y solicitar el servicio.
O bien, llama al 1-855-220-5211.

*Programa Complementario de Asistencia Nutricional (Supplemental Nutrition Assistance Program) **Solo está disponible en el área de servicio de línea fija de AT&T, que cubre 21 estados. Es posible que se proporcione un nivel de velocidad adicional (15Mbps por $10 al mes a 35Mbps, 15Mbps a 10Mbps por $10 al mes) dependiendo de lo que esté disponible en su domicilio. Las referencias a la velocidad de Internet representan las velocidades máximas del servicio en red. Las velocidades reales del cliente no están garantizadas y pueden variar según factores como la red, la capacidad del servidor del proveedor de contenido, los factores internos de administración de red y las funcionalidades del equipo. Para obtener más información, visite att.com/internet-usage.

†Ingresos Complementarios de Seguridad (Supplemental Security Income) de California †Se requiere un equipo compatible con Wi-Fi. Existen otras restricciones.

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Obtén el servicio de Internet residencial para mantenerte conectado.

Internet por solo $10 al mes

Con Internet es más fácil conservar tu independencia. Si al menos una persona de tu grupo familiar participa en SNAP*, es posible que reúnas los requisitos para obtener el servicio de Internet residencial de 10Mbps con nuestra tarifa reducida de $10.** Solo en California, los grupos familiares que reciban los beneficios de SSI también reunirán los requisitos para obtener el servicio.***

Access de AT&T te da acceso a Internet para que puedas:

- Mantenerse en contacto con tus familiares
- Pagar facturas por Internet
- Hacer las compras (comestibles u otros artículos)
- Buscar información sobre actividades de la comunidad, entretenimiento y noticias

¡Y mucho más!

En digitalyou.att.com/access podrás encontrar recursos de capacitación GRATUITOS y servicio de instalación SIN COSTO.

Además, NO se requiere contrato, NI depósito, NI cargo por instalación.

Obtén un portal Wi-Fi para el hogar y acceso a toda la red nacional de hotspots Wi-Fi de AT&T: INCLUIDO sin costo adicional.†

Existen otros requisitos para suscribirse.

Visita att.com/access para ver la información completa y solicitar el servicio.
O bien, llama al 1-855-220-5211

*Programa Complementario de Asistencia Nutricional (Supplemental Nutrition Assistance Program) **Solo está disponible en el área de servicio de línea fija de AT&T, que cubre 21 estados. Es posible que se proporcione niveles de velocidad adicionales (3MPbs por $10 al mes o bien 3Mbps, 1.5Mbps o 768kbps por $5 al mes) dependiendo de lo que esté disponible en su domicilio. Las referencias a la velocidad de Internet representan las velocidades máximas del servicio de red. Las velocidades reales del cliente no están garantizadas y pueden variar según factores como el tráfico del sitio, la capacidad del servidor del proveedor de contenido, los factores internos de administración de red y las funcionalidades del equipo. Para obtener más información, visite att.com/access. El precio no incluye los impuestos. El servicio iniciará una asignación de datos mensual de 150GB o 1TB, según el tipo y la velocidad del servicio que reciba. Si supera la asignación mensual de su plan de datos, automáticamente se le cobrarán $10 por cada 50GB de uso de datos que supera dicha asignación. Para obtener más información, visite att.com/internet-usage.

†Ingresos Complementarios de Seguridad (Supplemental Security Income) de California †Se requiere un equipo compatible con Wi-Fi. Existen otras restricciones.

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Access From AT&T Current Outreach Sample Collateral (Vietnamese)
Danh Sách Các Thông Tin Cần Để Điện Đơn Xin

Những người tham gia Chương Trình Trợ Cấp Dinh Dưỡng Bổ Sung (SNAP) của USDA - hoặc những người được nhận phúc lợi Lợi Túc An Sinh Phù Trội (SSI) (chi ở tiểu bang California) - có thể nộp đơn xin tham gia chương trình Access from AT&T.

Điều quan trọng là quý vị cần phải điện đơn xin đầy đủ và chính xác để tránh trì hoãn thủ tục chấp thuận cho tham gia chương trình. Vui lòng xem kỹ lại các hướng dẫn trong đơn xin.

Thông tin bắt buộc phải cung cấp:

- Tên khách hàng (người sẽ thanh toán hóa đơn)
- Địa chỉ nơi sẽ lập đặt dịch vụ
  (Đường phố, số căn hộ (nếu thích hợp), Thành phố, Tiểu bang, số ZIP Code)
- Địa chỉ nhận hóa đơn của khách hàng (nếu khác với địa chỉ nhận dịch vụ)
- Địa chỉ email của khách hàng
- Số điện thoại của khách hàng (điện thoại nhà và/hoặc điện thoại di động)
- Số An Sinh xã hội của khách hàng, Mã số ID thuế, hoặc số ID Bộ Tộc
- Ngày tháng năm sinh của Khách hàng (mm/dd/yyyy)
- Tên của người tham gia SNAP (hoặc SSI, chỉ áp dụng cho tiểu bang California) hiện đang cư trong hộ gia đình nơi sẽ lập đặt dịch vụ. (Lưu ý: Đây không phải là cùng một người nộp đơn xin dịch vụ.)
- Số An Sinh xã hội của người tham gia Hội đủ Điều Kiện Nhận Phúc Loại SNAP (hoặc SSI, chỉ áp dụng cho tiểu bang California), Mã số ID thuế, hoặc số ID Bộ Tộc
- Bằng chứng về việc tham gia chương trình SNAP (hoặc SSI, chỉ áp dụng cho tiểu bang California) (xem chi tiết ở dưới)

Các giấy tờ cần phải cung cấp:

Quy vị sẽ cần phải cung cấp một trong các giấy tờ sau đây:

- Một bản sao thẻ SNAP có ghi tên của người tham gia SNAP
  (Lưu ý: Nếu trên thẻ SNAP không có tên, quý vị sẽ cần phải cung cấp thu thông báo nhận trở cấp hoặc thư xác nhận tham gia SNAP từ Văn phòng của người tham gia)
- Một bản sao thư thông báo nhận trở cấp hoặc thư xác nhận tham gia SNAP từ Văn phòng SNAP tại địa phương, có ghi tên của người tham gia SNAP

- Chỉ áp dụng cho tiểu bang California: Một bản sao chứa ghi thông báo được nhận trở cấp từ Cơ Quản An Sinh xã hội, xác nhận quý vị hoặc một người cùng cư trong hộ gia đình quý vị ở California hội đủ điều kiện nhận và sẽ được nhận phúc lợi SSI
- Chỉ áp dụng cho tiểu bang California: Một bản sao thư xác minh phúc lợi xác nhận rằng một thành viên trong hộ gia đình ở California đang nhận phúc lợi SSI

Nếu người tham gia SNAP trong hộ gia đình quý vị không có thẻ SNAP hoặc thu thông báo nhận trở cấp, vui lòng nối hot vào trang mạng http://www.fns.usda.gov/snap để tìm văn phòng SNAP tại địa phương và lấy các chứng từ này.

Dịch Vụ Internet Gia Đình Hợp Túi Tiền. Nhiều cơ hội hấp dẫn.

Dịch vụ Internet với mức giá chỉ có $10 một tháng

The giới kỹ thuật số mang đến vô vàn cơ hội. AT&T giúp quý vị giữ liên lạc dễ dàng hơn với gia đình, bạn bè, và những gì quan trọng với quý vị. Nếu quý vị là cư dân California và hỗ trợ gia đình quy vi có ít nhất một người đang tham gia chương trình SNAP* hoặc nhận phúc lợi trợ cấp SSI**, quý vị có thể hội đủ điều kiện sử dụng dịch vụ Internet gia đình 10Mbps của chúng tôi với mức giá đã giảm chỉ có $10.***

Access from AT&T giúp quý vị nói mang trực tuyến được:
- Làm bài tập ở nhà
- Tìm việc làm
- Trả hóa đơn
- Tìm kiếm tin tức, thông tin và giải trí

Ngoài ra, KHÔNG cần cam kết, KHÔNG cần đặt cọc, và KHÔNG phải trả lệ phí lắp đặt.

Nhận được một cổng Wi-Fi gia đình và truy cập toàn hệ thống Wi-Fi Hot Spot của AT&T trên toàn quốc - CÓ SẴN miễn phí.†


*Danh sách giờ vàror có bị dịch ở đây có thể dịch để được dịch từ 21 địa điểm của AT&T. Mức giá mô đun để hỗ trợ sẽ thay đổi dựa trên giá cả và không có mức giá tối thiểu.
**Supplemental Security Income (Lợi ích an sinh xã hội).
†Phải có máy có thể sử dụng Wi-Fi. Các giới hạn khác có áp dụng.
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Dịch Vụ Internet Gia Đình Hợp Túi Tiền. Nhiều cơ hội hấp dẫn.

Dịch vụ Internet với mức giá chỉ có $10 một tháng

Thế giới kỹ thuật sổ mang đến vô vàn cơ hội. AT&T giúp quý vị giải quyết vấn đề ùn tắc, bận bề, và những giọt quan trọng nhất đổi đời với quý vị. Nếu ít nhất một người trong gia đình quý vị đăng tham gia chương trình SNAP*, quý vị có thể hội đủ điều kiện nhận dịch vụ Internet gia đình 10Mbps với mức giá giảm chỉ có $10 của chúng tôi.** Chỉ riêng ở California, các hộ gia đình được nhận trợ cấp SSI cũng có thể hội đủ điều kiện.***

Access from AT&T giúp quý vị nuôi mảng trực tuyến dễ dàng:
- Làm bài tập ở nhà
- Tìm việc làm
- Trả hóa đơn
- Tìm kiếm tin tức, thông tin và giải trí

Và nhiều hoạt động khác!

Ngoài ra, KHÔNG cần cam kết, KHÔNG cần đặt cọc, và KHÔNG phải trả lệ phí lắp đặt.

Nhận được một cổng Wi-Fi gia đình và truy cập toàn hệ thống Wi-Fi Hot Spot của AT&T trên toàn quốc - CÓ SẴN miễn phí.†

Các tiêu chuẩn điều kiện khác vẫn áp dụng.
Tới website att.com/access để biết chi tiết đầy đủ và nộp đơn xin tham gia.
Hoặc gọi số 1-855-220-5211.

*Chương Trình Trợ Cấp Dinh Dưỡng Phụ Trội. **Chỉ có sẵn tại khu vực dịch vụ đường dây cố định ở 21 tiểu bang của AT&T. Một số mức tốc độ dữ liệu có thể được cung cấp (5Mbps và mức giá chỉ $10 một tháng hoặc 3Mbps/1.5Mbps/768Kbps với mức giá $5 một tháng) tùy thuộc vào tình trạng có sẵn tại địa chỉ của quý vị. Các mức tốc độ Internet để cấp lại tốc độ dịch vụ mạng tối đa. Tốc độ thực tế của dịch vụ có thể khác so với mức tối đa được cung cấp trên trang web. Cũng sẽ áp dụng một mức phí tối đa là $100/tháng. †Trừ dịch vụ Wi-Fi và Wi-Fi Hotspot, các giới hạn khác có thể áp dụng. Các tiêu chuẩn điều kiện khác vẫn áp dụng.

thông tin chi tiết về chương trình

Chương trình Access from AT&T là gì?
Chương trình Access from AT&T cung cấp dịch vụ Internet qua đường dây cố định gia đình với chi phí thấp cho các hộ gia đình có lợi từ thứ hai tới 21 tiêu bao gồm những lợi ích cung cấp các dịch vụ Internet qua đường dây gia đình cố định.

Tại sao tôi nên nộp đơn xin tham gia chương trình Access from AT&T?
Sử dụng Internet có thể giúp quý vị đổi đời. Quý vị có thể sử dụng Internet để nộp đơn xin việc trực tuyến, kết nối với gia đình và bạn bè, tìm kiếm thông tin sức khỏe, hoàn thành chương trình học trực tuyến—và nhiều hoạt động khác. Mặt khác, với tư cách là người tham gia chương trình Access từ AT&T, quý vị có thể tiết kiệm chi phí Internet! Ngoài ra, quý vị sẽ không phải trả chi phí lắp đặt hoặc khoản phí cho module hoặc công truy cập.

Chương trình Access from AT&T sẽ kéo dài bao lâu?

các dịch vụ và mức giá

Có các mức tốc độ Internet nào qua chương trình Access from AT&T?
Hiện chương trình có năm tốc độ. AT&T sẽ chọn tốc độ cho quý vị một mức tốc độ 10, 5, hoặc 1.5 Mbps hoặc 768 Kbps, tùy tốc độ nào nhanh nhất hiện có tại địa chỉ của quý vị.

Nếu tôi tham gia chương trình Access from AT&T, lệ phí hàng tháng của tôi là bao nhiêu?
Có năm mức tốc độ, chương trình có thể áp dụng. Nếu quý vị được chọn tốc độ 10 Mbps hoặc 5 Mbps, quý vị sẽ chỉ cần phải trả $10 một tháng. Còn nếu quý vị được chọn tốc độ 3 Mbps hoặc 1.5 Mbps hay 768 Kbps, quý vị sẽ phải trả $5 một tháng. Quý vị sẽ được chọn mức tốc độ nhanh nhất hiện có ở nơi quý vị cư ngụ.

Mức tốc độ của tôi có điều chỉnh mức độ lưu lượng không?
Dịch vụ sẽ bao gồm một định mức dữ liệu lưu lượng hàng tháng là 150GB hoặc 1GB dữ liệu một tháng, tùy thuộc vào dạng dịch vụ và tốc độ dịch vụ mà quý vị nhận được. Nếu quý vị vượt quá định mức dữ liệu của chương trình hàng tháng, quý vị sẽ tự động bị tính thêm $10 cho mỗi 50 GB dữ liệu sử dụng vượt quá định mức, ngay cả khi sử dụng chưa đến 50 gigabytes. Để có thêm thông tin, vui lòng tới website www.att.com/internet-usage.
Giả sử tôi được ấn định mức tốc độ 5Mbps. Tôi có thể chuyển sang 3Mbps để hàng tháng trả 55 thay vì 510 không?
Không. Chương trình này chỉ áp dụng cho mức tốc độ cao nhất trong số ba mức tốc độ hiện có tại địa chỉ của quý vị. Tốc độ này sẽ được AT&T tự động ấn định cho quý vị.

Nơi đăng ra dịch vụ Internet giả định có dịch vụ có nghĩa là gì?
“Dịch vụ Internet qua đường dây giả định có dịch vụ” là nơi đăng Dịch Vụ Truy Cập Internet Bằng Thông Rộng qua đường dây có định của AT&T, được cung cấp cho một địa điểm có định qua dây cáp hoặc đường dây điện.

Chương trình khuyến mãi này có áp dụng cho dịch vụ Internet hàng đầu (đi động) không?
Không. Khuyến mãi này chỉ áp dụng cho dịch vụ Internet qua đường dây giả định có định trong khu vực dịch vụ của AT&T ở 21 tiểu bang.

Các tài liệu chương trình nói rằng khuyến mãi này có bao gồm một modem WiFi tại gia không phải trả thêm lệ phí. Điều đó có nghĩa là gì?
Dịch vụ Access from AT&T bao gồm một modem có khả năng kết nối Wi-Fi hoặc cung cấp sóng tín hiệu Wi-Fi không dây trong nhà, cho phép quý vị mở rộng phạm vi phủ sóng của dịch vụ Internet qua đường dây có định. Quy vị có thể truy cập tín hiệu Wi-Fi không dây này trên nhiều thiết bị có khả năng kết nối WiFi khác nhau, bao gồm laptop, máy tính bảng, điện thoại thông minh, và nhiều thiết bị khác.

Tại liệu chương trình nói rằng dịch vụ Access from AT&T bao gồm truy cập mạng tại các điểm WiFi toàn quốc của AT&T mà không phải trả thêm lệ phí. Điều đó có nghĩa là gì?
Quy vị có thể kết nối các thiết bị có thể kết nối Wi-Fi khi xa nhà, tại hàng ngàn điểm truy cập WiFi của AT&T trên toàn quốc. Để biết thông tin chi tiết đây đủ và tìm các điểm truy cập WiFi của AT&T, tới website www.attwifi.com.

dăng ký thuê bao dịch vụ

Làm thế nào để biết tôi có hội đủ điều kiện tham gia chương trình Access from AT&T hay không?
Quy vị hội đủ điều kiện tham gia chương trình Access nếu:
- Ít nhất một người trong hộ gia đình quý vị tham gia Chương Trình Trợ Cấp Dịch Dung Bổ Sung, hay gọi tắt là SNAP.
- Quý vị phải cư ngụ tại một trong số 21 tiểu bang nơi AT&T cung cấp dịch vụ Internet giả định qua đường dây có định; và
- Ít nhất một trong các mức tốc độ Internet của Access từ AT&T phải có sẵn tại địa chỉ nơi quý vị cư ngụ.

Cư dân California cũng hội đủ điều kiện nếu:
- Ít nhất một thành viên trong hộ gia đình quý vị được nhận trợ cấp Lợi Tức An Sinh Phụ Trợ (SSI); và
- Ít nhất một trong các mức tốc độ Internet của Access từ AT&T phải có sẵn tại địa chỉ nơi quý vị cư ngụ.

Các yêu cầu khác cũng áp dụng. Để biết chắc chắn là quý vị có thể tham gia chương trình, tới website www.att.com/access để kiểm tra tình trạng có sẵn dịch vụ tại địa chỉ của quý vị và nộp đơn xin để biết hỗ trợ giả định của quý vị có hội đủ điều kiện hay không.

Làm thế nào để biết tài khoản khu vực dịch vụ của AT&T tại 21 tiểu bang?
Khu vực dịch vụ tại 21 tiểu bang là khu vực rộng (hay còn gọi là bán độ dịch vụ) nơi AT&T cung cấp các dịch vụ qua đường dây có định. Quý vị có thể xem bản đồ khu vực dịch vụ này tại website www.att.com/local. Tình trạng có sẵn dịch vụ và tốc độ thực tế có thể khác nhau tùy theo từng địa chỉ.

Tôi sẽ cần phải cung cấp thông tin gì để tham gia chương trình Access from AT&T?
Quy vị có thể xem danh sách các thông tin mà quý vị cần phải cung cấp tại www.att.com/accesschecklist.


Exhibit 9
Tôi có thể cung cấp mã số ID thuế thay cho số An Sinh Xã Hội không?
Quy vị có thể cung cấp số an sinh xã hội, mã số ID thuế hoặc số ID bố tổ.

Tôi có thể nộp đơn xin tham gia chương trình Access from AT&T tại điểm AT&T ở địa phương không?

Tôi có cần trả tiền đặt cọc để nhận dịch vụ không?
Không cần phải trả tiền đặt cọc để thiết lập dịch vụ Internet qua chương trình Access from AT&T.

AT&T có xác minh tin dùng khi tôi nộp đơn xin sử dụng dịch vụ không?
Theo chính sách thường lệ của AT&T, tất cả các đơn đặt mua dịch vụ mới đều phải qua thủ tục xác minh tin dùng, kể cả xác minh tin dùng qua công quan tin dùng. Kết quả xác minh tin dùng sẽ không ảnh hưởng đến khả năng có được dịch vụ Internet của quý vị qua chương trình Access from AT&T.

Sau khi tôi đăng ký tham gia chương trình khuyến mãi này và cung cấp thông tin yêu cầu, làm thế nào để biết tôi hài đủ điều kiện tham gia?
Sau khi nhận được và giải quyết đơn xin của quý vị, chúng tôi sẽ gửi thư cho biết tình trạng giải quyết đơn xin của quý vị qua đường bu notoriously thư này sẽ có hướng dẫn các bước tiếp theo trong thủ tục đặt mua dịch vụ.

Tôi có hạn một trung mục dịch vụ Internet với AT&T. Nếu tôi được chấp thuận cho tham gia chương trình Access from AT&T, tất cả các trung mục Internet của tôi có bao gồm trong đó không?
Khong. Mỗi hóa đơn định chi được phép có một trung mục dịch vụ Internet của AT&T trong chương trình Access from AT&T. Quý vị sẽ cần chọn trung mục mà quý vị muốn đầu vào.

Nếu tôi được chấp thuận, khi nào chương trình Access from AT&T của tôi bắt đầu?
Dịch vụ của quý vị trong chương trình này sẽ bắt đầu khi thủ tục đặt mua dịch vụ Access từ AT&T của quý vị hoàn tất. Do có thể là cùng ngày quý vị gọi tới để mở chương trình Giảm giá của quý vị (nếu quý vị hiện đang có dịch vụ của AT&T)—hoặc sau này (nếu quý vị mới lập dịch vụ Internet đường dây có định). Đại diện dịch vụ khách hàng của quý vị sẽ cho quý vị biết ngày mở dịch vụ của quý vị khi quý vị gọi tới để đặt hàng.

Tôi hiện có gió dịch vụ AT&T. Nếu tôi nhận dịch vụ qua Access from AT&T, mức giá theo gió dịch vụ này có không đổi cho các sản phẩm khác không?
Quy vị có thể giải mức giá theo gió dịch vụ cho các dịch vụ khác của AT&T, ngay cả khi quý vị chuyển dịch vụ Internet của quý vị sang chương trình Access from AT&T. Để biết thông tin chi tiết đầy đủ, vui lòng gọi đại diện của AT&T tại số điện thoại 855.220.5211. (Để được giúp đỡ bằng tiếng Tây Ban nha, gọi số 855.220.5225.)

Tôi có bảo đảm được tiếp tục tham gia không?
Quy vị có thể tiếp tục tham gia trong thời gian chương trình khuyến mãi này có hiệu lực, miễn là hóa đơn định quý vị tiếp tục đủ các điều kiện theo chương trình khuyến mãi đó. Quý vị sẽ cần phải tái chứng nhận hàng năm để được mình là quý vị hội đủ các điều kiện.

Làm thế nào để biết khi nào cần tái chứng nhận và việc tôi hài đủ các điều kiện của chương trình?
Chúng tôi sẽ cho quý vị biết sớm về những điều kiện liên quan đến việc phải tái chứng nhận, và chúng tôi cũng sẽ gửi cho quý vị một thông báo nhắc nhở. Trược thời hạn này, quý vị cần chứng minh rằng quý vị vẫn hài đủ các điều kiện tham gia chương trình
Access from AT&T. Nếu quý vị không hoàn tất các bước yêu cầu trước ngày qui định và không thông báo cho chúng tôi biết về ý định hủy dịch vụ, chúng tôi sẽ loại quý vị ra khỏi chương trình giảm giá và sẽ gửi hóa đơn cho quý vị theo các mức giá thị trường hiện hành.

Nếu tôi không có đối điều kiện thì sao?
Nếu thấy quý vị không có đối điều kiện tham gia chương trình Access from AT&T, chúng tôi sẽ loại quý vị ra khỏi chương trình giảm giá và gửi hóa đơn theo mức giá thông thường cho dịch vụ Internet của quý vị, trừ khi quý vị: yêu cầu chúng tôi hủy dịch vụ hoặc cung cấp chứng từ cho biết quý vị thực sự đủ điều kiện.

Nếu tôi không hoàn thành thủ tục tài chính nhân hàm trong chương trình Access from AT&T vào một thời điểm nào đó thì sao? Sau này tôi có thể nộp đơn xin lại không?
Chúng tôi sẽ thông báo trước cho quý vị về ngày tài chính nhân hàm năm của quý vị. Nếu quý vị không hoàn tất các bước yêu cầu trước ngày qui định và không thông báo cho chúng tôi biết về ý định hủy dịch vụ, chúng tôi sẽ loại quý vị ra khỏi chương trình giảm giá và gửi hóa đơn cho quý vị theo các mức giá thị trường hiện hành. Nếu sau này quý vị muốn quay lại tham gia chương trình, quý vị được phép làm như vậy. Tuy nhiên, quý vị sẽ cần phải nộp đơn xin mới và theo thủ tục tương tự như khi quý vị đăng ký lần đầu tiên.

Người tham gia SNAP duy nhất trong hỗ trợ gia đình tôi sẽ chuyển đi nơi khác trước khi đến thời hạn tài chính nhân. Tôi sẽ có thể tiếp tục tham gia chương trình Access from AT&T không?
Khách hàng Access from AT&T cần phải luôn hỗ trợ các điều kiện và cần phải có ít nhất một người tham gia SNAP trong hỗ trợ gia đình thì mới được tiếp tục tham gia chương trình Access from AT&T. Nếu chúng tôi thấy người có thông tin SNAP được sử dụng để nộp đơn xin tham gia chương trình không còn cư ngụ trong hỗ trợ gia đình của quý vị nữa, chúng tôi sẽ tạo cơ hội để quý vị:
• Cung cấp giấy tờ chứng minh là người khác trong hỗ trợ gia đình quý vị hiện đang tham gia SNAP, hoặc
• Thông báo cho chúng tôi biết ý định hủy dịch vụ Internet của quý vị, hoặc
• Khỏng làm gì nữa, trong trường hợp đó chúng tôi sẽ xóa mức giảm giá chương trình của quý vị và gửi hóa đơn theo mức giá thông thường.

lập đặt
Tôi có phải đăng ký sử dụng dịch vụ gửi hóa đơn trên mạng trừ nguyên để tham gia chương trình Access from AT&T không?
Không, không cần phải sử dụng dịch vụ gửi hóa đơn trên mạng trừ nguyên.

Có cần ai dennh tôi để lập dịch vụ không?
AT&T sẽ gửi cho quý vị một bộ đỡ dụng tử lập đặt với các hướng dẫn từng bước đặt đơn giản để giúp quý vị tự hoàn thành lập đặt. Nếu cần giúp đỡ thêm sau khi đã tự tử lập đặt, quý vị có thể yêu cầu một chuyên gia kỹ thuật (miễn phí) tôi hỗ trợ lập đặt.

Nếu cần gọi chuyên gia kỹ thuật tôi giúp lập đặt tại nhà tôi, tôi có phải trả lệ phí không?
Không, dịch vụ này miễn phí. AT&T sẽ gửi cho quý vị một bộ đỡ dụng tử lập đặt cùng với các hướng dẫn từng bước. Trong đa số các trường hợp, khách hàng có thể tự hoàn thành việc lập đặt. Nếu cần giúp đỡ thêm sau khi đã có gắn tự lập đặt, quý vị có thể yêu cầu một chuyên gia kỹ thuật tôi giúp lập đặt.

các trách nhiệm khác và nguồn thông tin
Nếu khách hàng chuyển tới địa chỉ khác trong khi đăng sử dụng dịch vụ của chương trình Access from AT&T, họ có phải tài chúng
nhận lại tình trạng hỗ trợ điều kiến tham gia chương trình không?
Nếu một khách hàng hiện đang sử dụng dịch vụ Access from AT&T chuyển đến địa chỉ mới, nên thực hiện giao dịch này qua trung tâm liên lạc qua điện thoại chuyển được của Access from AT&T tại số 855.220.5211 (hoặc số 855.220.5225 nếu nơi tiếp TJay ban nha) để bảo đảm trường mục của họ vẫn tiếp tục được hưởng mức giảm giá của chương trình. Không cần phải tài chính nhân nếu thay đổi địa chỉ nhận dịch vụ, trừ khi khách hàng đổi văn cờ đăng trong thời hạn tài chính nhân hàng năm của họ.

Có thể hủy bỏ các dịch vụ Access từ AT&T trong cùng một năm hỗ trợ đáng kể sự dụng không? Thử tục hủy dịch vụ là như thế nào?
Không có qui định về thời hạn đổi với các dịch vụ cung cấp qua chương trình Access from AT&T. Khách hàng có thể hủy dịch vụ bất kỳ lúc nào bằng cách gọi số điện thoại ghi trong hóa đơn, hoặc gọi trung tâm dịch vụ chuyển được của Access from AT&T tại số 855.220.5211. (Để được giúp đỡ bằng tiếng Tây ban nha, gọi số 855.220.5225.)

Nếu ngừng dịch vụ của chương trình Access từ AT&T, khách hàng có phải trả lại modem hoặc thiết bị có công truy cập không? Nếu không trả lại máy, họ có phải trả phí không?
Khách hàng nên liên lạc với trung tâm dịch vụ chuyển được của Access from AT&T tại số 855.220.5211 (hoặc số 855.220.5225 nếu nơi tiếp TJay ban nha) để xác nhận các yêu cầu về trả máy áp dụng cho trường mục cụ thể của họ. Nếu không chấp nhận các yêu cầu hiện hành về trả máy, khách hàng có thể phải trả lệ phí phát.

Làm thế nào để biết tôi có phải là người tham gia SNAP hay không?
Chương Trình Cấp Tập Đình Dương Phú Trỗi Hoa Kỳ có tên đầy đủ là Chương Trình Phiếu Thực Phẩm. Đây là một chương trình toàn quốc, tủy nhiên mỗi tiểu bang điều chỉnh chương trình thay mặt cho chính phủ liên bang. Nếu quý vị nhận trợ cấp thực phẩm qua chính quyền tiểu bang của quý vị (EBT, thẻ mua thực phẩm), có lẽ quý vị là người tham gia SNAP.

Làm thế nào để tham gia Chương Trình Cấp Đình Dương Bổ Sung?

Lời Tức An Sinh Phụ Trỗi (SSI) là gì?

Tại sao các gia đình ở California lại hỗ trợ điều kiến dự trên việc tham gia SSI, còn họ giả định ở các tiểu bang khác lại không?
Nghìn người nhận phần lợiSSI ở California không hỗ trợ điều kiến hỗ trợ cậpSNAP vì họ được nhận một khoản phụ cấp Tiểu Bang công thêm vào phần lợiSSI của họ thay cho trợ cấp SNAP. Vì vậy, AT&T quyết định mở rộng điều kiện hỗ trợ cho những người nhận phần lợiSSI ở California theo các yêu cầu tương tự áp dụng cho người nhận trợ cấp SNAP.

Tại cố vấn California và hiện đang sống cùng với người cha. Chuỗi hỗ trợ điều kiện tham gia chương trình SNAP. Làm thế nào để tôi hỗ trợ điều kiện tham gia Access from AT&T?
Quy vị có thể nộp đơn xin tham gia Access từ AT&T dựa trên việc người cha của quý vị được nhận phần lợiSSI, hoặc người cha nhận trợ cấp SNAP. Quy vị sẽ chỉ cần phải cung cấp thông tin cho một trong những người này, và quý vị có thể chọn một trong hai người. Tuy nhiên, sẽ chỉ có một mức dịch vụ cho địa chỉ của quý vị.

Tời hiện là khách hàng Lifeline và nhận được dịch vụ điện thoại qua đường dây cố định tại nhà từ AT&T với mức giảm giá. Chương trình Access from AT&T có thay thế Lifeline không?

Tời mỗi sử dụng Internet nên không biết phải bắt đầu như thế nào. Quý công ty có luôn hỗ trợ giải nào khắc có thể giúp đỡ tôi không?
AT&T đã tập hợp một bộ công cụ hỗ trợ cho những người bắt đầu sử dụng dịch vụ trực tuyến, gọi là Digital You. Cho dù quý vị đang tìm mua máy tính giá rẻ để truy cập Internet ở nhà, con quý vị bắt đầu tìm hiểu Internet để giúp làm bài viết ở trường, hay quý vị muốn nâng cao các kỹ năng sử dụng công nghệ trực tuyến cho bất kỳ mục đích gì, từ thành toán hóa đơn cho đến
nộp đơn xin việc—Digital You có thể giúp quý vị! Tới website digitalyou.att.com để học cách ứng xử tin hồn, nâng cao kỹ năng, bảo vệ thông tin riêng tư, và an toàn khi kết nối trực tuyến.

Có thể hủy bỏ các dịch vụ Access from AT&T trong cùng năm mà hóa gia định đăng ký sử dụng không? Thủ tục hủy dịch vụ là như thế nào?
Không có qui định về thời hạn đổi với các dịch vụ cung cấp qua chương trình Access from AT&T. Khách hàng có thể hủy dịch vụ bất kỳ lúc nào bằng cách gọi số điện thoai ghi trong hóa đơn, hoặc gọi trung tâm dịch vụ chuyển động của Access from AT&T tại số 855.220.5211. (Được giúp đỡ bằng tiếng Tây ban nha, gọi số 855.220.5225.)

Nếu khách hàng chuyển tài điện chỉ khác trong khi đăng sử dụng dịch vụ của chương trình Access from AT&T, họ có phải tái chứng nhận lại tính trạng hỗ trợ điện kiên tham gia chương trình không?

Nếu ngừng dịch vụ của chương trình Access from AT&T, khách hàng có phải trả lại modem hoặc thiết bị cấp không? Nếu không trả lại modem, họ có phải trả lệ phí không?
Khách hàng nên liên lạc với trung tâm dịch vụ chuyển động của Access from AT&T tại số 855.220.5211 (hoặc số 855.220.5225 nếu nói tiếng Tây ban nha) để xác nhận các yêu cầu về trả lại máy áp dụng cho trung mục cụ thể của họ. Nếu không chấp nhận các yêu cầu hiện hành về trả lại máy, khách hàng có thể phải trả lệ phí phát.
Giúp con quý vị có tương lai tươi sáng nhờ Internet.

Dịch vụ Internet với mức giá chỉ có $10 một tháng

Thế giới kỹ thuật số mang đến vô vàn cơ hội. AT&T giúp quý vị giữ liên lạc dễ dàng hơn với gia đình, bạn bè, và những gì quan trọng nhất đối với quý vị. Nếu ít nhất một người trong nhà gia đình quý vị đang tham gia chương trình SNAP*, quý vị có thể hồ trợ di chuyển nhằm dịch vụ Internet gia đình 10Mbps với mức giá giảm chỉ có $10 của chúng tôi.** Chỉ riêng ở California, các hộ gia đình được nhận trợ cấp SSI cũng có thể hỗ trợ di chuyển.***

Access from AT&T giúp quý vị nội mang trực tuyến để quý vị và gia đình:

- Lắng bất tập ở nhà
- Tìm hiểu các trường đại học và các chương trình học bổng
- Thường xuyên cập nhật tin tức về trường học và giúp liên lạc với giáo viên
- Giúp liên lạc với bạn bè và gia đình trên toàn quốc và khắp nơi trên thế giới

Và nhiều hoạt động khác!

Ngoài ra, KHÔNG cần cam kết, KHÔNG cần đặt cọc, và KHÔNG phải trả lệ phí lập đặt.

Công Wi-Fi tại gia và truy cập mạng
Hot Spot Wi-Fi AT&T toàn quốc - KÈM SẴN mà không phải trả thêm chi phí.†

Các tiêu chuẩn điều kiện khác vẫn áp dụng.

Tới website att.com/access để biết chi tiết đầy đủ và nộp đơn xin tham gia.
Hoặc gọi số 1-855-220-5211.

*Chương Trình Phát Hỗ Trợ Xúc Động Phụ Trội. **Chỉ có tại tiểu học và dịch vụ đường dây cố định của AT&T. Một số mức tốc độ hoạt động có thể được cung cấp (38Mbps với mức giá $10 một tháng hoặc 38Mbps/1.5Mbps/768Kbps với mức giá $5 một tháng) tùy thuộc vào tình trạng có sẵn tại địa chỉ của quý vị. Các mức tốc độ Internet để cung cấp là tốc độ dịch vụ tương đương. Tốc độ thực tế của dịch vụ có thể khác một chút do nhiều yếu tố, trong đó bao gồm mức độ sử dụng mạng trong mạng, cung cấp máy chủ của các nhà cung cấp nội dung, các yếu tố quản lý mạng nội bộ, khả năng của thiết bị, và không được đảm bảo. Kết nối theo yêu cầu từ AT&T không được cung cấp dưới dạng tốc độ di động $10 hoặc 38Mbps. AT&T không chịu trách nhiệm cho việc sử dụng di động và không có nghĩa vụ phải cung cấp dịch vụ di động. Để biết chi tiết về điều khoản, xin vui lòng truy cập att.com/speed101. **Lợi Tức An Sinh Phụ Trội áp dụng tại California. †Phải có máy có thể sử dụng Wi-Fi. Các giới hạn khác có áp dụng.

Có dịch vụ Internet Gia Đình và giao lưu kết nối.

**Dịch vụ Internet với mức giá chỉ có $10 một tháng**

Sống độc lập dễ dàng hơn với Internet. Nếu ít nhất một người trong hộ gia đình quý vị đang tham gia chương trình SNAP*, quý vị có thể hoặc đủ điều kiện nhận dịch vụ Internet gia đình 10Mbps với mức giá giảm chỉ có $10 của chúng tôi.** Chỉ riêng ở California, các hộ gia đình được nhận trợ cấp SSI cũng có thể hội đủ điều kiện.***

Access from AT&T giúp quý vị nói mang trực tuyến dễ:

- **Giữ liên lạc với gia đình**
- **Chi trả hóa đơn trực tuyến**
- **Đi chợ mua thực phẩm và các vật dụng khác**
- **Tim hiểu về các hoạt động cộng đồng, giải trí và tin tức**

And a whole lot more!

Tìm các nguồn trợ giúp hướng dẫn MIỄN PHÍ tại digitalyou.att.com/access, cùng với trợ giúp lắp đặt MIỄN PHÍ.

**Ngoài ra, KHÔNG cần cam kết, KHÔNG cần đặt cọc, và KHÔNG phải trả phí lắp đặt.**

Công Wi-Fi tại gia và truy cập mạng Hot Spot Wi-Fi AT&T toàn quốc - KÈM SẴN mà không phải trả thêm phí chi phí.†

Các tiêu chuẩn điều kiện khác vẫn áp dụng.

**Tới website att.com/access để biết chi tiết đầy đủ và nộp đơn xin tham gia. Or call 1-855-220-5211**


Exhibit 10 Is Redacted in Its Entirety as Highly Confidential Information
## EXHIBIT 11

Quality Assurance Steps Taken to Increase Number of Program Participants

<table>
<thead>
<tr>
<th>Topic</th>
<th>Issue</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Submission</td>
<td>Submitting questions and supporting documentation to “Do Not Reply” Mailbox</td>
<td>• Daily review of emails in the “Do Not Reply” mailbox</td>
</tr>
<tr>
<td>Availability Tool</td>
<td>Potential confusion on customer action based on service availability tool</td>
<td>• Updated wording to enhance customer online experience</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Added instruction to call to check Program availability if online tool indicates service not available at the prospective participant’s location</td>
</tr>
<tr>
<td>Application Review</td>
<td>Customer using standard name variations <em>(e.g., Bill instead of William)</em></td>
<td>• Allow standard variations of names on the applications</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Pre-populated applications sent by AT&amp;T will not be denied if spelling is incorrect</td>
</tr>
<tr>
<td>Supporting Documentation</td>
<td>Address key reasons why applications are denied due to improper documentation</td>
<td>• Expanded acceptable documentation to include a SNAP benefit letter that is dated up to 24-months prior to date of application</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Expanded acceptable documentation to include a copy of a valid government issued identification with name and photo for customers who do not have their name on their SNAP card</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Accept supporting documentation separately submitted from a pending application</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Trained agents to explain the online process to prospective participants who state they will apply online</td>
</tr>
</tbody>
</table>