



AT&T Disaster Recovery – Customer Relief and Tips

IF YOU ARE UNDER A DECLARED DISASTER WARNING, FIND SAFE SHELTER RIGHT AWAY. IF TOLD TO EVACUATE, DO SO IMMEDIATELY.

We are committed to keeping our customers connected – even in the wake of unpredictable, catastrophic events. Our Network Disaster Recovery (NDR) program is one of the largest, and most advanced of its kind. Its sole purpose – to rapidly restore communications to areas affected by disasters.

We prepare our people and our network to ensure we can maintain vital communications for our customers and public safety before, during and after an event. These efforts may include:

- Reinforcing network facilities and preparing response equipment
- Staging network recovery equipment in strategic locations to deploy quickly following any event to support connectivity for customers.
- Preparing our stores to support customers who need to charge or use their devices, as well as deploying charging stations to local shelters if needed.
- Deploying mobile cell sites to support wireless service in affected areas.
- Assisting customers with devices at shelters and offering personalized customer account assistance at any open retail location.

Tips to Prepare:

We know how critical communications are, especially during disasters and severe weather events. And just as we prepare, you should too. For our customers nationwide, please keep these tips and helpful information in mind:

- If you're in an area that is experiencing severe conditions but have not been told to evacuate, plan to stay indoors wherever you are, and share your location with friends and family.
- Charge all wireless devices in the event you lose power.
- Tune into your local news for the latest weather updates and emergency instructions.
- Restock your emergency preparedness kit to include enough food and water for at least three days, medications, a flashlight, batteries, cash, and first aid supplies.

For more helpful disaster tips, please visit: att.com/disasterrelief/planningahead

If you have been affected by a natural or man-made disaster:

For our Residential and Small Business Wireline customers.

AT&T residential and small business customers who have AT&T wireline service, including California customers in counties where a state of emergency has been declared by the Governor of California or the President, may be able to request that fees be waived for the following products and services:

- One-time activation fee and one-month charge for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and messaging services;
- Service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the premises;
- One jack and associated wiring at the temporary location regardless of whether the customer has an inside wiring plan ("Plan") and upon their return to their permanent location;
- Up to five free jacks and associated wiring for our Inside Wire Plan upon return to permanent location.

If you'd like more information on waiving fees in the event of a disaster, small business customers may contact us on the telephone number listed on their bill. **Residential customers can contact us at 800.288.2020.**

As always, any customer can visit att.com/disasterrelief for additional information.

For our Residential and Small Business Digital Phone (VoIP) Customers:

AT&T offers the following assistance to small business and residential customers who have AT&T Digital Phone Service, including California customers in counties where a state of emergency has been declared by the Governor of California or the President. Small business customers may contact us on the telephone number listed on their bill. **Residential customers can contact us at 800.288.2020.**

- VoIP Phone includes voicemail and over 25+ customer enabled calling features including Locate Me and traditional and enhanced call forwarding such as Safe Call Forwarding, which allows calls to automatically forward to a number of choice when AT&T Phone line is unavailable.
- Billing adjustments and prorating for out of service periods due to disaster are also available.
- VoIP customers will not be charged for damaged equipment due to disaster.
- VoIP customers can place service on voluntary suspend for a minimum of 1 month or a maximum of 9 months to receive the waiver of the monthly recurring charge.

As always, any customer can visit att.com/disasterrelief for additional information on fee waivers for Early Termination Fees.

For our Residential Wireless Customers:

Following a severe weather or disaster event, we may deploy network recovery equipment to support communications for our customers in affected areas. This equipment can include:

- Mobile cell sites and mobile command centers, like Cell on Wheels (COWs) and Cell on Light Trucks (COLTs)
- Emergency Communications Vehicles
- Charging Stations
- Mobile Generators

During a disaster, we may announce customer relief offers specific to those affected. For more information on possible offers, visit att.com/disasterrelief.

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