

AT&T Wireless Home Phone FAQs

Getting Started

Q. What exactly is an AT&T Wireless Home Phone device? How does it work?

A. The AT&T Wireless Home Phone provides home phone calling service using your existing cordless phone or standard home phone equipment. The device completes calls using AT&T's wireless network instead of a landline connection.

Q. What kind of phone do I need to work with the AT&T Wireless Home Phone device?

A. Use of a DECT cordless phone is highly recommended for best utility and performance. However, most standard touch tone phone equipment may be used. Rotary phones are not supported.

Q. What additional features are included with AT&T Wireless Home Phone?

A. The following features are included:

- Call Waiting
- Call Forwarding
- Caller Id (number only)
- 3 Way Calling
- Basic Voicemail
- 411, 611, 911

Q. How do I set up my voicemail box?

A. Dial "1" on any home phone connected to the Wireless Home Phone device and wait 3 seconds to connect to your AT&T wireless voicemail. Simply follow the voice prompts to create a password and record your name and greeting. After completing the setup process, you will be able to receive voicemail.

Q. How do I retrieve my voicemail messages? How about when I'm away?

A. Dial "1" on any home phone connected to the Wireless Home Phone device and wait 3 seconds to connect to your AT&T wireless voicemail. Simply follow the prompts to listen to and manage your voicemail messages. **Note: You may be required to enter your password each time you check voicemail.**

To retrieve messages from a phone not connected to the Wireless Home Phone device, dial the phone number associated with your Wireless Home Phone service, when voicemail picks up, enter *. You will then be prompted to enter your password. Simply follow the prompts to listen to and manage your voicemail messages.

Q. Can I port my existing home phone number to the AT&T Wireless Home Phone service?

A. Yes, however eligibility to port your home number may vary and can take up to 5 days or more to complete.

Q. Do I need broadband Internet service for the AT&T Wireless Home Phone device to work?

A. No, the service is provided through a wireless connection.

Q. How do I install and set up my AT&T Wireless Home Phone device?

A. Please see your Getting Started Guide for the most common installation methods. Other helpful information:

- Installation near a window is strongly recommended to ensure the strongest possible wireless signal to maximize voice quality.
- If the Wireless Home Phone signal strength indicator does not display full signal strength (green), you may need to relocate the device to another part of the home with a stronger wireless signal for optimal performance.

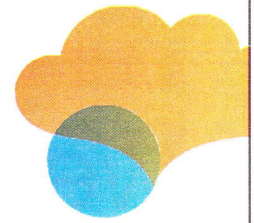
Q. Can I use Wireless Home Phone with my existing home phone wiring?

A. Interconnecting to home telephone wiring is possible; however, it is not recommended unless you possess sufficient knowledge of electrical systems. Use with home wiring requires the physical disconnection from other services, including the landline coming into your home. Use of a qualified licensed electrician is highly recommended. Improper installation may result in phone equipment damage or even a fire.

Q. I can't make or receive calls with my AT&T Wireless Home Phone service. What should I do?

A. Please follow the troubleshooting steps in your User Manual. If further assistance is required, call 1-800-331-0500.

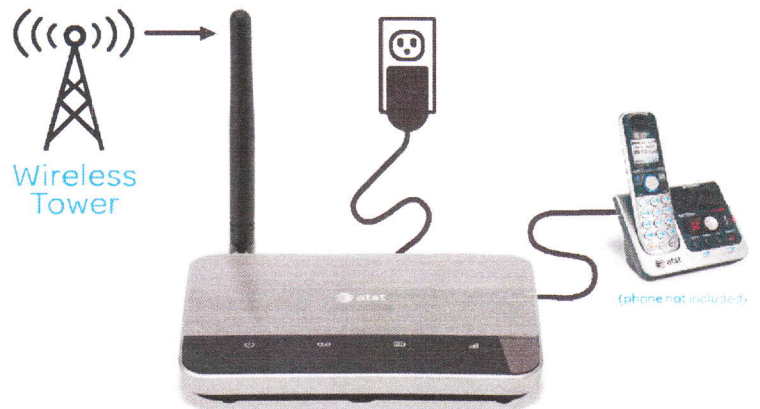
say hello to home phone service for less



Keep your existing phone number and handsets.

Expand your wireless world.

Now there's a better way to get home phone service. AT&T Wireless Home Phone™ service uses a wireless device to give you everything you love about your home phone at a better price. You can keep your existing home number and continue using your home phones. It's never been easier or more affordable to have home phone service.



AT&T Wireless Home Phone

Get more. Save more.

AT&T Wireless Home Phone is the low-cost alternative to traditional home phone service. Plans start as low as \$9.99 when adding a line to your FamilyTalk® plan or \$19.99 for unlimited nationwide calling. Plus, equipment is free with a 2-year wireless service agreement.

One bill is the way to go.

If you're an existing AT&T customer, your AT&T Wireless Home Phone service will go on the same bill. No new dates to remember or paperwork to lose. You'll find everything you need in one convenient place.

Pick your location.

With the wireless home phone device, there's no wall phone jack necessary. That means you can use your home phone device anywhere you have a strong cellular signal and electrical outlet. The kitchen, your bedroom or home office, it's your call.

It's your number. Keep it.

We know your number is important to you. So, don't change it. Your existing home number and phone handsets are the perfect match for AT&T Wireless Home Phone service. No new phones, no new numbers.

Extra-easy installation.

You can do this yourself. Just plug in your existing home phone to the new wireless device and you're ready to go. It's that easy.

Fully loaded home phone.

When you sign up, you'll get lots of great features at no additional charge:

- **Unlimited Nights and Weekends**
- **Unlimited Mobile to Mobile**
- **Rollover**
- Voicemail
- Caller ID
- Call Waiting
- 3-Way Calling
- Backup Battery – up to 3.5 hrs. talk time
- 611 and 911

For more information, go to att.com/whp.



welcome home a great price

All the details for one great deal.

	PRICE	DESCRIPTION
Equipment	\$129.99	No commitment
	FREE	Requires 2-year wireless service agreement
Rate Plans	\$9.99	Add to existing FamilyTalk® plan • Share existing minutes
	\$19.99	Unlimited nationwide calling
Features	NO CHARGE	Voicemail, Caller ID, Call Waiting, 3-Way Calling, Unlimited Nights and Weekends, Unlimited Mobile to Mobile, Rollover®, Backup Battery (up to 3.5 hrs. talk time), 611 and 911
Fees	\$36.00	Line Activation Fee



The Wireless Home Phone device is designed to provide service that is consistent with other AT&T wireless devices, but AT&T does not represent that the Wireless Home Phone service will be equivalent to landline phone service. 911 calls are routed based on the wireless network's automatic location technology, but you may have to provide your home address to emergency responders. Corded or cordless landline home phone equipment is not included. Wireless Home Phone may not support your fax machine, alarm services, dial-up Internet service or credit card machine. © 2012 AT&T Intellectual Property. All rights reserved. AT&T is a registered trademark of AT&T Intellectual Property.

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