



# We've made some changes to your residential service agreement

Hello,

We're writing to let you know that we're making some changes to the Residential Service Agreement (RSA) that covers your local and/or long-distance service. The changes, described below, will happen 30 days after you receive this notice, or July 1, 2017, whichever is later.

Don't worry. These are the only changes we're making to the Agreement. The prices, service descriptions, and other terms and conditions of your service will remain the same. Tariffs with certain basic terms and conditions, like bill payment, will still be on file with your state commissions.

## What do you need to do?

Please read the terms of the amendments carefully. If you agree with them, you don't have to do anything. The amendments will automatically begin 30 days after

receiving this notice, or on July 1, whichever is later. If you don't agree with the terms of the amendments, call us at 800.288.2020 to cancel your service. If you don't cancel your service, it means you accept the terms of these amendments.

## Want more info?

You can find the RSA and our guidebooks/service guides, with the prices and service descriptions for RSA services at [att.com/servicepublications](http://att.com/servicepublications). Or, call us at 800.288.2020 to learn more about the RSA.

Thanks for choosing us,

AT&T

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## Amendments

### For all residential customers

#### By adding paragraph 4.e

**Consent to Contact.** You expressly authorize, and specifically consent to allowing, AT&T and/or its outside collection agencies, outside counsel, or any other agents acting by or on behalf of AT&T to contact you with informational messages regarding your account, including but not limited to contact in connection with any and all matters relating to unpaid past due charges billed by AT&T to you. You agree that 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 and to any and all telephone numbers billed on your account. You expressly consent and agree that such contact may be made using, among other methods, pre-recorded or artificial voice messages delivered by an automatic telephone dialing system, text messages delivered by an automated system, pre-set e-mail messages delivered by an automatic e-mailing system, or any other pre-set electronic messages delivered by any other automatic electronic messaging system. You agree to provide true, accurate, current, and complete contact information to

AT&T and its authorized agents and to promptly update your contact information to keep it true, accurate and complete.

#### **By Changing Section 5 to: 5. MODIFYING, SUSPENDING AND/OR CANCELING SERVICES and adding paragraph 5d:**

##### **d. Network Changes.**

AT&T reserves the right at any time to temporarily suspend or interrupt Services to make necessary changes in how we provide Services over our network and facilities to your premises. We will provide advance notice of these network changes to the extent required by this Agreement, applicable law and regulation. In some cases, such changes in how we provide Services may require a technician to be dispatched to your home to install new network equipment at your premises and transfer your service to the new network equipment in order to ensure you continue to receive such Services. The network equipment we install at your home may require the use of your electrical power for the operation of our facilities. Where a technician visit is required, **if you do not allow AT&T to install the new network equipment at your premises, your telephone service may be disconnected in compliance with subsection (b) above.**

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