



VoiceDial™ & Directory Assistance Exemption Program Details

VoiceDial Exemption:

AT&T customers whose disability prevents or limits use of phone directories or restricts their ability to manually complete a call using a standard keypad may be eligible to receive VoiceDial Service at no charge. Airtime Charges will still apply.

The purpose of this exemption program is to facilitate the completion of wireless calls by customers with disabilities over AT&T facilities. VoiceDial is a nationwide service which provides voice dialing with address book and information service capabilities and is accessed by dialing *8. Upon receipt of certification of disability, the standard \$4.99 monthly feature charge will be waived. .

- This exemption is solely intended for personal use by the individual with the disability enrolled in this program. Any other use will result in the termination of this exemption.
- A customer with a temporary disability may qualify of this exemption for the duration of the disability specified by the certifying agent. To continue this exemption after that time frame, customers must reapply for the program and provide updated certification of disability. Otherwise, the customer will be terminated from the program as of the date originally specified, without notification, and all standard VoiceDial feature charges incurred after that date will be applied.
- Customers receiving an exemption may be required to provide additional documentation upon request by AT&T.
- This is a voluntary program of AT&T that may be terminated at any time. Customers will be notified of any changes.
- Please note: The following terms and conditions apply to the use of VoiceDial Service:
 - As with all voice products, you may experience functional difficulties due to variations in individual voices and/or background noise.
 - Mobile to Mobile minutes do not apply to calls made through VoiceDial.
 - Calls to 911, 411, 611 711 and international dialing cannot be completed with VoiceDial Services.
 - When dialing *8 Caller ID cannot be blocked. Caller ID will be delivered on all calls, even if you have permanently blocked your name and number.
 - VoiceDial Services provided by TellMe.
 - Regular airtime charges apply. Certain restrictions and fees may apply.

Directory Assistance Exemption

- With this exemption the per-call charge of \$1.79 is waived for calls to AT&T 411 info. This applies only to calls made by dialing 411 from the key pad or phone memory.
- Receive up to four requests per call and we'll connect you at no additional charge.
- You can also receive a text message with the listing information so you can use it later.
- Calls made to directory assistance via a 3rd party dialing system are not eligible.
- Regular airtime, roaming, off-network charges and usage fees may apply.

Who is Eligible?

Persons with the following disabilities may qualify for VoiceDial and/or Directory Assistance exemption:

- Visual Disabilities (e.g., blindness, legal blindness, unable to read standard print with correction, etc.)
- Physical Disabilities (e.g., loss of hands or use of/or control of hands; constant severe tremor, spasticity or paralysis; non-correctible double vision; significant debilitating conditions such as those found in advanced states of certain diseases, etc.)
- Cognitive Disabilities (i.e., difficulty with short term memory, inability to sequence numbers, etc.)

IMPORTANT

Enrollment in this program is not automatic. AT&T is NOT responsible for any charges incurred to obtain certification. This is a voluntary program of AT&T that may be terminated at any time. Incomplete applications or applications without attached certification of disability will not be considered. Please allow 1-5 business days for processing. Exemptions will be made effective the date the customer is enrolled.

DIRECTIONS

Send the completed exemption program application form (pg 3) with the attached certification of disability form (pg 4) to AT&T's National Center for Customers with Disabilities.

- **Fax** to 866-293-5110
- **E-mail** to nccdsupport@cingular.com
- **Mail** to:

AT&T Mobility- NCCD
17000 Cantrell Road
Little Rock, AR 72223-4266

For questions, please call AT&T National Center for Customers with Disabilities at 866-241-6568 (TTY access via 866-241-6567.)



**VoiceDial™ & Directory Assistance
Exemption Program Application Form**

Date: _____

Persons with the following disabilities may request exemption: Individuals whose permanent visual, physical or cognitive disability that prevents or seriously limits use of phone directories or impairs the individual's ability to complete a call using a standard keypad.

Applicant's Name: _____

AT&T Cellular Phone # _____ **Account #:** _____

Account Holder: _____

Contact Phone# or Email address: _____

Relationship to Applicant:

SELF PARENT SPOUSE OTHER: _____

Based on the information provided above, I request to be included in the VoiceDial and Directory Assistance Exemption Programs. I understand this exemption request is valid only for the wireless telephone number listed above. I understand that all airtime charges still apply, and that the service is for my sole personal use. I understand and agree to the terms, conditions and limitations listed on pages 1 - 2 of this application.

Signature of Applicant

Signature of Person Responsible for Billing



Certification of Disability
VoiceDial™ & Directory Assistance Exemption Program(s)
(To be filled out by ONLY a certified agent)

A certifying agent must be a qualified healthcare professional or representative of an institution or agency actively engaged in work in the disability area specified by the applicant. A certifying agent must have direct knowledge or documentation of the applicant's condition or functional limitation. Examples of certifying agents include licensed physicians and/or surgeons operating in the scope of their licenses are Audiologists, Vocational Rehabilitation Agency Counselors or Teachers, Optometrists, Credentialed or Certified Orientation and Mobility Specialists, Credentialed Special Education Instructors, Speech Pathologists, Physical Therapists, Certified Nurse Practitioners, Occupational Therapists and Psychologists.

Persons with the following disabilities may qualify for exemptions:

- **Visual Disabilities** (e.g., blindness, legal blindness, unable to read standard print with correction, etc.)
- **Physical Disabilities** (e.g., loss of hands or use of/or control of hands; constant severe tremor, spasticity or paralysis; non-correctible double vision; significant debilitating conditions such as those found in advanced states of certain diseases, etc.)
- **Cognitive Disabilities** (i.e., difficulty with short term memory, inability to sequence numbers, etc.)

Applicant's Name _____

I _____ state that it is my professional opinion that
 (Print Name Clearly)

the applicant has a disability that prevents or seriously limits use of phone directories or impairs the individual's ability to complete a call using a standard keypad.

(Check one) Yes _____ No _____

If yes, describe the nature of the disability or medical condition:

Disability Type	Permanent	Temporary	Place office stamp below
Exp. Recovery	(mm/yyyy)		
License #			
Office Phone			
Street Address			
City, ST, Zip			
Signature of Agent			

GETTING STARTED WITH VOICEDIAL

VoiceDial consists of two services:

- Voice Dialer which allows you to place calls by saying a number or a name that you have already set up in your address.
- Voice Information Services which allow you to ask for information services simply by saying the name of the service.

You can ask for any of the following Voice Information Services:

- News Desk
- Horoscopes
- Stock Quotes
- Lottery Rundown
- Sports
- Weather
- Movies
- TV Dramas

How to Access the VoiceDial Service

- 1 Simply dial *8 to access Cingular VoiceDial.
- 2 The system will provide a brief overview and guide you through how to add names and numbers by “voice”.
- 3 You can also add names to your address book by going to www.cingular.com/voicedial. The address book is capable of holding 2000 contacts with up to 4 numbers per contact.
- 4 If you presently use Microsoft Outlook for your address book, you can also use the synchronization software found on the website to download your Outlook address book for use with VoiceDial.
- 5 On your next call into the system, when you hear the initial prompt you can say a name that you have already set up in your address book or a number and the system will place the call for you. You can also request an information service by saying, “Go to (insert the name of the service you want)” such as “Go to Weather”.
- 6 You can use the VoiceDial in any AT&T market by dialing *8.

Need help? Please call the AT&T National Center for Customers with Disabilities at 1-866-241-6568.