Handout: Essential Product Information

Overview

This handout contains the essential product information that is presented in the U-verse® Voice for small business course.

Availability and Requirements

- U-Verse Business Voice will be available in all areas where U-Verse service is green.

- This is a small business offering for customers in need of one and/or two lines per BTN, and low line growth potential.

- Local Number Portability (LNP) is available.

- U-verse High Speed Internet (HSI) minimum requirements:
  - o 1 Phone line - 3Mbps
  - o 2 Phone lines - 6Mbps

Fax

Most fax machines work fine with U-verse Voice. Customers can change their ring cycle on the portal.

Note: If the fax machine is set to "pulse" it will not work; the machine must be set to "Touch Tone".

Medical Monitoring Devices

- U-verse Voice is compatible with most medical monitoring devices.
  - o Although AT&T U-verse Voice service is designed to support these devices, AT&T cannot guarantee these devices function properly with AT&T U-verse Voice, just as AT&T does not guarantee these devices function properly with traditional wired service.
  - o It is important that the customer know they should test their medical monitoring device after U-verse Voice service is installed to ensure it works properly

Note: Information may also be found in the M&P for Business U-verse Voice and the Resources section of this course.

Under no circumstances should changes be made to this document without first submitting the changes for review to the author.

Handout: **Essential Product Information,** Continued

Alarms   AT&T Labs' testing has shown that many monitored home alarms, e.g., burglar alarms, monitored fire alarms, and monitored water alarms will work with U-verse Voice.

- Advise customers to call their alarm company and inform them that they are changing telephone providers and migrating to a Voice over Internet Protocol (VoIP) service.

- Failure to advise alarm company of the service change can void the customer's monitoring.

- Non-monitored home alarm systems are not connected to a telephone line; therefore, there are no impacts.

  o AT&T has resources to help customers engage their alarm company. Learn more at the U-verse website.

Special Accessibility   Special accessibility for vision, hearing, mobility, and speech are supported.

  o Directory and Operator Assistance Exemption

  o TDD/TTY support

  o Web portal compatibility with common screen readers

  o Integration and support of 711 Relay Service

  o For assistance with devices the customer should contact: Disability and Aging (D&A) Center for Customers with Disabilities