

About The Service Agreement

Q: What is a Service Agreement?

A: The Service Agreement ("SA") contains the basic terms and conditions under which residential are provided by AT&T Long Distance Service (BellSouth Long Distance, Inc.). In Alabama, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee the SA covers all of your long distance services provided by AT&T Long Distance Service. In Florida and Georgia the SA covers your interstate and international services only.

Q: Does the SA apply to other AT&T services, such as my local phone service or Internet access service?

A: The SA does not apply to Internet access service. For customers in Alabama, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee, the SA may also apply to some or all of their AT&T local services. If the SA does apply, those customers will be informed of that fact by their AT&T local service provider at the time they sign up for covered services or at the time the SA otherwise begins to apply to their local services. The SA does not apply to any local services in Florida.

Q: Do I need to take any action?

A: No. You accept our terms and conditions simply by using or paying for any covered AT&T Long Distance Service services.

Q: What are the AT&T Long Distance Service Pricing and Service Guides and where can I find them?

A: The AT&T Long Distance Service Pricing and Service Guides describe the various services that are covered by the SA, as well as the rates, terms and conditions that apply to those services. You can find the AT&T Long Distance Service Pricing and Service Guides online at www.att.com/servicepublications. If you do not have web access, you may call the number on your AT&T bill for assistance. Our toll free TTY number for customers with hearing or speech disabilities is 1.866.248.3447. You must include your telephone number and the name and billing address (including ZIP Code) that appears on your bill.

Q: Does the SA contain an alternative dispute/arbitration provision?

Yes. Please review the applicable section of your SA for details.