



April 4, 2016

AT&T VOICEMAILSM SERVICE UPDATE



SEVM0404



YOUR ACTION IS REQUIRED

- 1) Retrieve messages and group lists you wish to keep from **current mailbox**
- 2) Then, follow the enclosed Mailbox Set-up Instructions for **updated mailbox**

RE: 3053832548560

Dear Carlos Garcia,

On or after 4/27/2016, AT&T is updating your voicemail service. Once the update is complete, all new messages you receive will be placed in your *updated* mailbox and your current mailbox will be turned off. There is no charge for the update and you will continue to enjoy the same quality service and features you do today. You must complete your mailbox setup before you can start using your *UPDATED* mailbox.

ACTION REQUIRED NOW for current mailbox:

Retrieve any stored messages and group lists that you wish to keep

Before the update, your current voicemail will continue to operate. After the update, existing messages and group lists will not be available. So, you'll need to retrieve any stored messages and group lists from your current voice mailbox that you wish to keep, **before 4/27/2016.**

For your convenience, listed below are instructions for reviewing your messages and lists from your **current** mailbox.

How to review stored messages:

From the Main Menu of Main Mailbox
(or Sub-mailboxes/Extension Mailboxes)

Press... **To...**
1 **Listen to your messages**

New messages will play first, then saved messages.
 New messages are retained 15 days; saved messages five days.

How to review stored lists:

From the Main Menu of Main Mailbox
(or Sub-mailboxes/Extension Mailboxes)

Press... **To...**
9 4 1 **Review Message
Delivery Group Lists**

Follow instructions for Setting Up Your Mailbox on next page.

For more information about the update, please visit att.com/tours or you can call us at **855.847.1530 (TTY 800.772.3140)**. If for any reason you do not wish to continue receiving voicemail services, you may call **800.288.2020** to cancel at any time. Thank you for being an AT&T Customer.

Sincerely,

AT&T Technology Operations

MemoryCall[®] service customers only: MemoryCall service will now appear on your bill as AT&T VoicemailSM Service. Your monthly rate will not change.

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ACTION REQUIRED NOW for updated mailbox:

Your *updated* mailbox is now available. Follow the instructions below to set up your *updated* mailbox. Use the Temporary Access Number for **mailbox setup only**. After your updated mailbox is set up, **you will continue to use your existing Access Number 305.382.9194 to access your voicemail service.**

Things you'll need before you start:

Temporary Access Number (for Setup of the *updated* Mailbox only): **866.740.0841**

Access number **after** mailbox setup: **305.382.9194**

Phone Number (Mailbox Number):



Temporary PIN * (10-digit phone number):



* For Security reasons, we ask that you change your Temporary PIN immediately, even if you are not yet using your mailbox. When choosing your password, do not use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of the password. Do not repeat digits (e.g., 444444), do not use sequential digits (e.g., 123456) and do not use easily identifiable numbers (e.g., zip code, street address, etc.) Treat your PIN as you would your ATM pin. Select a PIN of at least six digits. For some added security, you should change your PIN periodically and check your greetings to make sure they have not been changed. The Temporary PIN is not required for residential customers calling from the telephone number connected to their *updated* mailbox.

Please note some features and key presses may work differently after the change. For instance, you will still Press **1** to listen to your messages, but will now Press **9** to Save and **7** to Delete. The voice prompts will reflect the key presses. Visit att.com/tours for the AT&T Voicemail User Guide.

Setting Up Your Main Mailbox

- 1. Dial your Temporary Access Number**
- 2. Enter your Temporary PIN and press **#****
- 3. Follow the voice prompts to proceed with Voice Mailbox setup**
- 4. After creating your new PIN, you will be prompted to setup your authentication code .
(This will allow you to reset your PIN if you forget it.)**

Once you've recorded your personal greeting or selected a pre-recorded greeting, basic mailbox setup is complete and your *updated* voice mailbox is ready to use.

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