

Dear Customer:

Thank you for your recent inquiry regarding AT&T's Directory Assistance exemption program and Data Plan exemption program.

Attached you will find the application as well as an explanation of the benefits for these programs. Please follow the instructions on this form and return to AT&T's National Center for Customers with Disabilities (NCCD).

Once you have completed the form you can fax it to AT&T at 866-293-5110 or mail it to:

AT&T NCCD  
4455 American Way  
Baton Rouge, Louisiana 70816

If you have any questions regarding this program please contact the National Center for Customers with Disabilities at 866-241-6568 or TTY at 866-241-6567.

Sincerely,

National Center for Customers with Disabilities  
4455 American Way  
Baton Rouge, Louisiana 70816

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



## **Directory Assistance Exemption Program and Data Plan Exemption Program Details**

### **Directory Assistance Exemption**

- With this exemption the per-call charge of \$1.99 is waived for calls to AT&T 411 information. 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 3<sup>rd</sup> 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 Directory Assistance or Data Plan 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. Confirmation will be sent via mail or e-mail once we have processed your request.*

## **Data Plan Exemption Program Details**

### **Data Plan Exemption:**

The Data Plan exemption will waive the required data plan for all PDAs and Smartphones and will restrict all data capabilities. Certification of disability is required to process the Data Plan exemption request. Applications received without certification will not be considered for exemption of the required Data Plan for PDAs and Smartphones. iPhones are not eligible for the Data Exemption program.

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

## **IMPORTANT**

*The Data Plan exemption will restrict all data capabilities and will also restrict multimedia messaging (MMS). Restricting Data service does not stop Mobile Purchase charges or cancel subscriptions for any AT&T or third-party content provider purchases. iPhones are not eligible for the Data Exemption program.*

## **DIRECTIONS**

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

- **Fax** to 866-293-5110
- **E-mail** to [NCCDsupport@att.com](mailto:NCCDsupport@att.com)
- **Mail** to:

AT&T Mobility- NCCD  
4455 American Way  
Baton Rouge, Louisiana 70816

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



**Directory Assistance Exemption Program  
and/or Data Plan Exemption 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:** \_\_\_\_\_

Please Check one of the below boxes:

Based on the information provided above, **I request to be included in the Directory Assistance Exemption Program only.**

Based on the information provided above, **I request to be included in the Data Plan Exemption Program only.** *iPhones are not eligible for the Data Exemption program.*

Based on the information provided above, **I request to be included in the Directory Assistance Exemption Program as well as the Data Plan Exemption Program.** *iPhones are not eligible for the Data Exemption program.*

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**

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



**Certification of Disability  
Directory Assistance Exemption Program and  
Data Plan Exemption (To be filled out by ONLY a certified agent)**

A certifying agent must be a qualified health care professional or a representative of an institution, agency or non-profit 501c3 organization 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, Vocational Rehabilitation Agency Counselors, Teachers, Audiologists, Optometrists, Credentialed Therapists, Directors of independent living centers, local, state, or national chapter presidents of associations of/for persons with disabilities, or verification from qualified state agencies such as commissions for the blind, state departments of rehabilitation, or the National Library Service for the Blind and Physically Handicapped.

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/and 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			

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