



## **AT&T Accessibility plan**

AT&T Accessibility plan is a group of rate plans developed for customers who, because of a disability, are unable to effectively communicate over voice networks. These plans provide data only access to AT&T's network and typically include the following features: Text Messaging, E-mail, Internet access, and Video Calling or Multimedia Messaging (when not restricted by device). Certification of disability is required to process AT&T Accessibility plan applications. Applications that are incomplete or received without the appropriate certification will not be considered for enrollment in the AT&T Accessibility rate plan.

### **Certification of Disability Instructions:**

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, Credentialed Therapists, Directors of independent living centers, local, state, or national chapter presidents of associations of/for persons with disabilities including but not limited to: The National Association of the Deaf, Hearing Loss Association of America, AG Bell, Association of Late-Deafened Adults or Telecommunication for the Deaf, INC, or verification from qualified state agencies or state departments of rehabilitation.

### **Questions:**

Please call AT&T's National Center for Customers with Disabilities (NCCD) at 866-241-6568 (TTY access at 866241-6567). NCCD hours of operation are 7am-7pm PST Monday – Friday; 8am-4:45pm PST Saturday and Closed - Sunday or E-mail [NCCDSupport@att.com](mailto:NCCDSupport@att.com).

**All charges to obtain certification of disability are the sole responsibility of the applicant.**

**AT&T cannot enroll an iPhone, or any other device, in an AT&T Accessibility plan until phone and service is activated.**

Submit the complete application and certification forms to AT&T's NCCD by: **FAX: 866-293-5110, E-mail: NCCDSupport@att.com or Mail to: AT&T-NCCD, 220 West 1<sup>st</sup> Street, 3<sup>rd</sup> FL, Los Angeles CA 90012.**



**AT&T**  
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**Accessibility Plan Application**

(\*indicates required fields)

\*Date: \_\_\_\_\_

Complete this application if you have a permanent hearing or speech disability that prevents or limit your ability to communicate over voice networks.

\*Applicant's Name: \_\_\_\_\_

\*AT&T Mobile #: \_\_\_\_\_ \*Account #: \_\_\_\_\_

\*Account Holder's Name: \_\_\_\_\_

\* E-Mail Address (or contact #): \_\_\_\_\_

**Select here if you would like to add Voice Restriction:**

**Voice Restriction:** Prevents incoming and outgoing voice calls on the device, except 911 calls.

**\*Select ONE of the following AT&T Accessibility plans**

There are no voice minutes included in any of the AT&T Accessibility plans. Voice calls will be billed at \$0.40/min.

**AT&T Accessibility plans for Basic Feature Phones:**

**Standard Phone \$29.99/mo:** Unlimited data, e-mail and 5000 text messages.

**Standard M2M \$34.99/mo:** Unlimited data, e-mail, Mobile-to-Mobile messages and 5000 text messages.

**Standard Unlimited \$40.00/mo:** Unlimited data, e-mail, and text messaging.

**AT&T Accessibility plans for Smartphones:**

**\$40.00/mo:** 300 MB data and unlimited messaging<sup>1</sup>

**\$55.00/mo:** 5 GB data, unlimited messaging, and tethering<sup>2</sup>

**\$70.00/mo:** 6 GB data, unlimited messaging, and tethering<sup>2</sup>

**\$90.00/mo:** 8 GB data, unlimited messaging, and tethering<sup>2</sup>

**Facetime over cellular or video calling –available for customers with tiered data plans 5GB or higher. FaceTime over cellular applies to iPhone 4S and newer with the updated iOS ONLY. (We encourage Wi-Fi when using video calling as this could possibly use large amounts of data and incur overage charges).**

<sup>1</sup> For each 300 MB of data used during your billing cycle, you will automatically receive an additional 300 MB of data for \$20.

<sup>2</sup> For each 1 GB of data used during your billing cycle, you will automatically receive an additional 1 GB of data for \$10.



## AT&T Accessibility plan Application Page 2 of 2

(\*indicates required fields)

### Important:

All smartphones are not eligible for the standard plans. If approved, the change to the AT&T Accessibility plan will occur within 3-5 business days after the receipt of the complete application and a valid certification. The change will be effective immediately. This may cause a pro-rated bill (partial month charges for one (1) or more rate plans). Enrollment in this program is not automatic. AT&T is not responsible for charges incurred to obtain certification. This is a voluntary program of AT&T and may be terminated at any time. For each completed application and valid certification, only one (1) wireless line will be changed to an AT&T Accessibility plan. If multiple parties on the same account wish to apply for an AT&T Accessibility plan, a separate application and certification must be provided for each individual user. AT&T reserves the right to request additional medical documentation if it is deemed necessary. During the iPhone activation process, you must use iTunes to sign up for a standard iPhone data plan or bundle required for iPhone service prior to enrolling in the AT&T Accessibility plan. You may select the lowest cost voice and data plans.

AT&T cannot enroll an iPhone, or any other device, in an AT&T Accessibility plan until service is activated.

\* \_\_\_\_\_  
Signature & Mobile Phone Number of Applicant Date

\* \_\_\_\_\_  
Signature of Account Holder (if different from above) Date

**Attention:** Incomplete applications or those without certification of disability will not be considered.

Submit the complete application and certification forms to AT&T's NCCD by: FAX: 866-293-5110, E-mail: [NCCDSupport@att.com](mailto:NCCDSupport@att.com) or Mail to: AT&T-NCCD, 220 West 1<sup>st</sup> Street, 3<sup>rd</sup> FL, Los Angeles CA 90012,

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



## AT&T Certification of Disability

*(To be completed by the certifying agent ONLY)*

This form should accompany the AT&T Accessibility plan application. AT&T is not responsible for any charges incurred to obtain disability certification.

Applicant's Name: \_\_\_\_\_

Applicant's Mobile Phone Number: \_\_\_\_\_

**Describe the nature of the disability or medical condition:** \_\_\_\_\_

\_\_\_\_\_

Name of Certifying Agent: \_\_\_\_\_

Title: \_\_\_\_\_

License # (if applicable) \_\_\_\_\_

Organization (if applicable) \_\_\_\_\_

Contact Number or Email Address: \_\_\_\_\_

Street Address \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

I certify that the applicant named above has a hearing or speech disability or condition described above and that this disability/limitation prevents or limits his/her ability to communicate over voice networks.

\_\_\_\_\_  
Signature of Certifying Agent

**Place Office Stamp here**

\_\_\_\_\_  
Date Signed