AT&T Providing Relief to Customers Affected by Disaster

Wireline Customers

AT&T wireline telephone customers in affected areas may call for customer assistance including waiver of fees for remote call forwarding and voicemail.

Wireline Residential & Business Waivers

The following are charges that may be waived for eligible customers:

♦ A waiver of the one-time activation fee for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services.

♦ A waiver of the monthly rate for one month for Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services.

♦ A waiver of the service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the original premises.

♦ A waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire plan.

♦ A waiver of the fee for up to five free jacks and associated wiring for Inside Wire Plan customers upon return to their permanent location.

♦ A waiver of the fee for one jack and associated wiring for non-Plan customers upon return to their permanent location.

To confirm your eligibility for these waivers or for any other customer assistance please call one of the customer care numbers listed below:

Residential customers: 877-241-1787

Small Business: 800-321-2000

Enterprise Customer Care: 877-937-5288, prompt 4.
Note: Enterprise customers will need a tracking number, an asset ID number, or a ticket number.

California LifeLine keeps low-income households connected by providing discounts on the telephone connection charges and the monthly basic residential telephone service charge. To find out more about eligibility for discounts visit https://www.att.com/home-phone/lifeline/.

Persons experiencing visual, hearing and speech, cognitive, mobility, and aging challenges may call the AT&T Accessibility Assistance Center at 1-800-772-3140, weekdays, 8 a.m. to 6 p.m., and Saturday, 8 a.m. to 5 p.m. local time.