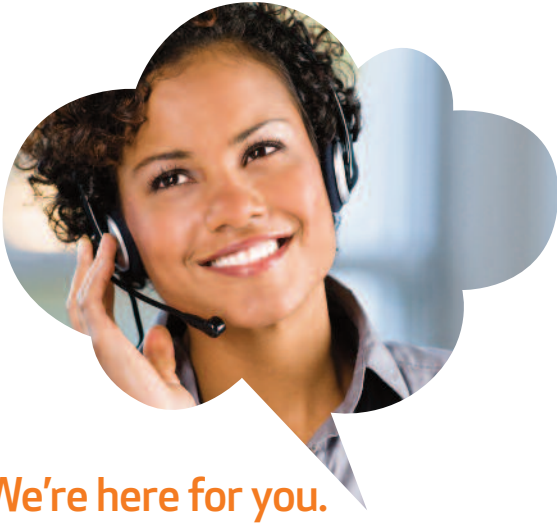


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Don't be a victim. Protect yourself.

Improve Online Security

- Use passwords with at least eight characters and include numbers or symbols. Get anti-virus software that updates automatically and install a firewall.
- If you receive an unexpected email from a company you do business with, don't click on the link provided. Instead, contact the company directly by phone or through its regular web address.
- Don't give out your email address without knowing how it will be used, and don't open an email attachment unless you are expecting it.

Manage Telephone Security

- **Slamming** is when your telecommunications provider is changed without your authorization. If you receive a phone call asking you to switch your phone service, and you are not interested in switching, just say, "No." Be cautious when filling out sweepstakes entry forms. You may unknowingly authorize a change in your phone service.
- To verify your long distance and local toll providers, dial the following numbers from your telephone (some providers do not have recorded information):
 - Call **1.700.555.4141** to verify long distance provider.
 - Call **1.your local area code.700.4141** to verify local toll provider.
- **Caller ID and Call Waiting ID services** deliver the name and number of a caller to a display unit or screen phone allowing you to decide whether or not you want to take the call. AT&T offers phones with the latest features to work with these services. To order services or phones, or for more information, go to **att.com** or call **1.800.288.2020**.

Protect Your Calling Card Number

- **No one from any telephone company** or regulatory agency will ever call you to request your calling card number or ask that you accept charges on their behalf. Shield your calling card number when keying it into a pay phone, and speak softly if you give the number verbally.

Review Phone Bills Carefully

- To reduce the risk of **cramming** – being billed for unauthorized non-AT&T charges on your AT&T bill – you may request a "third-party bill block" at no charge by calling **1.800.288.2020**. The bill block will not block long distance charges. For additional tips, visit **att.com/safety**.
- Be sure you know the charge in advance for calling 800 and 900 numbers. Not all 800 numbers are toll-free. For more information on toll-free, 800 and 900 numbers, visit **att.com/areacodes** and select *Frequently Asked Questions* in the General Area Code Information section.
- You can access up to the last thirteen months of your phone bill at **att.com/pay**.
- If you see unfamiliar charges on your bill, call the toll-free number listed on the page where the charge appears on your bill.

Get Advice or Report Suspected Fraud

- **The Federal Trade Commission (FTC)** offers information on consumer fraud issues; visit **ftc.gov** or call toll-free at **1.877.FTC.HELP (1.877.382.4357)**; TTY: **1.866.653.4261**.
- For information on reporting suspected fraud, visit the National Consumers League's (NCL) National Fraud Information Center at **fraud.org**. For consumer advice, check out NCL's Web site at **nclnet.org**.

Manage Telemarketing Calls

- **Don't believe unrealistic promises**, act on impulse or pay a fee to collect something you've won. **And never give a caller personal or financial information**, such as a Social Security number, credit card or bank account numbers. **Under federal law**, you can tell a telemarketer not to call again and they must put you on their Do Not Call list.

Services may not be available in all areas. Long distance calls will incur long distance charges.

Reduce Telephone Solicitations

To reduce telephone solicitation calls to your home:

- Register for the **National Do Not Call Registry** online at **donotcall.gov** or by phone at **1.888.382.1222** (TTY: **1.866.290.4236**). There is no charge to register.