

Telecommunication Access Program
Frequently Asked Questions for AT&T Wireless Devices
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1. How do I activate my device?

Step 1: The AT&T wireless device comes to you pre-registered.

Step 2: To complete the activation of iPhones, install iTunes (www.apple.com/itunes) to your personal computer and synchronize your iPhone with iTunes.

Step 3: Plug in the iPhone and it automatically activates itself and is ready to use.

You will need to set up an iTunes account, which requires use of a credit card or an iTunes card from the Apple store, to download apps to your iPhone. If you do not have a personal computer, visit a nearby AT&T authorized store to activate your phone.

2. What does the service plan include?

- 12 months of service with;
- unlimited text and data usage;
- 300 anytime voice minutes - mobile to mobile on AT&T and nights and weekends are free (9:00 pm – 5:59 am);
- If you exceed the **allotted 300 anytime** minutes per month, you will be warned of your overage. If you continue to exceed the 300 minutes allotted monthly, your service will be disconnected; and
- At the end of the 12 months, you must transfer service to your name or discontinue service with AT&T.

3. Can I change my service plan once I get my device?

- No. Your plan runs for 12 months and you will receive a notice during the 11th month instructing you to transfer service to your name.

4. Will I receive a bill from AT&T?

- No. You will NOT receive a billing statement from AT&T of any kind during the 12-month period of service provided to you through TAP.

5. Do I have to sign a contract with AT&T?

- No. Not for the initial 12 month period; and
- After 11 months of service, AT&T will notify you asking if you want to continue service.

6. When and how do I transfer service into my own account?

- During the 11th month of service, you will receive a letter from KCDHH with information on how to transfer service to your name. AT&T will also send you a text message giving you 14 days to transfer your service. If you choose to continue service with AT&T you must select a service plan that best suits your needs at the rate available at that time;
- You must select a plan and sign a contract under your name. Current rate plans can be found at <http://www.att.com/shop/wireless/plans/individualplans.html>;
- A credit check will be required and a deposit may be necessary at that time. You may want to budget for this during the initial 12 months if a deposit will be required; and
- A text only accessibility plan is available at a lower rate for data and text only.

See www.kcdhh.ky.gov for a video explaining the transfer process in American Sign Language, with captions, or contact the office via videophone for a one on one explanation of this process once your 12 months of service ends.

7. My family has AT&T. Can I add my number to our family plan?

- No. Once the initial 12-month service expires, and if you choose to continue service with AT&T, then you may ask to include your number on your family plan.

8. Should I cancel my current contract with my wireless provider to get a TAP phone?

- You should contact your wireless provider before making this decision. Cancellation fees may apply to your current phone or service plan. TAP cannot negotiate on the consumer's behalf.

9. Does Mobile CapTel use minutes and data?

- Yes. When using any Mobile CapTel app the voice portion of the call uses minutes and the caption part of the call uses data.

10. Can I transfer my old SIM card from another phone to my wireless device?

- No, not during the initial 12-month period.

YOU MUST REPORT ANY ADDRESS CHANGES IMMEDIATELY SO THE ACCOUNT WITH AT&T IS ACCURATE. IF YOU CANNOT BE CONTACTED YOU RISK HAVING YOUR DEVICE DISCONNECTED!

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