

AT&T High Speed Internet

feature
guide



Welcome to AT&T High Speed Internet service

Speed. Security. Reliability. We are proud to bring you a great online experience, and we thank you for joining our online community.

With AT&T High Speed Internet service, you now have fast access to a world of information and entertainment, backed by superior customer service and support.

Use this guide to familiarize yourself with the many great features now available to you and to make the most of your online experience.

¿Habla español? Para las guías en español, por favor visite espanol.att.com/help/dsl.html

Contents

Getting started.....	3
Internet basics	3
Customizing your service.....	4-5
Tools and features	
Communication	6
Security.....	7
Extras	8
Rewards and billing.....	9-10
Help and support.....	11-13
Member info	14
Other great services from AT&T.....	15

Getting started

Getting online with AT&T High Speed Internet service is easy. Just follow the enclosed installation instructions and you'll be up and running in no time!

Internet basics

Connecting to the Internet

To get online, just double-click the Internet browser icon  on your desktop.

Surfing

To reach a specific Web site, type the Web address in the navigation bar (example: *att.net*).



Searching

To search for content, enter a topic or keyword in the **Search** field at the top of the homepage and click the **Search Web** button. You can search for Web sites, images, people, products, and more.

Customizing your service

Your AT&T High Speed Internet homepage is located at att.net

If you prefer a Spanish-language homepage, use AT&T En Vivo located at envivo.att.com

Be sure to set att.net or envivo.att.com as your homepage the first time you visit to ensure easy access to all your important AT&T High Speed Internet features, entertainment, email, and more each day.

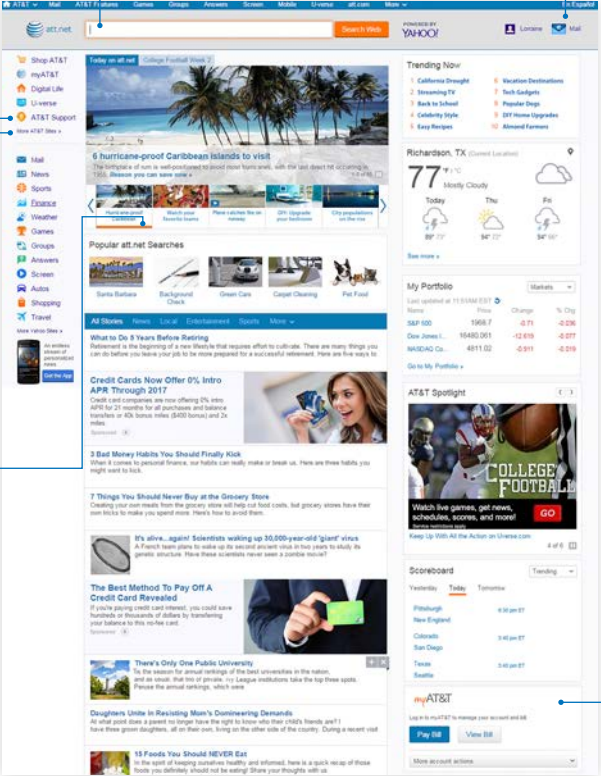
Search
Your homepage is your portal to the rest of the Internet.

Email
Access your email online from any computer or smartphone.

AT&T Support
Get help and answers to your questions online 24 x 7.

More AT&T Sites
Member Center, software downloads, En Español, and a full directory of pages and features.

News
Get the latest news each day including top stories in sports, entertainment, local news, and more!



The screenshot shows the AT&T High Speed Internet homepage. At the top, there's a navigation bar with links like 'Shop AT&T', 'myAT&T', 'Digital Life', 'Uverse', 'Games', 'Screen', 'Mobile', 'Uverse', 'All.com', and 'More'. Below this, there's a large banner for '6 hurricane-proof Caribbean islands to visit'. To the right, there's a 'Trending Now' section with links like 'California Drought', 'Streaming TV', 'Back to School', 'Celebrity Style', and 'Easy Recipes'. Below the banner, there's a 'Popular att.net Searches' section with categories like 'Santa Barbara', 'Background Check', 'Green Cars', 'Carpet Cleaning', and 'Pet Food'. To the right of the searches, there's a 'My Portfolio' section showing stock prices for SAP AG, Genzyme, and WDC. Below the portfolio, there's an 'AT&T Spotlight' section featuring 'COLLEGE FOOTBALL'. At the bottom, there's a 'Scoreboard' section showing game results for various teams. On the left side, there's a sidebar with links to 'Mail', 'News', 'Sports', 'Entertainment', 'Weather', 'Games', 'Answers', 'Shopping', and 'Travel'. The 'myAT&T' logo is visible in the bottom right corner of the page.

NOTE: If you prefer Spanish as your language preference, you can indicate this during registration. You may want to use the Spanish version of att.net. Go directly to envivo.att.com or click "En Español" on top of att.net.

Customizing your service (continued)

Personalizing your homepage

You can customize your homepage with everything from news, weather, finance, and sports to your favorite music and entertainment. You can even watch full-length movies and TV shows online for FREE at uverse.com¹

Everything is organized for your convenience, so you'll also have easy access to your email, security tools, and technical support. You can even view your homepage in Spanish by clicking **En Español** at the top of the homepage.

Managing your account at myAT&T

myAT&T is the best place to learn about your AT&T High Speed Internet service and manage your account. With myAT&T you can change your password, create email sub accounts, view your plan, and much more. Just click **myAT&T** on the right side of your att.net homepage or go to att.com/manage. You can also download the myAT&T app to your smartphone. Just text **myATT** to **8758**.



att.net on the go

Take your att.net with you on your mobile phone so you can check your email and view your favorite content wherever you are. Access your stock portfolio, sports, weather, entertainment, and more—all optimized for your mobile device.



myAT&T
Manage your account, view your plan and charges, pay your bill, update settings, and more.

¹Some Internet browser versions may not support all the features in uverse.com. You may need to update your browser so all site features work properly.

Tools and features

Communication

Email

There are two ways to access your email: through AT&T Mail or an email client such as Microsoft® Outlook® Express.

AT&T Mail

With AT&T Mail, you can access your email account online anytime from any computer. This Web-based application lets you read and compose your email in an Internet browser window. All your email is stored online rather than on your computer, which means it won't tie up hard drive space and it's accessible at home and on the go. You'll also have easy access to other tools like Contacts and Calendar to help keep you on track. Plus, you can set up AT&T Mail to access messages from mail accounts you have with other services so you can have all your messages in one place.¹ To access AT&T Mail, click the **Mail** icon at the top right of your homepage.



Other email clients

At home, you can also use an email client, such as Outlook Express.² These applications download your mail to your computer's hard drive, where you can access, read, and compose email. Easy instructions are available in the email section at att.com/support

Additional email accounts

Your AT&T High Speed Internet service includes multiple email accounts with virtually unlimited storage space, so everyone in your family can have one. To set up additional accounts, create an alias, or learn more about your new email service, go to att.com/support

Instant messaging

Chat with friends and family in real time with Yahoo! Messenger, even if they use MSN or other IM services.³ Download Yahoo! Messenger free from att.software.yahoo.com

¹AT&T Mail can be configured to access messages from POP3 mail accounts. ²Free customer support is available for AT&T mail only. For other email clients, AT&T ConnectTech service can help you set up your network for an additional cost. For AT&T ConnectTech, call 866.294.3464. ³System requirements apply.

Tools and features (continued)

Security

No matter how you use the Internet, it's important to protect yourself, your family, and your computer when you're online. That's why AT&T High Speed Internet service offers many tools and features to help you surf smart and guard against online threats and nuisances.

AT&T Internet Security Suite powered by McAfee®

With new online threats discovered daily, it's critical to protect your computer with a proven suite of anti-virus tools. The AT&T Internet Security Suite is an optional enhanced security feature that includes:

Anti-Virus: Stops and removes viruses before they get to your PC.

Firewall: Shields your computer from unauthorized access.

Anti-Spyware: Blocks and removes existing spyware programs that gather personal information and slow down your computer.

McAfee WebAdvisor®: Provides security ratings for Web sites to help you avoid online dangers.

And it's **FREE**¹ with our higher-speed plans!

Just download the software at att.net/iss

Email protection

AT&T High Speed Internet service also comes with strong, integrated protection for your email account with:

SpamGuard: Automatically protects your inbox from spam and grows stronger as it learns from you over time.

AddressGuard: Protects the privacy of your email address from spammers and strangers.

Email Anti-Virus: Safeguards your computer from emails containing harmful viruses.

Parental Controls

Keep your family safe online with Parental Controls designed to help promote safe surfing. Control access to Web sites, email, chat rooms, message boards, games, and more.

Visit att.net/smartcontrols and choose the Internet service link for more information about security features and to download software.

¹AT&T Internet Security Suite powered by McAfee is provided free of charge with Internet subscriptions with downstream speeds of 3Mbps or higher. For subscriptions with downstream speeds of 1.5Mbps or lower, AT&T Internet Security Suite is an optional service with a \$5 monthly charge. McAfee and the McAfee logo are trademarks or registered trademarks of McAfee, Inc. or its subsidiaries in the United States or other countries. ©2016 McAfee, Inc. All rights reserved.

Tools and features (continued)

Extras

We include some great extra features that can optimize your online experience, whether you're at home or on the go.

Stay connected

AT&T Wi-Fi access

Connect on the go—AT&T Wi-Fi Basic¹ service is included with your AT&T High Speed Internet service. You get high-speed Internet at home and on the go with unlimited usage through your wireless data plan when you connect to one of our nationwide hotspots. If you're connected to your home Wi-Fi High Speed Internet connection, broadband data usage charges may apply.² It's easy to stay connected at thousands of hotspots across the country. When you're at an AT&T Wi-Fi Hot Spot, configure and connect your Wi-Fi enabled laptop, smartphone, or mobile device to the "attwifi" network (SSID). If prompted, use your AT&T High Speed Internet primary member ID and account password to log in at an AT&T Wi-Fi Hot Spot, check the box to accept the Terms of Service and Acceptable Use Policy, and click **Connect**. To locate thousands of hotspots nationwide, go to att.com/go, or to learn more about AT&T Wi-Fi, visit attwifi.com

Optimize your AT&T High Speed Internet service

Wireless networking

Surf with a wireless connection from virtually anywhere in your home or office. With wireless networking, multiple users in the same household or work location can share the same high-speed connection at the same time.

All you need is a Wi-Fi Gateway, available online at att.com/equipment or at many electronics and computer stores. Setup is easy, and customer support is just a click or a call away.³ To learn more, go to att.com/wifisupport

¹Access includes AT&T Wi-Fi Basic. Wi-Fi enabled device required. Other restrictions apply. See www.attwifi.com for details and locations. ²Use of Wi-Fi at home will count towards your Internet usage data plan. Additional charges may apply for usage in excess of your data plan. ³Free customer support is available for AT&T-supported equipment only. For all other equipment, AT&T ConnectTech service can help you set up your network for an additional cost. AT&T ConnectTech is available at 866.294.3464.

Need more speed?

We offer a variety of plans with different speeds, so you can, based on availability, upgrade to a higher speed at any time for an even better value. For information on available plans and pricing, access myAT&T from your home page or go to att.com/myatt

Rewards and billing

AT&T Reward Center

If you are eligible for a reward for purchasing your AT&T High Speed Internet service, watch your mailbox! Instructions on how to claim your reward and use the AT&T Reward Tracker will arrive within four weeks of installation. Once you've met your service requirement, most customers receive their reward within three weeks. However, feel free to visit att.com/rewardinfo to learn about the reward process right now.

Note: Rewards may take up to four weeks from your activation date to display on the site.

Important: Make sure to claim your reward by the "claim by" date circled on your Reward Notification Letter.

AT&T Refer-A-Friend

Refer a friend to AT&T High Speed Internet service or any other qualifying AT&T service and reap the rewards! They'll get the same great AT&T service you love, and you can both get rewards for each qualifying AT&T service they sign up for. You can earn up to \$575 per year.¹ It's our way of saying thanks for recommending AT&T!

Go to att.com/refer to sign up and make referrals.



¹AT&T Promotion Cards can be redeemed for merchandise online at att.com or at any AT&T company-owned store. They can also be used towards paying your bill through the online account management service at att.com, by phone, or at participating AT&T stores. Card is not redeemable for cash and may not be used for cash withdrawal at cash-dispensing machines. PLEASE NOTE THAT AT&T PROMOTION CARDS EXPIRE ON THE LAST DAY OF THE MONTH THAT IS EMBOSSED ON THE CARD. Fulfillment time for Promotion Cards varies. Other terms and conditions apply. See att.com/refer.

Rewards and billing (continued)

Your bill—what to expect

Monthly billing

Monthly billing will begin once provisioning is complete. The monthly fee is billed one month in advance, as opposed to usage and other charges that are billed after they're incurred.

Your first bill

Here's a list of some of the items you may see on your first bill:

Internet equipment charge (if applicable): Charges for equipment (such as a modem or AT&T Wi-Fi Gateway) will be billed as a one-time charge or in monthly interest-free installments. Options may vary by location.¹

Monthly service charge: Your monthly service charge is billed one month in advance. Your first bill may contain prorated charges for the partial month your service was established, plus the standard monthly fee for the upcoming month.

Dial Internet service prorated credit: If you're upgrading your service from AT&T Dial Internet service to AT&T High Speed Internet service, you may see a credit for the portion of the month during which you did not use your dial-up service because you upgraded to AT&T High Speed Internet service. This will appear on your first bill only.

Usage and other charges: You may also see usage or other charges for data usage that exceeds your plan. For more information on broadband usage, visit att.com/internet-usage

AT&T paperless billing

Live simpler and greener. View and pay your bills online in seconds—no mail to open, no checks to write, no stamps to buy. It's easy, secure, and FREE! Go to att.com/paperless

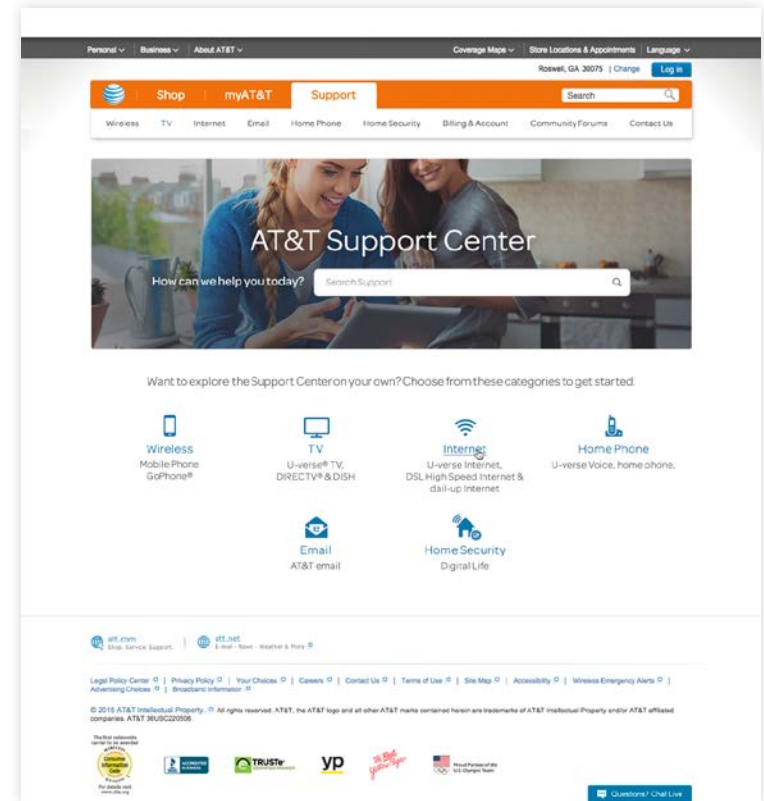
Have billing questions? Visit att.com/billing

Help and support

There are several ways to get the assistance you need:

Online Support

Online Support offers quick and easy answers to common questions about email, getting online, billing, and more. You can link to topics or even chat live with an AT&T eAgent.



Visit Online Support at att.com/support

¹Installation option currently available only in AL, FL, GA, KY, LA, MS, NC, SC, and TN.

Help and support (continued)

AT&T Troubleshoot & Resolve tool

Your AT&T High Speed Internet service includes a free tool that automatically manages your connectivity and can help you resolve issues. You can access this tool at att.com/ufix or directly from your myAT&T app. To download the app, just go to att.com/myattapp on your smartphone or tablet only.

Technical support

- Go to att.com/support to chat with an AT&T agent online.
- Call **888.321.2375** (AK, CA, IL, IN, KS, MS, MI, NV, OH) or **877-722-3755** (AL, FL, GA, KY, LA, MS, NC, SC, TN). Hours of operation are Monday–Sunday, 7am–11pm Central Time (subject to change).

AT&T ConnectTech®

For added security and support, our experts will help you connect, manage, and resolve issues related to:

- Virus protection and removal.
- Operating systems (e.g. Windows®, Mac® OS X).
- Non-AT&T email applications like Microsoft® Outlook® and more!

For rates and details, call **866.294.3464** or go to att.com/connecttech (additional fees apply).

PC Check-UP

Keep your PC in top shape with PC Check-UP. An AT&T ConnectTech expert will guide you through the free scan, interpret your results, and propose solutions to help you get the most from your Internet service and home PC. Just go to att.com/pctoolbox to get started.¹

Test your Internet Connection Speed

Our speed test takes less than a minute to perform two key measurements (Download and Upload) to help you determine if you should take steps to improve the performance of your online experience. Visit att.com/speedtest

¹Residential customers only. Not available in all areas, hardware and software limitations may apply, and service-specific terms and conditions apply (see att.com/ConnectTechTOS).

Help and support (continued)

AT&T Communities

Want to hear what other members are saying? Join our AT&T Communities Internet forum at att.com/forums to share experiences, ask questions, and get troubleshooting tips and advice from other AT&T customers.

Other helpful info

Use these links to enhance your Internet experience with AT&T:

att.com

Order AT&T products and services, check the status of an order, and pay your bill online.

att.com/support

Get quick and easy answers to common questions about your AT&T High Speed Internet service. Get information on security features like AT&T Internet Security Suite, Parental Controls, and more.

att.com/myatt

Enjoy ultimate ease and convenience with secure AutoPay, speed upgrades, and other features.

att.com/paperless

Live simpler and greener—sign up for paperless billing.

att.com/ufix

Troubleshoot and submit repair tickets online using Firefox or Chrome, or on your mobile phone.

att.com/rewardinfo

Print reward forms and check the status of a recent reward submission.

att.software.yahoo.com

Browse the *att.net* Software Center for available software to add to your Internet service.

espanol.att.com/help/dsl.html

Para las guías en español.

Member info

Primary account info

AT&T High Speed Internet primary member ID/email address:

Primary account password:

(Used to access your email, the homepage, and account management features)

DSL network password:

(Used by your modem/gateway to access the network)

Sub account info

AT&T High Speed Internet sub account member ID/email addresses:

Modem/gateway info

Modem/gateway serial number:

Modem/gateway password:

(Used to access and configure your modem/gateway settings)

Other great services from AT&T

Check out these and other exciting and convenient services at att.com

Wireless from AT&T

AT&T offers a great selection of the latest smartphones and tablets. In addition, AT&T covers over 99% of all Americans—overall, 320 million people are covered by our voice and data service, with over 308 million people covered by 4G LTE.¹

AT&T U-verse®

Get better digital TV, superfast Internet, and a digitally integrated home phone with AT&T U-verse. Bring it all together by customizing your own bundle with the services you want: TV, Internet, home phone, or even wireless service from AT&T.

DIRECTV

With access to over 200 full-time HD channels, DIRECTV is the only place to experience the best that TV has to offer. Switch now for access to your favorite movies, sports, shows, and events, all in HD.

Moving?

Don't forget your AT&T services! Just call **800.MOVE.ATT (800.668.3288)** or go to att.com/move and we'll help you move your AT&T services to your new home.

¹Based on coverage in U.S. licensed/roaming areas. Compatible device required. Coverage not available everywhere.



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