



KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

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Telecommunication Access Program  
Frequently Asked Questions for AT&T Wireless Devices  
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**1. How do I activate my device?** The AT&T wireless device arrives to you pre-registered. To complete the activation of iPhones, install iTunes ([www.apple.com/itunes](http://www.apple.com/itunes)) to your computer and then sync your iPhone with iTunes. You will need to set an iTunes account to download apps to your iPhone. To activate the BlackBerry or Backflip, follow the instructions that come with the device.

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

Transferring your old SIM card to your new iPhone 4 will destroy the SIM card and the device will not function,

**3. What does the service plan include?** The monthly service plan for the AT&T devices from AT&T (Blackberry Bold, iPhone 3GS, iPhone 4, and the Motorola Backflip) includes 100 minutes, unlimited data and unlimited text messaging. Night and weekends, and Mobile to Mobile minutes **ARE NOT** included in the voice service plan.

**4. Can I change my service plan once I get my device?** You may call AT&T to change your service plan (adjust minutes, data, etc.) but increasing the minutes will deplete the TAP financial contribution quicker.

**5. Do I get the first year of service free?** The KCDHH TAP makes an initial financial contribution to your account when your wireless device is activated. Monthly service plan charges are deducted from this contribution and if the service plan is followed, the contribution should last for approximately 12 months though not guaranteed as it is subject to usage. The monthly billing statement should show a monthly deduction and credit balance until TAP funds are depleted. You are responsible for monthly payments once the plan is depleted.

**6. Do I have to sign a contract with AT&T?** You do not sign an initial contract with AT&T when you order a wireless device through the KCDHH TAP. The initial contract, deposits and credit checks are waived when you order through TAP. When the TAP financial contribution is depleted, monthly payment for service plan becomes your responsibility. At that time, a contract may be required by AT&T to continue service, however credit check or deposit should be required.

**7. Does Mobile CapTel use minutes and data?** Yes. When using a Mobile CapTel service, the voice portion of the call uses minutes and the caption part of the call uses data. If Mobile CapTel is used while connected to a Wi-Fi network, it uses minutes only as the captions go through the Wi-Fi network. **If you are a frequent Mobile CapTel user, please call AT&T to increase your minutes to avoid overage charges and to avoid the TAP funds from being depleted quickly.**

**8. Do I pay overage fees if I use too many minutes?** Once you receive your wireless device, all monthly charges are deducted from the KCDHH TAP initial contribution until it is depleted. This includes any overage charges. Overage charges will deplete the TAP contribution sooner than the estimated 12 months. The initial plan, in which KCDHH TAP is responsible for the monthly payments, allows you to get comfortable with the device, to see how much your monthly usage costs and to effectively budget for the monthly bill.

**9. How much do I pay after the first year?** If you choose to continue with the current plan, the charge will be forty-five dollars (\$45) plus taxes per month. You will receive a monthly statement in the mail that shows the balance of funds remaining each month, which you are responsible for monitoring. **When the account reaches zero you are responsible for making ongoing monthly payments to keep the account active.** At that point, you may be asked to sign a contract with AT&T to continue your current service plan at the discounted rate of forty-five dollars (\$45) per month. If you choose to change any part of the service plan after TAP funds are depleted, the monthly rate may increase or decrease depending on the plan you choose. If you choose not to continue the plan and your account goes inactive, you will be charged a higher rate to reinstate service to your device. The monthly fee of forty-five dollars (\$45) is a special price and cannot be obtained by an individual without prior service through the state. You also have the option of cancelling the service at the end of initial plan with no penalty fees.

**10. I already have service with AT&T. Can I transfer my current number to my TAP wireless device?** No. Your device will come with a pre-assigned phone number that cannot be changed until you assume individual responsibility for the monthly fees. TAP cannot negotiate on the consumer's behalf,

**11. My family has AT&T. Can I add my number to our family plan?** No. Once the TAP funds are depleted and if you choose to continue service with AT&T, then you may ask to include your number on your family plan. KCDHH TAP cannot negotiate on the consumer's behalf.

**12. 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 but that is at the discretion of your wireless provider and TAP cannot negotiate on the behalf of the consumer.

**13. Does the iPhone 4 have a video phone? If so can I video chat anywhere I want?** The iPhone 4 does have a videophone feature known as Face Time. You may make video phones calls to other individuals with an iPhone 4. Other video conferencing software (i.e. Fringe, Tango, Skype, Z4) may be used without a Wi-Fi connection, though a Wi-Fi- connection is recommended for best video quality.

**14. What is Wi-Fi and does it use the data network on my phone?** Wi-Fi is a wireless Internet signal that can be picked up by your device. When you connect to a Wi-Fi network, your Internet usage travels on that Wi-Fi network, not the data network on your phone. It is possible to set up a Wi-Fi network in your own home and Wi-Fi is available free at many locations including bookstores, restaurants and places of employment.

**These details are also explained on a captioned video in Sign Language.  
You can view the video at [www.kcdhh.org](http://www.kcdhh.org)**