



Service and Reference Guide for Your Leased Equipment

For the Trimline[®], Traditional and Signature Princess[®] Telephones

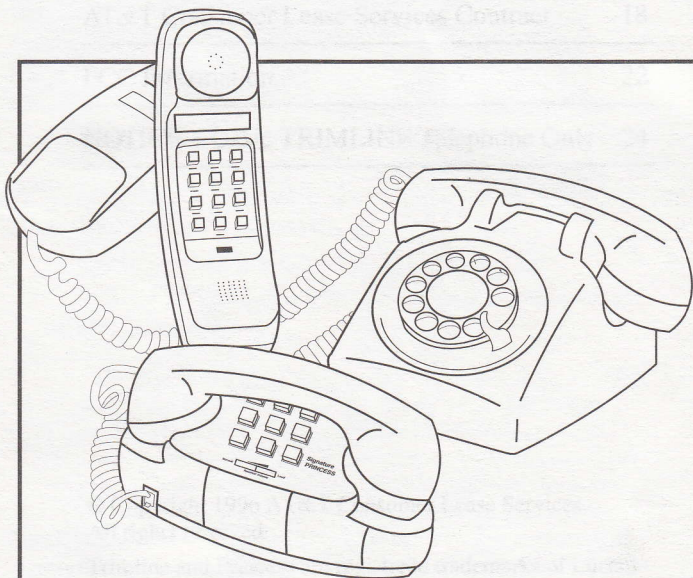


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Introduction

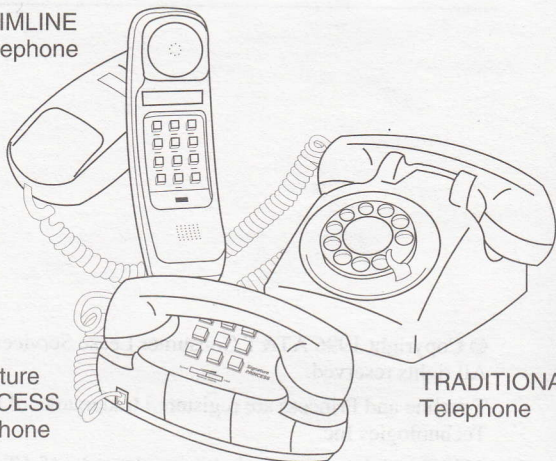
Thank you for choosing to lease this reconditioned AT&T lease telephone. For more than 100 years, America has trusted the quality, reliability and convenience of AT&T telephones.

Even more important is the **SERVICE** that you get only through AT&T Consumer Lease Services Guarantees. Whatever assistance you might need is a phone call away, with our toll-free Lease Customer Helpline, 1 800 555-8111, or at any AT&T Consumer Lease Services-Authorized Service Agency nationwide. With leasing, you get quality and **SERVICE**, such as **free**, immediate same or similar model replacement at AT&T Consumer Lease Services-Authorized Service Agencies.

We suggest you read this Service and Reference Guide carefully to become familiar with this reconditioned AT&T leased equipment and how to use it. The guide explains in simple steps how to install, use, and care for this telephone.

Tip: Special products and services are available to meet the needs of customers with hearing, speech, motion or visual impairments. For more information, call 1 800 233-1222. (To call by TDD, dial 1 800 896-9032.)

TRIMLINE
Telephone



Signature
PRINCESS
Telephone

TRADITIONAL
Telephone

Your AT&T Consumer Lease Services Guarantees

Superior quality AT&T products designed and built with the finest materials and backed by a century of AT&T telephone manufacturing experience.

Free, immediate, same or similar* model replacement of your leased products at any AT&T Consumer Lease Services-Authorized Service Agency nationwide, no questions asked. Call the Lease Customer Helpline for the location nearest you, or to have a replacement product shipped to you.

Trade-in feature to exchange for different or more modern products that better fit your needs, from free color exchanges to phones with more or fewer features. Most Service Agencies carry a wide variety of lease products and accessories. To select from the complete line of products, call the Lease Customer Helpline.

Free replacement accessories for AT&T leased equipment; modular conversion kits, long cords, cordless antennas and batteries, and answering machine tapes are replaced free of charge.

Freedom to move your leased products with you anywhere in the continental U.S.

Free shipment of leased products to your home or office.

Our Automatic Payment Plan gives you one less thing to worry about. Choose to have your lease bill debited from your checking account, Visa® or MasterCard® automatically.**

Toll-free Lease Customer Helpline, 1 800 555-8111. Call for answers to any questions about leasing.

*The AT&T Consumer Lease Services Guarantees apply to AT&T leased products such as the Traditional, PRINCESS®, TRIM-LINE®, Signature Series, feature and cordless telephones and answering systems, except for: models 1545, 5635, fax, call display products and cellular phones. Certain leased products (party-line, hardwired and one-button phones, for example) require special arrangements. **Call for an application form. Visa is a registered trademark of Visa International Service Association. MasterCard is a registered trademark of MasterCard International, Inc.

Important Safety Instructions



This symbol is to alert you to important operating or servicing instructions that may appear in your Service and Reference Guide. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electrical shock.

1. **Read and understand all instructions** in the reference guide. Observe all markings on the product.
2. **During thunderstorms, avoid using telephones except cordless models.** There may be a slight chance of electric shock from lightning.
3. **Do not use a telephone in the vicinity of a gas leak.** If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking. If the product is a cordless model, make sure the base is also away from the area.
4. **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.

SAVE THESE

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SAVE THESE

5. **Install this product in a protected location** where no one can trip over any line or power cord. Protect cords from damage or abrasion.
6. **If this product does not operate normally, read “In Case of Difficulty” in the Service and Reference Guide.** If you cannot solve the problem, or if the product is damaged, refer to “Convenient Customer Service.” Do not open this product except as may be directed in this reference guide. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
7. **If this product has user replaceable batteries,** replace batteries only as described in the reference guide. Do not burn or puncture batteries — they contain caustic chemicals.
8. **If this product has a three-prong (grounding) plug or a polarized plug with one wide prong,** it may not fit in non-polarized outlets. Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.

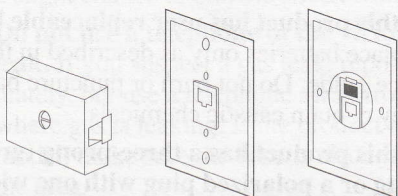
INSTRUCTIONS



Installing Your Leased Phone

All AT&T leased telephones now have modular cords with clip-in plugs at both ends, so you can plug them in yourself. If your leased phone cannot be unplugged from the telephone outlet, we will send you a FREE kit to convert your phone outlets to plug-in (modular). With modular outlets, you have the choice to change phones any time you want, for any reason.

There are 3 basic types of modular outlets to connect modular phones. They're easy to use—all you do is plug in your line cord (except wall sets, which plug in directly).



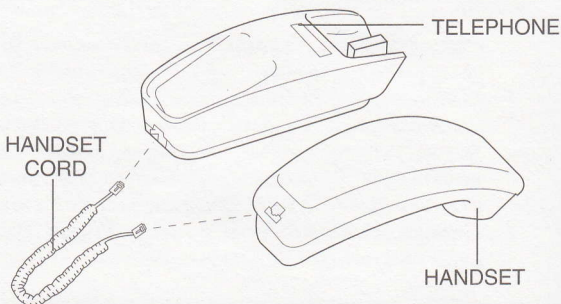
How to Connect a Table Phone

If you have a modular clip-in jack, it's easy to connect the telephone. Just follow the steps beginning on this page.

If you do not have a modular clip-in jack, or if you have a hard-wired telephone that cannot be unplugged, see "If You Have an Older Outlet."

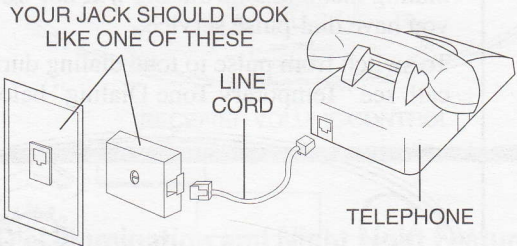
1. Plug in handset cord

Plug the coiled handset cord into the telephone. Press firmly until you hear the plug click into place. Plug the other end of the cord into the handset. Then hang up.

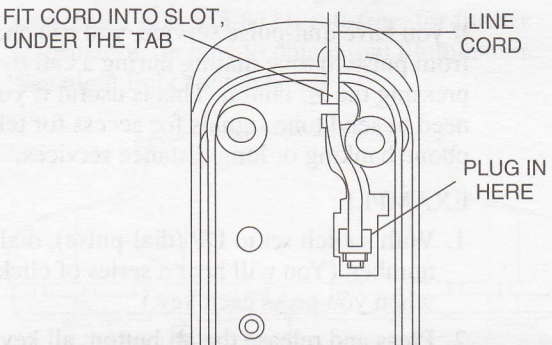


2. Plug in line cord

To connect a Traditional or Signature PRINCESS phone: Plug the straight line cord into the back of the phone. Plug the other end of the cord into a modular jack (usually on the baseboard, or on the wall). Press firmly until you hear the plug click into place. If you do not have a jack like one of the jacks shown below, see "If You Have an Older Outlet."



To connect a TRIMLINE phone: Plug the straight line cord into the underside of the telephone. Press firmly until you hear the plug click into place. Then put the cord in the slot so the telephone sits flat on the table while in use. Plug the other end of the cord into a modular jack.

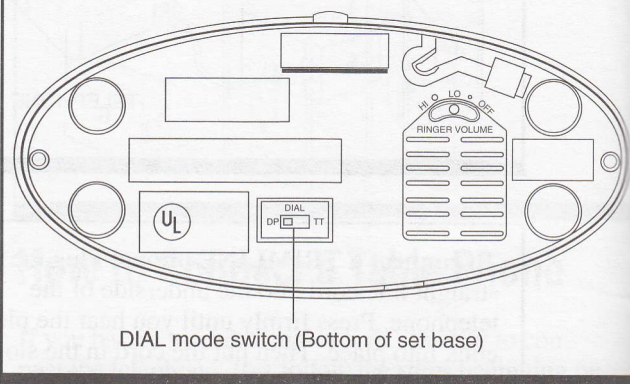


Additional Installation Steps and Features of the Signature PRINCESS

1. Set DIAL mode switch

Set the DIAL mode switch to TT (Touch-Tone) unless you have dial-pulse (rotary) service. If you have dial-pulse service set the DIAL mode switch to DP. Make sure you choose the correct dialing method; tone dialing will not work if you have dial-pulse service.

To switch from pulse to tone dialing during a call, see "Temporary Tone Dialing" below.



Temporary Tone Dialing

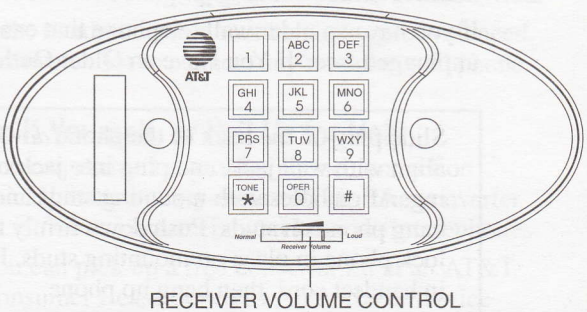
If you have dial-pulse service, you can change from pulse to tone dialing during a call by pressing the * button. This is useful if you need to send tone signals for access for telephone banking or long distance services.

EXAMPLE:

1. With switch set to DP (dial-pulse), dial a number. (You will hear a series of clicks when you press each key.)
2. Press and release the * button; all keys pressed after this will send tone signals.
3. After you hang up, the phone automatically returns to dial-pulse service.

2. Receiver Volume Control

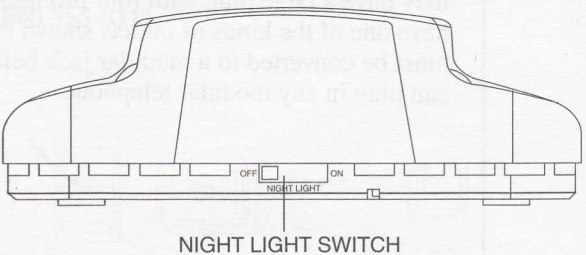
The Receiver Volume Control on the base of the set can be adjusted for a comfortable listening level. The switch has variable volume positions.



3. Dial Illumination and Night Light Feature

The Signature PRINCESS telephone is equipped with a built-in lighted dial which illuminates while the handset is off the hook allowing you to dial in the dark.

The Signature PRINCESS is also equipped with a night light feature allowing you to see the dial even while it is still on the hook. This feature requires a special transformer (kit parts D182419) in order to work. If this feature is not working, and you desire night light illumination, call 1 800 555-8111, toll-free, for further information on how to obtain dial illumination. See night light switch below.



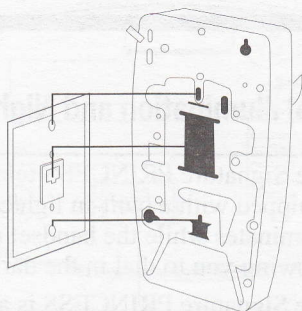
To turn off light illumination while the handset is on the hook, push switch to off position.

How to Connect a Wall Phone

Wall telephones have no straight line cord. Just plug the phone into the wall jack, connect the handset cord, and hang up.

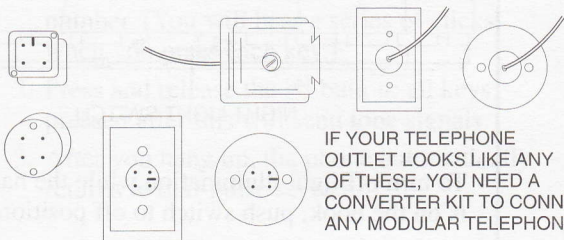
If you have an older wall telephone that cannot be unplugged, see "If You Have an Older Outlet."

Slide plug on the back of the phone *down*, align with wall jack, and plug into jack opening. Align holes with mounting studs and hang phone on studs. Push down firmly to lock phone in place on mounting studs. Plug in handset cord, then hang up phone.



If You Have an Older Outlet, You Can Convert It Easily

Some older table telephones are hard-wired, and cannot be unplugged. Other telephones may have a large plug with four prongs. If you have one of the kinds of outlets shown below, it must be converted to a modular jack before you can plug in any modular telephone.



If you have an older wall telephone that is hard-wired, a modular wall-phone jack must be installed before you can connect a modular wall phone. If you're not sure whether the phone is hard-wired, try to unplug the coiled handset cord. If it cannot be unplugged, the phone is hard-wired. If the handset cord cannot be unplugged, you need a converter kit to connect any modular wall phone.

Do It Yourself, or Call Us for Help

You can convert any older phone connection quickly with an easy-to-install kit. The converter kit is *free* to customers who lease their telephones.

You can pick up a free converter kit at an AT&T Consumer Lease Services-Authorized Service Agency near you. Or call our toll-free Lease Customer Helpline, 1 800 555-8111 to have one shipped to you free of charge. Our specially trained representatives will help you get the fastest, most convenient service possible.

Special Note for Party Line Customers

Party lines (more than one customer on a telephone line) require special wiring arrangements to bring you the right calls and accurate bills. Because of this, party line repair problems require special arrangements. Please call the AT&T Consumer Lease Services toll-free Lease Customer Helpline, **1 800 555-8111**.

Problems and Solutions

Because you are a lease customer, if this phone does not work properly, we will gladly exchange it for the same or similar model, free of charge. For your convenience and to ensure that the trouble is with the phone and not caused by local telephone company lines, central office equipment, or the wiring in your home, please try the following suggestions before seeking assistance.

First, check the phone cords. The straight line cord (from the phone to the wall jack) should be plugged in firmly at both ends. Also, check the coiled handset cord (from the handset to the phone). If either of these cords is damaged or broken, and you lease the phone from AT&T Consumer Lease Services, you can get a new cord *free* at any AT&T Consumer Lease Services-Authorized Service Agency, or by mail.

Problem: No dial tone

Solution:

- Plug the phone into a different jack, either in your home or in a neighbor's home. If the phone now works, the problem is in the original outlet or in the wiring. Call your local telephone company to find out who is responsible for repairs. If the phone still doesn't work, replace the phone. (Replacements are *free* and *fast* when you lease from AT&T Consumer Lease Services.)
- If you have more than one telephone and cannot get a dial tone on any of them, the problem is in the telephone wiring inside your home or in the outside telephone line. Call your local telephone company to find out who is responsible for repairs.

Tangled Cord? Try this quick fix:

If the handset cord gets twisted, unplug it from the handset and let it dangle freely. It will untangle itself. Then plug it back in.

Problem: Noise and other problems

Solution:

- Problems such as a crackling noise, distortion, interrupted conversations or poor sound quality could be caused by defective wiring. Plug the phone into a different jack, or into a neighbor's jack.
- If the phone works properly in another jack, you may have a problem with the telephone wiring inside your home. Call your local telephone company to find out who is responsible for repairs.
- If you still experience problems, the phone may be defective and should be replaced. With AT&T Consumer Lease Services, replacement will be fast — and *free*.
- If you experience the problem on all phones, the problem may be in the telephone wiring inside your home or in the outside telephone line. Call your local telephone company to find out who is responsible for repairs.

If you have a problem you cannot resolve, call us toll-free at the Lease Customer Helpline, 1 800 555-8111. We're always here to help. If your leased telephone is defective, you can take the phone and its cords to any AT&T Consumer Lease Services-Authorized Service Agency for free, immediate same or similar model replacement. Or you can have a replacement phone shipped to you at no charge.

Cleaning Tip: To keep phones looking good, wipe them with a slightly damp cloth. Never use excess water, detergents, cleaners or sprays. Never put phones into water for any reason.

When You Move or Temporarily Relocate

No matter where you move in the continental United States, you can be sure AT&T Consumer Lease Services will be there for you. All you have to do is:

1. Call our toll-free Lease Customer Helpline, 1 800 555-8111, before you move. Tell us when and where you're moving, so you can continue to enjoy all the benefits of leasing without interruption.
2. **BE SURE TO TAKE ALL LEASED PHONES WITH YOU.** You'll be able to start using them at your new address immediately. Please remember, if you leave or forget them at your old address, you will be billed for them.
3. AT&T Consumer Lease Services will continue to provide lease service for all leased products in your name at your new address anywhere in the continental United States. And after you move, we'll send your lease service bill to your new address.
4. If you no longer need your leased products, please return them to an AT&T Consumer Lease Services-Authorized Service Agency. Or call, toll-free 1 800 555-8111 for a free mail-in bag to return the telephones.

IMPORTANT: Keep your receipt as proof of return.

Moving Tips: The telephone is one of the first things you will need in your new home. Pack all telephones in a box marked "Open first: telephones." Don't forget to call the local phone company in your new community before you move to arrange for telephone service.

Convenient Customer Service

AT&T Consumer Lease Services Offers a Choice of Convenient Customer Services

There is a nationwide network of AT&T Consumer Lease Services-Authorized Service Agencies. They are in neighborhood stores like:

- Hardware Stores
- Pharmacies
- Pack and Ship Stores

Most carry a wide variety of lease products and accessories. Visit one when:

- You need to replace broken equipment — FREE
- You need modular converter kits or adapters — FREE
- You want telephone accessories or additional telephone products
- You need instructions for converting non-modular outlets (not plug-in) to modular
- You have any problems with your AT&T leased equipment.

These agents have been selected because they are at a convenient location for many lease customers and because they are known for providing excellent customer service.

Call our **toll-free Lease Customer Helpline at 1 800 555-8111** for the location of the nearest AT&T Consumer Lease Services-Authorized Service Agency. You expect good service and you get it with your AT&T Consumer Lease Services Guarantees.

Toll-free Number for Service

AT&T Consumer Lease Services is here to serve leasing customers. Just call us toll free at 1 800 555-8111 for:

- Replacement telephone equipment to be shipped to you — FREE of charge
- Location of the nearest AT&T Consumer Lease Services-Authorized Service Agency.
- Information when moving
- Information about removing permanently wired sets
- Answers to any questions about leasing.

Total customer service — at AT&T Consumer Lease Services

Premises Visits

If it is more convenient, we will make premises visits to your home or business. Please call our toll-free Lease Customer Helpline at 1 800 555-8111 to find out what charges apply and to schedule a technician visit.

AT&T Consumer Lease Services Contract

This is a contract. Please read it carefully.*

This contract covers AT&T leased telephone equipment only. It does not include charges for your local or long distance telephone service.

When you use or retain AT&T leased products, you accept and are bound by the following terms and conditions and rates under which AT&T Consumer Lease Services leases this product. The product you have selected is designed for convenient, reliable service and is backed by over 100 years of AT&T telephone manufacturing experience. In addition, your AT&T Consumer Lease Services Contract provides you with the following guarantees provided the product is used only in the U.S.:

Superior Quality AT&T Products

Superior quality AT&T products designed and built with the finest materials and backed by a century of AT&T telephone manufacturing experience.

Free, Immediate Replacement

Free, immediate same or similar** model replacement of your leased products at any AT&T Consumer Lease Services-Authorized Service Agency nationwide, *no questions asked*. Call the Lease Customer Helpline for the location nearest you or to have a replacement product shipped to you.

*AT&T products leased under the Flexible Lease Plans continue to be bound by the terms and conditions of the original contract.

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Free shipment of leased products to your home or office.

Our Automatic Payment Plan

Our Automatic Payment Plan gives you one less thing to worry about. Choose to have your lease bill debited from your checking account, Visa[®] or MasterCard[®] automatically.†

Toll-Free Lease Customer Helpline

Toll-free Lease Customer Helpline, 1 800 555-8111. Call for answers to any questions about leasing.

Return Policy

We will accept returns without any early termination charge to you within 3 days of your receipt of the product.

†Call for an application form.

Other Terms and Conditions

This is a month-to-month lease unless (i) you recently began the lease in which case you have a 3-month lease^{††} which is then renewable on a month-to-month basis. If you have a 3-month lease and decide to discontinue leasing before the end of the 3-month term, you will be billed for 3 months, less any advance payment you have made, or (ii) you are in NY or IL and you receive quarterly bills for lease payments in which case you have a 3-month lease which is then renewable for 3-month terms.

After the initial 3-month term has expired,^{††} you can discontinue leasing at any time by taking your leased equipment to one of AT&T Consumer Lease Services-Authorized Service Agencies or by returning the phone by mail. If you need more information, please call 1 800 555-8111.

If at any time you decide to discontinue leasing, you are responsible for returning the product to AT&T Consumer Lease Services or paying liquidated damages (the Equipment Recovery Charge). The Equipment Recovery Charge is based upon our replacement costs. For information regarding these charges, please call 1 800 555-8111 for the most current charges.

You may continue leasing the product (with your lease payments renewing the lease) on a month-to-month basis, except for NY and IL customers that receive quarterly bills. There the lease will continue for renewable 3-month terms. If you decide to discontinue leasing before the end of the 1-month term or 3-month term, whichever applies, your lease charges will be prorated and you will receive a credit for the unused portion of the lease term.

You do not have the option to purchase the leased product.

^{††}The 3-month lease term does not apply in New Jersey.

You will be billed for lease payments monthly or quarterly on an advance payment basis.

Should the product be lost or stolen, you will be responsible for paying liquidated damages (the Equipment Recovery Charge). The Equipment Recovery Charge is based upon our replacement costs. For information regarding these charges, please call 1 800 555-8111 for the most current charges.

Should you transmit to us any checks that are not honored for their full amount ("returned checks"), for each check we may charge the account the lesser of \$10, or the amount permitted by the law of your state of residence.

AT&T Consumer Lease Services will not pay for the loss of time, inconvenience, loss of use of your AT&T leased product, property damage caused by your AT&T leased product or its failure to work, any damage caused by use outside the U.S. or any other incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you.

The products are reconditioned to AT&T Consumer Lease Services quality standards.

Future Changes To Terms And Conditions

AT&T Consumer Lease Services reserves the right to change these terms and conditions at any time. AT&T Consumer Lease Services will give you advance notification of a rate increase or material change in these terms and conditions. Continued leasing of the product after you receive notice of the change in terms and conditions without notice to AT&T Consumer Lease Services that you wish to discontinue leasing constitutes your agreement to lease the product under the changed terms and conditions.

FCC Registration and Repair Information

This telephone has been registered with the Federal Communications Commission (FCC). This product complies with standards in Part 68 of the FCC Rules. The FCC requires us to provide you with the following information:

1. Connection and use with the nationwide telephone network

The FCC requires that you connect the product to the nationwide telephone network through a USOC RJ-11C or RJ-11W modular telephone outlet or jack.

This telephone may be used on party lines where state tariffs permit.

2. Notification of the telephone company

The FCC requires that upon request of your local telephone company you provide the following information:

A: The line to which you will connect the telephone equipment (that is, your phone number), and

B: The telephone equipment's FCC registration number and ringer equivalence number (REN).

These numbers are on the back or bottom of the telephone equipment.

The REN is useful to determine how many devices you may connect to your telephone line and still have them ring when your telephone line is called. In most, but not all areas, the sum of all RENs should be five or less. You may want to contact your local telephone company for more information.

3. Repair instructions

If it is determined that this telephone equipment is malfunctioning, the FCC requires that it not be used and that it be unplugged from the modular outlet until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents or by others who may be authorized by the FCC.

For repair procedures, follow the instructions outlined under "Convenient Customer Service."

4. Rights of the telephone company

If this product is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. If possible, they will notify you before service is interrupted. If advance notice is not practical, you will be notified as soon as possible.

You will be given the opportunity to correct the problem, and you will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your leased telephone. If such changes are planned, you will be notified.

5. Hearing Aid Compatibility

The Traditional and PRINCESS telephones are compatible with inductively coupled hearing aids. TRIMLINE telephones are not. See "NOTICE—Basic TRIMLINE Telephone Only."

FCC Rules (Part 15): Interference Information

Some telephone equipment generates and uses radio-frequency energy and, if not installed and used properly, may cause interference to radio, VCR and television reception.

This product has been tested and found to meet the standards for a Class B digital device, as specified in Part 15 of the FCC Rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

If this product causes interference to radio, VCR or television reception when it is in use, you might correct the interference with one or all of the following measures:

1. Where it can be done safely, adjust the receiving television, VCR or radio antenna.
2. To the extent possible, move the television, VCR, radio or other receiver to a different location.
3. If the telephone product runs on AC power, plug the product into an AC outlet that is not on the same line as the one used by your radio, VCR or television.

The user is cautioned that modifications to this telephone not expressly approved by the manufacturer could void the user's authority to operate the equipment.

NOTICE — Basic TRIMLINE Telephone Only

The basic TRIMLINE telephone is **NOT** compatible with inductively coupled hearing aids.

Federal Communications Commission Rules prohibit the use of non-hearing aid compatible telephones in the following locations or applications:

1. All public or semi-public coin-operated or credit card telephones.
- * 2. Places where a person with impaired hearing might be isolated in an emergency, including elevators, automobile, railroad, or subway tunnels, highways and all areas of the workplace—both common areas (for example, libraries, reception areas, and other areas where employees are reasonably expected to congregate) and non-common areas (for example, individual employee work stations regardless of whether or not the occupants are hearing impaired).

With respect to non-common areas of the workplace, telephones are not required to be hearing aid compatible until May 1, 1993 for establishments with 20 or more employees and until May 1, 1994 for establishments with fewer than 20 employees, unless replaced prior to that time.

3. Telephones specifically installed to alert emergency authorities such as fire, police, or medical personnel.
- * 4. Hospital rooms, residential health care facilities, convalescent homes, and prisons. If an alternative means of signaling emergency situations is available, a hearing aid compatible telephone is not required until May 1, 1993 for establishments with 20 or more employees or until May 1, 1994 for establishments with fewer than 20 employees, unless replaced prior to that time.
- * 5. Hotel and motel rooms. Until May 1, 1993 for establishments with 20 or more employees and until May 1, 1994 for establishments with fewer than 20 employees, at least 10 percent of the rooms must contain hearing aid compatible telephones or contain jacks for plug-in hearing aid telephones which will be provided to hearing-impaired customers upon request.

After May 1, 1993 for establishments with 20 or more employees or after May 1, 1994 for establishments with 20 or fewer employees, all telephones in hotel and motel rooms must be hearing aid compatible.

6. Closed circuit telephones not connected to the public telephone network—for example, telephones in apartment and hotel lobbies, in stores used to order merchandise, in public transportation terminals to call taxis or automobile rental companies—need not be hearing aid compatible until replaced.
- * **Note:** *On April 13, 1993, the Federal Communications Commission suspended until further notice enforcement of its rules requiring replacement of existing telephones which are not hearing aid compatible by May 1, 1993 or May 1, 1994, depending on the number of employees involved. All other hearing aid compatibility requirements remain in effect.*

Note: *If you obtained this telephone for use in one of the above locations or applications, please contact us at 1 800 555-8111 and we will be happy to recommend and ship to you another model that is hearing aid compatible.*

NOTICE -- Basic TIMELINE Telephones Only

The basic TIMELINE telephone is NBT compatible with fully direct powered hearing aids.

Federal Communications Commission Rules prohibit the use of non-TIMELINE and compatible telephones in the following situations or applications:

1. All public or semi-public coin-operated or credit card telephones.
 2. Places where a person with enclosed hearing might be located in an emergency including elevators, automobiles, railroad or subway tunnels, highways and all areas of the workplace -- both outdoor areas (for example, parking, reception areas, and other areas where employees are reasonably expected to communicate) and indoor common areas. For example, individuals engaged in work where the safety of whether or not the occupants are hearing impaired. With respect to new common areas of the workplace, telephones are not required as of hearing aid compatibility on May 1, 1993 for establishments with 20 or more employees and until May 1, 1994 for establishments with fewer than 20 employees, unless required prior to that time.
 3. Telephones specifically installed in fire alarms, fire alarms with 24 hrs. police, or medical personnel.
 4. Hospital rooms, residential health care facilities, schools, and hotels and motels. If an alternative means of signaling fire, police, ambulance is available, a hearing aid compatible telephone is not required until May 1, 1993 for establishments with 20 or more employees or until May 1, 1994 for establishments with fewer than 20 employees, unless required prior to that time.
 5. Hotel and motel rooms. Until May 1, 1993 for establishments with 20 or more employees and until May 1, 1994 for establishments with fewer than 20 employees, at least 10 percent of the rooms must contain hearing aid compatible telephones, or suitable plans for hearing aid telephones which will be provided to hearing-impaired guests if upon request. After May 1, 1993 for establishments with 20 or more employees or after May 1, 1994 for establishments with fewer than 20 employees, all telephone equipment and night rooms must be hearing aid compatible.
 6. Closed circuit telephones that are used to the public including toll-free for students, telephones in hospitals and clinics, "hot" or "cold" lines in order not to hinder or disturb emergency calls, and telephones to call taxis or other high-priority emergency services and for hearing aid portable and implant.
- Note: On 10/15/93, the Federal Communications Commission has provided additional notice and information of its rule requiring replacement or retrofitting telephones which are not hearing aid compatible by May 1, 1993 or May 1, 1994 depending on the number of employees involved. All other hearing aid compatibility requirements remain in effect.
- Note: If you obtained this information for use at one of the above locations or applications, please contact us at 1-800-555-8777 and we will be happy to provide you with a copy of our hearing aid compatible and hearing aid compatible.