

# Where to Go for More Information



Important Benefits Information

## Contact Information for Employee Benefits Plans and Programs

This is a summary of material modifications (SMM) for some of your benefits plans and programs. See Appendix A for more information. This SMM replaces your existing Important Update on Contact Information for Employee Benefits Plans and Programs SMM and *Where to Go for More Info* document.

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Please keep this booklet for future reference.

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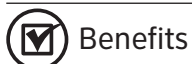
### DISTRIBUTION

Distributed to all employees and retirees (including LTD recipients) of all AT&T companies (excluding employees of AT&T Support Services Company, Inc., GCI, Inc., USInternetworking, Sterling Commerce, YellowPages.com, Interwise and Dobson Communications, and bargained employees of AT&T Alascom, Inc. and Stevens Graphics, Inc. – Locals 8M and 527S, and international employees not on the U.S. payroll).

Distributed to alternate payees and beneficiaries receiving benefits from the retirement plans.

Distributed to COBRA participants, recipients of company-extended coverage, surviving dependents and alternate recipients (QMCSOs) of the populations noted above receiving benefits from the health and welfare plans.

NIN: 78-11920



## **Important Information**

In all cases, the official documents for the plans and programs govern and are the final authority on the terms of the plans and programs. If there are any discrepancies between the information in this SMM and the plans and programs, the plan and program documents will control. AT&T reserves the right to terminate or amend any and all of its employee benefits plans or programs, subject to any applicable collective bargaining obligation. Participation in the plans and programs is neither a contract nor a guarantee of future employment.

Este documento contiene un resumen de las modificaciones materiales (SMM), en Inglés. Si usted tiene dificultad en entender este SMM, entre en contacto por favor con AT&T Benefits Center. 877-722-0020.

## **How Do I Use This Document**

As you read this SMM, pay special attention to the shaded boxes that contain helpful examples and important notes. Although AT&T has provided these tools to help you, it is important that you read this SMM and your plan and program summary plan descriptions (SPDs) in their entirety so that you can understand all of the plans' and programs' details.

Also, you need to keep your SPDs and SMMs so you can refer to them in the future. They are your primary resource for your questions about the plans and programs.

If you still have questions about the plans and programs after reading the SPDs, you can call the applicable administrator listed in the "Contact Information for AT&T Benefits Administrators" section beginning on page 7.

This SMM is provided for your information and review; no other action is necessary.

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## ABOUT THIS SUMMARY OF MATERIAL MODIFICATIONS

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This summary of material modifications (SMM) is a one-stop reference guide for frequently called numbers, Web site addresses and other important AT&T benefits contact information. It is designed to help you find information quickly and easily.

See the “Requests for Copies of Documents” section on page 18 for more information on how to obtain a copy of this SMM.

### Information You Need to Know to Use This SMM

AT&T offers a wide variety of benefits, concessions and other programs. You may not be eligible to participate in every program listed in this SMM. Eligibility to participate in a program depends on certain factors, such as your:

- Employment status (for example, active or retired).
- Job title classification (for example, bargained or management).

## AGENT FOR SERVICE OF PROCESS

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This section of the SMM applies only to ERISA plans and programs. See Appendix A for more details.

If you wish to bring a legal action concerning your right to participate in a plan or program or your right to receive any benefits under a plan or program, you must first file a claim for benefits and go through the ERISA claim and appeal process.

## HOW DO I LOOK UP A CONTACT?

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It's simple. Refer to this section any time you need contact information for employee benefits, concessions or other programs. Here is how to look up a contact:

Determine the factors that describe what kind of employee you are. See the “Information You Need to Know to Use This SMM” section on this page for more information.

Find the type of benefit, concession or other program — e.g., medical, prescription drugs or commuter.

Find the administrator for your employee group. If you do not see your employee group listed, call the administrator at the beginning of the section.

Under the administrator for your employee group, you will find available Web site addresses, telephone numbers, hours of operation and mailing addresses.

- Employing company.
- Service history (for example, hire date, termination date or Net Credited Service).

To understand which programs apply to you, you will need to know the previous information. The AT&T Benefits Center can provide these details. See the “Eligibility for Health and Welfare Benefits Plans” section on page 8 for more information on how to contact the AT&T Benefits Center.

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**Important:** Please verify your eligibility for (or participation in) a program before taking any action.

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See Appendix A for a list of employee benefits plans and programs to which this SMM applies.

A legal action should not be filed until you complete the claim and appeal process. Legal action involving a plan or program should be filed directly against the plan or program.



AT&T Inc.  
P.O. Box 29690  
San Antonio, TX 78229

**Example:** Let's assume you are a manager who retired from BellSouth Telecommunications Inc. in 2005. You live in Florida and have questions about your telephone concessions.

“Find the Employee Telephone Concession and Discounts” section on page 9.

In that section, see the “Legacy BellSouth Active Employees or Retirees — Within the AT&T Southeast Nine-State Region.”

You will see that you can call 888-757-6500, Monday through Friday, from 8 a.m. to 7 p.m. and Saturday from 8:30 a.m. to 5 p.m. Eastern time.

## CONTACT INFORMATION FOR AT&T BENEFITS ADMINISTRATORS




### Adoption Reimbursement


#### AT&T Benefits Center


For information on adoption reimbursement and eligibility, contact the AT&T Benefits Center.

 100 Half Day Road  
P.O. Box 1474  
Lincolnshire, IL 60069-1474

 877-722-0020

 +1-847-883-0866 (international)

 Monday through Friday from  
7 a.m. to 7 p.m. Central time

 An interactive voice response (IVR) system is available 24 hours a day (except Sunday from 1 a.m. to noon Central time and periodically during the week for a one-hour period between midnight and 5 a.m. for maintenance and updates).


**Important:** To access the Web site, you will need your AT&T Benefits Center user ID and password. To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.




### Beneficiary Designations and Survivor Benefits


#### Fidelity Service Center


Call the Fidelity Service Center to report the death of an employee, a retiree, an inactive employee and/or an eligible dependent or to ask questions about beneficiary designation forms. Visit the Fidelity NetBenefits Web site, or call the Fidelity Service Center to request an AT&T Beneficiary Designation Form. Return completed AT&T Beneficiary Designation Forms to the mailing address below.


 P.O. Box 770003  
Cincinnati, OH 45277-0088


→ [www.netbenefits.fidelity.com](http://www.netbenefits.fidelity.com)

 800-416-2363

 Dial your country's toll-free AT&T Direct Access number, then enter 800-416-2363 (international).

 888-343-0860 (hearing-impaired)

 Monday through Friday from  
7:30 a.m. to 11 p.m. Central time


 The automated voice response system is available 24 hours a day, seven days a week.

Many benefits plans and programs allow you to designate a beneficiary. Although you are not required to update your beneficiary designation forms, it is recommended that you do so when certain life events occur (for example, getting married or divorced, having or adopting a child, or losing a loved one).

Many company-sponsored benefits plans and programs use the same AT&T Beneficiary Designation Form. For those plans, you need to have only one form on file with the Fidelity Service Center. (If you have submitted an AT&T Beneficiary Designation Form to the Fidelity Service Center, service associates will be able to answer questions regarding the form that you have on file.) You may, however, have more than one AT&T Beneficiary Designation Form on file if you want to indicate different beneficiaries for any plan or program.

If you have not completed an AT&T Beneficiary Designation Form or wish to change your beneficiary on file:

→ You may review, print or request an AT&T Beneficiary Designation Form through Fidelity's NetBenefits Web site at [www.netbenefits.fidelity.com](http://www.netbenefits.fidelity.com).

 You may request an AT&T Beneficiary Designation Form through the Fidelity Service Center. An AT&T Beneficiary Designation Form will be mailed to you within three business days.

→ You may review or print the AT&T Beneficiary Designation Form by going to the Your Benefits section of HROneStop (from work) at <http://hronestop.att.com> or the Your Benefits section of <http://access.att.com> (AT&T's secure Internet site for employees and retirees). Click on Your Finances, and then click Beneficiary Designation.

**Important:** The AT&T Beneficiary Designation Form applies to most, but not all, AT&T-provided benefits. Carefully review the AT&T Rules for Employee Beneficiary Designations and the AT&T Beneficiary Designation Form and the accompanying instructions to determine whether the AT&T Beneficiary Designation Form applies to all of your benefits. If one of your company-sponsored benefits plans or programs does not use the AT&T Rules for Employee Beneficiary Designations to distribute the proceeds of your benefits in the event of your death, please refer to the SPD of that plan or program.


You will need your Fidelity Service Center PIN and Social Security number/customer ID to access the Fidelity NetBenefits Web site or IVR or to speak to a service associate.





### CarePlus and MedPlus


#### UnitedHealthcare

To confirm whether a specific procedure is covered under CarePlus or MedPlus or to obtain preapproval for a procedure:

 AT&T CarePlus/  
Cingular Wireless MedPlus Plan  
P.O. Box 30571  
Salt Lake City, UT 84130-0571

 877-261-3340

 +1-877-246-8173 (international)

 Monday through Friday from  
7 a.m. to 7 p.m. Central time

## CONTACT INFORMATION FOR AT&T BENEFITS ADMINISTRATORS



### Commuter Benefit

#### WageWorks

WageWorks  
P.O. Box 14053  
Lexington, KY 40511

→ [www.wageworks.com](http://www.wageworks.com)

[help@wageworks.com](mailto:help@wageworks.com)

877-924-3967

877-353-9236

Monday through Friday from 7 a.m. to 7 p.m. Central time, excluding holidays



### Dental

#### CIGNA Dental

AT&T Dental Service Center  
P.O. Box 188040  
Chattanooga, TN 37422

**FOR:** LEGACY AT&T EMPLOYEES WHO HAVE ORTHODONTIA CLAIMS ALREADY IN PROGRESS

CIGNA Dental  
Attn: Lyn Boynton  
P.O. Box 1068  
Visalia, CA 93278

→ [www.mycigna.com](http://www.mycigna.com)

888-722-5505

Monday through Friday from 7 a.m. to 7 p.m. Central time



### Disability (Short-Term and Long-Term), Workers' Compensation and Job Accommodations

#### Sedgwick Claims Management Services

AT&T Integrated Disability Service Center  
P.O. Box 14627  
Lexington, KY 40512

866-276-2278

Monday through Friday from 7 a.m. to 7 p.m. Central time

**FOR:** WIRELESS EMPLOYEES ONLY

#### Nationwide Better Health

**FOR:** DISABILITY OR JOB ACCOMMODATIONS NEEDED TO RETURN FROM A LEAVE OR DISABILITY ABSENCE:

Nationwide Better Health  
P.O. Box 183080  
Columbus, OH 43218-3080

866-453-2837 (866-4LEAVES)

You may report a claim 24 hours a day, seven days a week.

Service associates are available Monday through Thursday from 8 a.m. to 7 p.m. and Friday from 8 a.m. to 5 p.m. Eastern time.

→ You can report a claim, check the status of claim activity and confirm a return to work online through the Time Off Planning System (TOPS) at [www.topsabsence.com/cingularwireless](http://www.topsabsence.com/cingularwireless).

**FOR:** WORKERS' COMPENSATION: CONTACT THE AT&T INTEGRATED DISABILITY SERVICE CENTER

866-276-2278

Monday through Friday from 7 a.m. to 7 p.m. Central time



### Eligibility for Health and Welfare Benefits Plans

#### AT&T Benefits Center

100 Half Day Road  
P.O. Box 1474  
Lincolnshire, IL 60069-1474

→ <http://resources.hewitt.com/att>

877-722-0020

+1-847-883-0866 (international)

Monday through Friday from 7 a.m. to 7 p.m. Central time

An interactive voice response (IVR) system is available 24 hours a day (except Sunday from 1 a.m. to noon Central time and periodically, during the week for a one-hour period between midnight and 5 a.m. for maintenance and updates).

**Important:** To access the Web site, you will need your AT&T Benefits Center user ID and password. To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.



### Employee Assistance Plan/Employee and Family Assistance Program

#### ValueOptions

→ [www.achievesolutions.net/att](http://www.achievesolutions.net/att)

800-554-6701

Available 24 hours a day, seven days a week

**Important:** This service is separate and distinct from any mental-health, chemical-dependency and substance-abuse coverage that may be available through your company-offered non-HMO medical program.

# CONTACT INFORMATION FOR AT&T BENEFITS ADMINISTRATORS

## Magellan Behavioral Health

**FOR: BARGAINED EMPLOYEES OF LEGACY BELLSOUTH (EXCEPT BARGAINED EMPLOYEES OF STEVENS GRAPHICS, INC.) AND WIRELESS BARGAINED EMPLOYEES**

→ [www.magellanassist.com](http://www.magellanassist.com)

☎ 800-984-9135

🕒 Available 24 hours a day, seven days a week



### Employee Telephone Concessions and Discounts

#### Legacy SBC Active or Retired Employees — Inside the AT&T 13-State Region

Direct questions regarding your concessions, employee offers — e.g., AT&T Yahoo! High Speed Internet, AT&T Yahoo! Dial-up, AT&T | DISH Network (retirees not eligible to participate at this time), AT&T Unified Messaging, Wireless — to the AT&T Regional Customer Service Center for customer assistance.

#### AT&T MIDWEST REGION

☎ 888-746-4343

🕒 Tuesday through Friday from 7 a.m. to 7 p.m. Central time

#### AT&T SOUTHWEST REGION

☎ 800-586-6783

🕒 Monday through Friday from 8 a.m. to 6 p.m. Central time

#### AT&T WEST CALIFORNIA

☎ 800-696-8833

🕒 Monday through Friday from 8 a.m. to 5 p.m. Pacific time

#### AT&T WEST NEVADA

☎ 877-469-2355

🕒 Monday through Friday from 8 a.m. to 5:30 p.m. Pacific time

#### AT&T EAST REGION

☎ 866-368-4559

🕒 Monday through Friday from 7:30 a.m. to 7 p.m. Eastern time

#### Legacy SBC Retired Employees — Outside the AT&T 13-State Region: Wells Fargo TPA

☎ 800-542-8515

🕒 Monday through Friday from 8 a.m. to 7 p.m. Eastern time

#### Legacy AT&T Active Employees

→ Current Plan policies and a new reimbursement form are located in the AT&T Telephone Concession section of HROneStop at <https://intra.att.com/employeeofferings>.

☎ For questions regarding your telephone concession plan, contact HROneStop at 888-722-1787 and say “policy.”

#### Legacy AT&T Retired Employees

Direct questions regarding your telephone concession plan to:

☎ Wells Fargo TPA  
P.O. Box 11296  
Charleston, WV 25339-1296

☎ 888-251-0645

🕒 Monday through Friday from 8 a.m. to 6 p.m. Eastern time

#### Legacy BellSouth Active Employees or Retirees — Within the AT&T Southeast Nine-State Region

☎ 888-757-6500

🕒 Monday through Friday from 8 a.m. to 7 p.m. and Saturday from 8:30 a.m. to 5 p.m. Eastern time

#### Legacy BellSouth Active Employees — Outside the AT&T Southeast Nine-State Region

☎ Telephone Concession Administrator  
130 E. Travis, Suite 425  
San Antonio, TX 78205

#### Legacy BellSouth Retirees — Outside the AT&T Southeast Nine-State Region

☎ Wells Fargo TPA  
P.O. Box 2911  
Charleston, WV 25330-2911

☎ 866-444-5207

🕒 Monday through Friday from 8 a.m. to 6 p.m. Eastern time

#### Wireless Active Employees or Retirees

#### NORTH CENTRAL REGION

✉ [greatlakeserp@amcustomercare.att-mail.com](mailto:greatlakeserp@amcustomercare.att-mail.com)

#### NORTHEAST REGION

✉ [northeast.erp@amcustomercare.att-mail.com](mailto:northeast.erp@amcustomercare.att-mail.com)

#### SOUTH CENTRAL REGION

✉ [centralerp@amcustomercare.att-mail.com](mailto:centralerp@amcustomercare.att-mail.com)

#### SOUTHEAST REGION

✉ [erprequests@amcustomercare.att-mail.com](mailto:erprequests@amcustomercare.att-mail.com)

#### WEST REGION


✉ [westerp@amcustomercare.att-mail.com](mailto:westerp@amcustomercare.att-mail.com)

## CONTACT INFORMATION FOR AT&T BENEFITS ADMINISTRATORS





### Flexible Spending Accounts


#### SHPS


 SHPS Spending Accounts  
P.O. Box 34740  
Louisville, KY 40232-4740


→ [www.myshps.com](http://www.myshps.com)


 877-358-0302

 +1-502-267-3399 (international)

 800-952-0450 (hearing-impaired)

 866-643-2219

 Monday through Friday from  
7 a.m. to 7 p.m. Central time

 The IVR is available 24 hours  
a day, seven days a week.


**Important:** FSA excludes employees  
located in Puerto Rico.




### International Expatriate and Inpatriate Benefits


This is for medical, prescription drugs,  
dental and vision.


#### CIGNA International


 CIGNA International  
Expatriate Benefits  
P.O. Box 15050  
Wilmington, DE 19850 USA

The following numbers are available  
24 hours a day, seven days a week:

 800-441-2668 (If dialing  
internationally, use that country's  
AT&T Direct Access number.)

 302-797-3100 (Reverse charges  
are accepted.)

 800-243-6998 (If dialing  
internationally, use that country's  
AT&T Direct Access number.)

 302-797-3150

→ [www.cigna.com/expatriates](http://www.cigna.com/expatriates)


**Important:** Registration is required to  
use the member Web site. Secure mail is  
also available at this site.




### Leave of Absence


For information regarding leaves of  
absence, use the following resources  
in the order listed:

- Your immediate supervisor.
- Go to:
  - the HROneStop home page, and  
select Leaves of Absence in the  
Your Time and Attendance section.
- If you need additional information,  
contact HROneStop.


 888-722-1787


 Customer-care specialists are  
available Monday through Friday  
from 8 a.m. to 6 p.m. Central time.

#### **FOR: WIRELESS EMPLOYEES ONLY**

 **Nationwide Better Health**  
P.O. Box 183080  
Columbus, OH 43218-3080

 866-453-2837 (866-4LEAVES)

 You may request a leave 24 hours  
a day, seven days a week.


 Service associates are available  
Monday through Thursday from  
8 a.m. to 7 p.m. and Friday from  
8 a.m. to 5 p.m. Eastern time.

→ You can request a leave, check  
the status of the leave request  
and confirm a return to work  
online through the Time Off  
Planning System (TOPS) at  
[www.topsabsence.com/  
cingularwireless](http://www.topsabsence.com/cingularwireless).




### Life Insurance


#### AT&T Benefits Center


 100 Half Day Road  
P.O. Box 1474  
Lincolnshire, IL 60069-1474

→ <http://resources.hewitt.com/att>

 877-722-0020


 +1-847-883-0866 (international)

 Monday through Friday from  
7 a.m. to 7 p.m. Central time

 An interactive voice response  
(IVR) system is available 24 hours  
a day (except Sunday from  
1 a.m. to noon Central time and  
periodically during the week  
for a one-hour period between  
midnight and 5 a.m. for  
maintenance and updates).

**Important:** To access the Web site,  
you will need your AT&T Benefits Center  
user ID and password. To access the  
AT&T Benefits Center via the phone, you  
will need to provide the last four digits  
of your Social Security number, your  
date of birth and your AT&T Benefits  
Center password.

#### **FOR: LEGACY BELLSOUTH EMPLOYEES AND RETIREES ELIGIBLE FOR THE BELLSOUTH UNIVERSAL PLUS LIFE INSURANCE PLAN**

 GUL/GVUL  
Customer Service Division  
P.O. Box 8769  
Philadelphia, PA 19176

 800-562-9874

 800-764-1469

# CONTACT INFORMATION FOR AT&T BENEFITS ADMINISTRATORS



## Long-Term Care

### John Hancock Life Insurance Company

Group Long-Term Care Department  
B-6  
P.O. Box 111  
Boston, MA 02117

→ <http://att.jhancock.com>

800-247-3020

+1-617-572-0048 (international)

800-255-1808 (hearing-impaired)

Monday through Friday from  
7:30 a.m. to 5:30 p.m. Central time

**Important:** To log in to the member Web site, the username is T and the password is mybenefit.

### Metropolitan Life Insurance Company

**FOR:** LEGACY AT&T EMPLOYEES AND RETIREES WHO PARTICIPATE IN THE AT&T LONG-TERM CARE PLAN FOR MANAGEMENT EMPLOYEES, AT&T LONG-TERM CARE PLAN FOR OCCUPATIONAL EMPLOYEES OR AT&T LONG-TERM CARE PLAN FOR RETIRED EMPLOYEES

Metropolitan Life Insurance Co.  
Long-Term Care Group  
P.O. Box 937  
Westport, CT 06881-0937

800-438-6388

800-638-1004 (hearing-impaired)

Monday through Friday from  
7 a.m. to 10 p.m. Central time

→ [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)

**Important:** You will need to create a user ID and password to use the member Web site.



## Medical

For information regarding self-insured medical programs, see the contact information listed in this section of the SMM. For information regarding fully insured HMOs, please refer to the AT&T Umbrella Benefit Plan No. 1 SPD and SMMs for more information.

### Aetna

**FOR:** LEGACY AT&T AND LEGACY BELLSOUTH RETIRED BARGAINED EMPLOYEES, LEGACY AT&T MANAGEMENT EMPLOYEES WHO RETIRED BEFORE MARCH 1, 1990, AND LEGACY BELLSOUTH MANAGEMENT EMPLOYEES WHO RETIRED BEFORE JAN. 1, 1992

P.O. Box 981106  
El Paso, TX 79998-1106

800-288-8742 (POS, traditional indemnity and HMO Plans)

800-282-5366  
(Medicare Advantage)

800-238-6279 (Medicare Advantage — for medical services requiring precertification)

800-628-3323 (hearing-impaired)

800-556-1555 (NurseLine)

→ [www.aetna.com/docfind](http://www.aetna.com/docfind)  
(find available providers)

[www.aetna.com](http://www.aetna.com)

The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time.

### Blue Cross and Blue Shield of Alabama

**FOR:** LEGACY BELLSOUTH PARTICIPANTS IN ALABAMA ENROLLED IN THE POS PLAN

450 Riverchase Parkway East  
P.O. Box 830279  
Birmingham, AL 35283-0279

→ [www.bcbsal.com](http://www.bcbsal.com)

888-232-8927

800-248-2342 (for medical services requiring precertification)

The customer service center is available Monday through Friday from 7 a.m. to 5 p.m. Central time.

For medical services requiring precertification, the customer service center is available Monday through Friday from 8 a.m. to 5 p.m. Central time.

### Blue Cross and Blue Shield of Georgia

**FOR:** LEGACY AT&T BARGAINED POS PARTICIPANTS IN GEORGIA AND LEGACY BELLSOUTH PARTICIPANTS IN GEORGIA POS OR SELF-INSURED HMO

P.O. Box 9907  
Columbus, GA 31908-6007

→ [www.bcbsga.com](http://www.bcbsga.com)

800-628-3988

800-662-9023 (for medical services requiring precertification)

888-724-2583 (NurseLine)

The customer service center is available Monday through Friday from 8:30 a.m. to 6:30 p.m. Central time.

For medical services requiring precertification, the customer service center is available Monday through Friday from 8 a.m. to 5 p.m. Central time.


The NurseLine is available 24 hours a day, seven days a week.

During off hours, the IVR is available Monday through Friday from 7 a.m. to 8 p.m. and on Saturday from 8 a.m. to noon Central time.

## CONTACT INFORMATION FOR AT&T BENEFITS ADMINISTRATORS


### Blue Cross and Blue Shield of Illinois


**FOR:** LEGACY SBC CONSUMERWISE MEDICAL PLAN, AMERITECH COMPREHENSIVE HEALTH CARE PLAN – PPO/NON-PPO PLAN, LEGACY AT&T SELF-INSURED HMO PARTICIPANTS IN CALIFORNIA, ILLINOIS, IOWA, NEW JERSEY, NORTH CAROLINA OR UPGATE NEW YORK, LEGACY AT&T BARGAINED EMPLOYEES ENROLLED IN A POS IN ANY STATE (EXCEPT GEORGIA), LEGACY BELLSOUTH BARGAINED PARTICIPANTS ENROLLED IN THE PPO OR INDEMNITY PLANS, AND WIRELESS BARGAINED PARTICIPANTS ENROLLED IN THE BLUE ADVANTAGE EPO PLAN


 P.O. Box 1220  
Chicago, IL 60680-4112


 [www.bcbsil.com/att](http://www.bcbsil.com/att)


 800-621-7336


 800-621-0965 (for medical services requiring precertification)

 800-299-0274 (NurseLine)

 The customer service center is available Monday through Friday 7 a.m. to 7 p.m. Central time.


 For medical services requiring precertification, the customer service center is available Monday through Friday from 8 a.m. to 5 p.m. Central time.

 The NurseLine is available 24 hours a day, seven days a week.


 During off hours, the IVR is available Monday through Friday from 7 a.m. to 8 p.m. and on Saturday from 8 a.m. to noon Central time.


### Blue Cross and Blue Shield of South Carolina

**FOR:** LEGACY BELLSOUTH PARTICIPANTS IN SOUTH CAROLINA POS OR SELF-INSURED HMO

 BlueChoice HealthPlan  
P.O. Box 6170  
Columbia, SC 29260-6170

 [www.bluechoicesc.com](http://www.bluechoicesc.com)


 800-821-3023

 The customer service center is available Monday through Friday from 8:30 a.m. to midnight Eastern time.


### CIGNA

**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES AND LEGACY AT&T MANAGEMENT EMPLOYEES WHO RETIRED BEFORE MARCH 1, 1990, ENROLLED IN CIGNA POS, SELF-INSURED HMOS, PUERTO RICO PPO AND MEDICARE INDEMNITY PLANS


Claims address for all plans except Puerto Rico:


 CIGNA  
P.O. Box 5200  
Scranton, PA 18505-5200

Claims address for Puerto Rico:

 CIGNA  
P.O. Box 71203  
San Juan, PR 00936-8703

 [www.mycigna.com](http://www.mycigna.com)

 888-722-5505

 The customer service center is available Monday through Friday from 8 a.m. to 6 p.m. in each time zone, except on some holidays. The IVR and NurseLine are available 24 hours a day, seven days a week.

### Consumers' Medical Resource


**FOR:** LEGACY AT&T BARGAINED EMPLOYEES

 888-426-7435

 [www.consumersmedical.com](http://www.consumersmedical.com)


### Coventry Health Care


**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES IN KANSAS AND MISSOURI


 P.O. Box 7109  
London, KY 40742-7109

 [www.chckansas.com](http://www.chckansas.com)

 866-611-7337


 877-837-8914 (for medical services requiring pre-certification)

 For medical services requiring precertification, the customer service center is available Monday through Friday from 8 a.m. to 5 p.m. Central time.


 The customer service center is available Monday through Thursday from 8 a.m. to 6 p.m. and on Friday from 8 a.m. to 5 p.m. Central time.


### HealthAmerica

**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES IN PENNSYLVANIA

 P.O. Box 7088  
London, KY 40742-7088

 [www.healthamerica.cvty.com](http://www.healthamerica.cvty.com)


 800-735-4404

 800-207-1262 (hearing-impaired)


# CONTACT INFORMATION FOR AT&T BENEFITS ADMINISTRATORS

## HealthPartners


**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES IN IOWA, MINNESOTA, NORTH DAKOTA, SOUTH DAKOTA AND WISCONSIN


 P.O. Box 1309  
Minneapolis, MN 55440-1309


→ [www.healthpartners.com](http://www.healthpartners.com)


 800-883-2177

 888-850-4762 (hearing-impaired)

 612-339-3663 or 800-551-0859 (NurseLine)


 612-333-2229 or 800-845-9297 (BabyLine for new and expecting parents)

 952-883-5811 or 888-638-8787 (Personal Assistance Line for mental health/substance abuse concerns)


 The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The NurseLine is available evenings, weekends and holidays. The BabyLine is available 24 hours a day, seven days a week. The Personal Assistance Line is available Monday through Friday from 7:30 a.m. to 5 p.m. Central time.


## Humana


**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES IN FLORIDA, ILLINOIS, MISSOURI AND TEXAS, LEGACY BELLSOUTH BARGAINED EMPLOYEES AND RETIREES, AND LEGACY BELLSOUTH MANAGEMENT EMPLOYEES WHO RETIRED BEFORE JAN. 1, 1992, IN LOUISIANA


 Humana Claims Center  
P.O. Box 14601  
Lexington, KY 40512-4601


→ [www.humana.com](http://www.humana.com)

 877-227-8187

 866-396-8810 or 800-833-3301 (hearing-impaired) (Medicare-eligible only)


 800-523-0023 (for medical services requiring precertification)

 800-622-9529 (NurseLine for legacy BellSouth only)

 The customer service center is available Monday through Friday from 8 a.m. to 6 p.m. Central time. The NurseLine is available 24 hours a day, seven days a week.


## UnitedHealthcare


**FOR:** LEGACY SBC EMPLOYEES AND RETIREES AND ALL PARTICIPANTS IN THE AT&T MEDICAL PLAN


 P.O. Box 30557  
Salt Lake City, UT 84130-0557


→ [www.myuhc.com](http://www.myuhc.com) (for information on claims, benefits, explanation of benefits, ID cards or to search for hospitals, physicians, specialists and more)


 866-705-9767 (AT&T Medical Plan)


 877-506-7221 (network and non-network for all programs except the AT&T Medical Plan)


 877-921-7222 (outside network area, MPR and MEP for all programs except the AT&T Medical Plan)

 +1-877-246-8173 (international — all programs)


 877-449-6611 (hearing-impaired — all programs)

 The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time, except some holidays.


 For medical services requiring precertification, preauthorization or prenotification, the customer service center is available Monday through Friday from 8 a.m. to 5 p.m. Central time, except some holidays.

 The IVR and Optum NurseLine are available 24 hours a day, seven days a week.


**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES AND LEGACY AT&T MANAGEMENT EMPLOYEES AND RETIREES NOT IN THE AT&T MEDICAL PLAN


 P.O. Box 740800  
Atlanta, GA 30374-0800


→ [www.myuhc.com](http://www.myuhc.com) (for information on claims, benefits, explanation of benefits, ID cards or to search for hospitals, physicians, specialists and more)


 800-842-6562 (AT&T Choice, Choice Plus plans)


 800-334-2400 (indemnity plans)


 +1-877-246-8173 (international — all programs)

 877-449-6611 (hearing-impaired — all programs)

 800-424-4288 (for medical services requiring precertification, preauthorization or prenotification — all programs)


 The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time, except some holidays.

 For medical services requiring precertification, preauthorization or prenotification, the customer service center is available Monday through Friday from 8 a.m. to 5 p.m. Central time, except some holidays.


 The IVR and Optum NurseLine are available 24 hours a day, seven days a week.


## CONTACT INFORMATION FOR AT&T BENEFITS ADMINISTRATORS


**FOR: LEGACY BELLSOUTH BARGAINED EMPLOYEES AND RETIREES, AND LEGACY BELLSOUTH MANAGEMENT EMPLOYEES AND RETIREES NOT IN THE AT&T MEDICAL PLAN**

 P.O. Box 740800  
Atlanta, GA 30374-0800


→ [www.myuhc.com](http://www.myuhc.com) (for information on claims, benefits, explanation of benefits, ID cards or to search for hospitals, physicians, specialists and more)


 877-250-8180


 +1-877-246-8173 (international)

 877-449-6611 (hearing-impaired)


 877-360-4499 (Optum NurseLine)

 The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time, except some holidays.


 For medical services requiring precertification, preauthorization or prenotification, the customer service center is available Monday through Friday from 8 a.m. to 5 p.m. Central time, except some holidays.


 The IVR and Optum NurseLine are available 24 hours a day, seven days a week.


**FOR: WIRELESS BARGAINED EMPLOYEES AND RETIREES**


 P.O. Box 740800  
Atlanta, GA 30374-0816


→ [www.myuhc.com](http://www.myuhc.com) (for information on claims, benefits, explanation of benefits, ID cards or to search for hospitals, physicians, specialists and more)


 866-501-3068

 +1-877-246-8173 (international)

 877-449-6611 (hearing-impaired)

 The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time, except some holidays.

 For medical services requiring precertification, preauthorization or prenotification, the customer service center is available Monday through Friday from 8 a.m. to 5 p.m. Central time, except some holidays.


 The IVR and Optum NurseLine are available 24 hours a day, seven days a week.



### Mental Health, Chemical Dependency and Substance Abuse


#### ValueOptions

**FOR: LEGACY SBC EMPLOYEES AND RETIREES NOT IN THE AT&T MEDICAL PLAN OR THE AT&T CONSUMERWISE MEDICAL PROGRAM**

 P.O. Box 1860  
Latham, NY 12110


→ [www.achievesolutions.net/att](http://www.achievesolutions.net/att)

 800-554-6701

 The IVR is available 24 hours a day, seven days a week.


#### Blue Cross and Blue Shield of Illinois


**FOR: EMPLOYEES AND RETIREES IN THE AT&T CONSUMERWISE MEDICAL PROGRAM AND WIRELESS BARGAINED PARTICIPANTS ENROLLED IN THE BLUE ADVANTAGE EPO PLAN**


 P.O. Box 1220  
Chicago, IL 60680-4112

→ [www.bcbsil.com/att](http://www.bcbsil.com/att)

 800-621-7336


 The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time.

 800-851-7498 (precertification for inpatient medical care)


 The precertification help line is available Monday through Friday from 8 a.m. to 5 p.m. Central time.


#### United Behavioral Health


**FOR: EMPLOYEES AND RETIREES IN THE AT&T MEDICAL PLAN**


 P.O. Box 30755  
Salt Lake City, UT 84130-0755


→ [www.liveandworkwell.com](http://www.liveandworkwell.com)

 866-705-9767


 +1-877-246-8173 (international)

 877-449-6611 (hearing-impaired)


 The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time, except some holidays.


 The IVR is available 24 hours a day, seven days a week.


**FOR: EMPLOYEES AND RETIREES OF LEGACY BELLSOUTH IN THE UNITED CHOICE EPO**


 P.O. Box 30755  
Salt Lake City, UT 84130-0755

→ [www.liveandworkwell.com](http://www.liveandworkwell.com)

 877-250-8180


 877-449-6611 (hearing-impaired)

 The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time, except some holidays.

 The IVR is available 24 hours a day, seven days a week.


## CONTACT INFORMATION FOR AT&T BENEFITS ADMINISTRATORS


**FOR: LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES (EXCLUDING THOSE IN THE AT&T OF PUERTO RICO INC. GROUP HEALTH COVERAGE PLAN) AND LEGACY AT&T MANAGEMENT EMPLOYEES WHO RETIRED BEFORE MARCH 1, 1990**

 P.O. Box 30755  
Salt Lake City, UT 84130-0755

→ [www.liveandworkwell.com](http://www.liveandworkwell.com)


 800-695-0090

 800-695-5526 (hearing-impaired)

 The IVR is available 24 hours a day, seven days a week.


### CIGNA Behavioral Health


**FOR: LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES IN THE AT&T OF PUERTO RICO INC. GROUP HEALTH COVERAGE PLAN**

 P.O. Box 4627  
Eden Prairie, MN 55344-6270

→ [www.mycigna.com](http://www.mycigna.com)

 800-443-6732

 The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time, except some holidays.


 The IVR is available 24 hours a day, seven days a week.


### Magellan Behavioral Health


**FOR: EMPLOYEES AND RETIREES OF LEGACY BELLSOUTH NOT IN THE AT&T MEDICAL PLAN OR THE UNITED CHOICE EPO AND WIRELESS BARGAINED EMPLOYEES AND RETIREES**


 Magellan Behavioral Health  
P.O. Box 1099  
Maryland Heights, MO 63043

→ [www.magellanassist.com](http://www.magellanassist.com)

 800-984-9135

 877-342-6815 (hearing-impaired)


 The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time.

 The IVR is available 24 hours a day, seven days a week.




### Pension

#### Fidelity Service Center


 P.O. Box 770003  
Cincinnati, OH 45277-0065


→ [www.netbenefits.fidelity.com](http://www.netbenefits.fidelity.com)

 800-416-2363

 Dial your country's toll-free AT&T Direct Access number, then enter 800-416-2363 (international).

 888-343-0860 (hearing-impaired)


 Monday through Friday from 7:30 a.m. to 11 p.m. Central time

 The IVR is available 24 hours a day, seven days a week.

**Important:** You will need your Fidelity Service Center PIN and Social Security number/customer ID to access the Fidelity NetBenefits Web site or IVR or to speak to a service associate.


#### AT&T Pension Service Center (PSC)


**FOR: LEGACY AT&T ACTIVE AND RETIRED EMPLOYEES**

 AT&T Pension Service Center  
P.O. Box 770  
Arlington Heights, IL 60006-0770

 800-736-7779

 888-736-5500 (hearing-impaired)

 To contact the PSC from international locations without 800-number access, call the PSC direct or collect at 847-806-1101.

 PSC representatives will be available Monday through Friday from 8 a.m. to 5 p.m. Central time.

 [pensionquest@aoncons.com](mailto:pensionquest@aoncons.com)

→ <https://www.attpsc.com>


**Important:** You will need your AT&T HRID and password to use the Web site.

#### AT&T Benefits Center


**FOR: LEGACY BELLSOUTH ACTIVE AND RETIRED EMPLOYEES (EXCEPT BARGAINED EMPLOYEES OF STEVENS GRAPHICS, INC.)**


 AT&T Benefits Center  
P.O. Box 785038  
Orlando, FL 32878-5038

→ <http://resources.hewitt.com/att>

 877-722-0020

 +1-847-883-0866 (international)

 Monday through Friday from 9 a.m. to 5 p.m. Eastern time

 An interactive voice response (IVR) system is available 24 hours a day (except Sunday from 1 a.m. to noon Central time and, periodically, during the week for a one-hour period between midnight and 5 a.m. for maintenance and updates).

**Important:** To access the Web site, you will need your AT&T Benefits Center user ID and password. To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.


## CONTACT INFORMATION FOR AT&T BENEFITS ADMINISTRATORS


### GCIU – Employee Retirement Fund


**FOR:** BARGAINED EMPLOYEES OF STEVENS GRAPHICS, INC. – LOCAL 121C

 GCIU – Employee Retirement Fund  
13191 Crossroads Parkway,  
Northwest, Suite 205  
City of Industry, CA 91746-3434

→ [www.gciu-erf.org](http://www.gciu-erf.org)


 800-322-1489


 562-463-5993


 Monday through Friday from  
8:30 a.m. to 4:30 p.m. Pacific time


### Graphic Arts Industry Joint Pension Trust

**FOR:** BARGAINED EMPLOYEES OF STEVENS GRAPHICS, INC. – LOCAL 540M

 Graphic Arts Industry  
Joint Pension Trust  
P.O. Box 96160  
Washington, DC 20090-6160

 202-466-2507


 202-530-1210

 Monday through Friday from  
9 a.m. to 5 p.m. Eastern time





### Prescription Drugs


### Caremark


 AT&T Dedicated Unit  
P.O. Box 686005  
San Antonio, TX 78268-6005

→ [www.caremark.com](http://www.caremark.com)

 800-378-8851

 800-231-4403 (hearing-impaired)

 Monday through Friday from  
7 a.m. to 11 p.m. and Saturday  
from 7 a.m. to 5 p.m. Central time,  
except some holidays

 The IVR is available 24 hours a day,  
seven days a week.


**Important:** To access the member Web site, you must be a registered user and will need your username and password. If you're not registered, select Not Registered and follow the instructions listed. The group code is ATTRX.

To access the IVR or to speak to a service associate, you will need the Caremark ID or Social Security number of the primary member.


If you have a claim or wish to use the mail-service program, claim forms and/or mail-service order forms are available via the Web site or by phone. Mailing addresses are listed on the form.


### Medco Health


**FOR:** LEGACY BELLSOUTH BARGAINED EMPLOYEES AND RETIREES (EXCEPT BARGAINED EMPLOYEES AND RETIREES OF STEVENS GRAPHICS, INC. HIRED AFTER DEC. 22, 2007), AND LEGACY BELLSOUTH MANAGEMENT EMPLOYEES HIRED BEFORE DEC. 16, 2007

 Medco Health  
8111 Royal Ridge Parkway  
Irving, TX 75063

→ [www.medco.com](http://www.medco.com)

 877-797-7472


 800-759-1089 (hearing-impaired)

 The customer service center is available 24 hours a day, seven days a week. It is closed Thanksgiving and Christmas.




### Savings and Security Plans


#### Fidelity Service Center


 P.O. Box 770003  
Cincinnati, OH 45277-0065

→ [www.netbenefits.fidelity.com](http://www.netbenefits.fidelity.com)

 800-416-2363


 Dial your country's toll-free  
Direct Access number, then enter  
800-416-2363 (international).

 800-610-4015 (hearing-impaired)


 Monday through Friday from  
7:30 a.m. to 11 p.m. Central time,  
except some holidays


#### Scarborough Alliance Corporation


**FOR:** BARGAINED EMPLOYEES OF SBC GLOBAL SERVICES INC. LOCAL 21 WHO PARTICIPATE IN THE SCARBOROUGH SAVINGS PLAN

 Scarborough Alliance Corporation  
1 Bridge St., Suite 70  
Irvington, NY, 10533

→ [www.scarboroughalliance.com](http://www.scarboroughalliance.com)


 800-223-7608

 914-591-8801

 Monday through Friday from  
9 a.m. to 5 p.m. Eastern time


#### Local 121 Money Purchase Plan


**FOR:** BARGAINED EMPLOYEES OF STEVENS GRAPHICS, INC.


 The Stevens Graphics, Inc. –  
Local 121 Money Purchase Plan  
713 RD Abernathy Blvd. SW  
Atlanta, GA 30310

→ [www.benefits.ml.com](http://www.benefits.ml.com)

 800-229-9040

 800-637-1217 (hearing-impaired)

 609-274-0333

 Monday through Friday from  
8 a.m. to 7 p.m. Eastern time

## CONTACT INFORMATION FOR AT&T BENEFITS ADMINISTRATORS



### Stock Options

#### Merrill Lynch

→ [www.benefits.ml.com](http://www.benefits.ml.com)

☎ 888-722-6767

☎ +1-609-818-8849 (international)

🕒 Available 24 hours a day, seven days a week

**Important:** No person has been authorized to give any information or to make representations other than those contained in the Plan Prospectus.

To access the Web site, you will need your Merrill Lynch PIN. Call Merrill Lynch for PIN reset, if needed.



### Vision

#### Vision Service Plan

📄 P.O. Box 997105  
Sacramento, CA 95899-7105

→ [www.vsp.com](http://www.vsp.com)

☎ 866-221-8372

☎ 800-428-4833 (hearing-impaired)

🕒 The IVR is available 24 hours a day, seven days a week.

🕒 Service associates are available Monday through Friday from 7 a.m. to 9 p.m. and Saturday from 8 a.m. to 4:30 p.m. Central time.

### EyeMed Vision Care

**FOR:** LEGACY AT&T ACTIVE BARGAINED EMPLOYEES

📄 EyeMed Vision Care  
Attn: Claims Department  
P.O. Box 8504  
Mason, OH 45040-7111

☎ 800-638-4288

☎ 866-308-5375 (hearing-impaired)

→ [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com)

🕒 The IVR is available 24 hours a day, seven days a week (except during days that require scheduled maintenance — between midnight and 2 a.m.).

🕒 Service associates are available Monday through Saturday from 7 a.m. to 10 p.m. and Sunday 10 a.m. to 7 p.m. Central time.

### Spectera

**FOR:** LEGACY BELLSOUTH ACTIVE BARGAINED EMPLOYEES

📄 Spectera  
2811 Lord Baltimore Drive  
Baltimore, MD 21244-2644

☎ 800-638-3120

☎ 800-524-3157 (hearing-impaired)

→ [www.spectera.com](http://www.spectera.com)

🕒 The IVR is available 24 hours a day, seven days a week.

🕒 Service associates are available Monday through Friday from 8 a.m. to 11 p.m. and Saturday 9 a.m. to 6:30 p.m. Eastern time.

**Important:** To access the Web site, you will need your member ID and your date of birth.



### Voluntary Benefits

#### Marsh Voluntary Benefits

→ [www.personal-plans.com/att](http://www.personal-plans.com/att)

☎ 866-909-5149

🕒 Monday through Friday from 7 a.m. to 5 p.m. Central time

**Important:** Only active and retired management employees and Wireless bargained employees are eligible for Voluntary Benefits.



### Work/Life Program

#### LifeCare

→ [www.lifecare.com](http://www.lifecare.com)

☎ 800-873-4636

🕒 Available 24 hours a day, seven days a week

**Important:** When you log on to the member Web site, create a username and use the password att.

## REQUESTS FOR COPIES OF DOCUMENTS

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If you would like a summary plan description (SPD), a summary of material modifications (SMM) or a printed policy, please:

- Visit one of the following administrators directly at the addresses below.
- Go to the Your Benefits section of HROneStop at <http://hronestop.att.com>, which provides access to administrators' Web sites.
- Go to the Your Benefits section of <http://access.att.com> (AT&T's secure Internet site for employees and retirees) for benefits information at home.


### AT&T Benefits Center

For any of the following plans, you may access the AT&T Benefits Center Web site or call the AT&T Benefits Center:


- Adoption Reimbursement
- CarePlus and MedPlus
- Commuter Benefit
- Dental
- Disability
- Employee Assistance Plans
- Flexible Spending Accounts
- Group Legal Plans (legacy AT&T bargained employees only)
- Group Life Insurance
- Long-Term Care
- Medical (including prescription drugs)
- Vision


 AT&T Benefits Center  
100 Half Day Road  
P.O. Box 1474  
Lincolnshire, IL 60069-1474

→ <http://resources.hewitt.com/att>

 877-722-0020

 +1-847-883-0866 (international)

 Monday through Friday from 7 a.m. to 7 p.m. Central time

 An interactive voice response (IVR) system is available 24 hours a day (except Sunday from 1 a.m. to noon Central time and, periodically, during the week for a one-hour period between midnight and 5 a.m. for maintenance and updates).

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**Important:** To access the Web site, you will need your AT&T Benefits Center user ID and password. To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.

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### Pension


If you would like an SPD or SMM for a pension plan, you may access the appropriate Web site or call the service center:


### Fidelity Service Center


 P.O. Box 770003  
Cincinnati, OH 45277-0065


→ [www.netbenefits.fidelity.com](http://www.netbenefits.fidelity.com)

 800-416-2363

 Dial your country's toll-free AT&T Direct Access number, then enter 800-416-2363 (international).

 888-343-0860 (hearing-impaired)

 Monday through Friday from 7:30 a.m. to 11 p.m. Central time

 The automated voice response system is available 24 hours a day, seven days a week.

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**Important:** You will need your Fidelity Service Center PIN and Social Security number/customer ID to access the Fidelity NetBenefits Web site or IVR or to speak to a service associate.

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### HROneStop

**FOR: LEGACY AT&T ACTIVE AND RETIRED EMPLOYEES**


Go to the Your Benefits section of HROneStop at <http://hronestop.att.com> or the Your Benefits section of <http://access.att.com> (AT&T's secure Internet site for employees and retirees) for benefits information at home.

### AT&T Benefits Center


**FOR: LEGACY BELLSOUTH ACTIVE AND RETIRED EMPLOYEES**


 AT&T Benefits Center  
P.O. Box 785038  
Orlando, FL 32878-5038

→ <http://resources.hewitt.com/att>

 877-722-0020

 +1-847-883-0866 (international)

 Monday through Friday from 9 a.m. to 5 p.m. Eastern time

 The automated voice response system is available 24 hours a day, seven days a week.

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**Important:** To access the Web site, you will need your AT&T Benefits Center user ID and password. To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.

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## REQUESTS FOR COPIES OF DOCUMENTS

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### Savings and Security Plans




If you would like an SPD or SMM for a savings and security plan, you may access the appropriate Web site or call the service center.

#### Fidelity Service Center

-  P.O. Box 770003  
Cincinnati, OH 45277-0065
-  [www.netbenefits.fidelity.com](http://www.netbenefits.fidelity.com)
-  800-416-2363
-  Dial your country's toll-free Direct Access number, then enter 800-416-2363 (international).
-  800-610-4015 (hearing-impaired)
-  Monday through Friday from 7:30 a.m. to 11 p.m. Central time, except some holidays

### Scarborough Alliance Corporation

**FOR: BARGAINED EMPLOYEES OF SBC GLOBAL SERVICES INC. LOCAL 21 WHO PARTICIPATE IN THE SCARBOROUGH SAVINGS PLAN**

-  Scarborough Alliance Corporation  
1 Bridge St., Suite 70  
Irvington, NY, 10533
-  800-223-7608
-  Monday through Friday from 9 a.m. to 5 p.m. Eastern time

### Benefits Not Specifically Listed

If you would like to request information for all other programs, concessions or plans, please contact the particular administrator listed in the "Contact Information for AT&T Benefits Administrators" section beginning on page 8 for more information.

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**Note:** Bargained employees of Stevens Graphics, Inc. should contact their Employee Relations Manager (ERM) for information regarding the Stevens Graphics, Inc. – Local 121 Money Purchase Plan.

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### HMOs


If you would like to request an Evidence of Coverage of the provisions of an HMO in which you are enrolled, contact the HMO directly. Please see the "Medical" section beginning on page 11 or the Umbrella Benefit Plan No. 1 SPD and SMMs for more information.

### Bargaining Agreements

If you would like to request a copy of the collective bargaining agreement that covers you, please contact your immediate supervisor or write to the address in the "Official Plan or Program Documents" section below.

### Official Plan or Program Documents

If you wish to request copies of ERISA plan or program documents — or other documents under which an ERISA plan or program is established or operated — you must send your request in writing to:

-  AT&T Inc.  
P.O. Box 29690  
San Antonio, TX 78229

## FILING CLAIMS AND APPEALS

This section of the SMM only applies to ERISA plans and programs. See Appendix A for more details.

Unless your provider submits the claim for you, claims for benefits must be mailed to the applicable claims administrator for the program in which you are enrolled at the addresses listed below. However, Urgent Care medical claims that require expedited action may be initiated by calling the number for your claims administrator listed below.


If your claim is denied, ERISA requires you to exhaust administrative remedies, including filing an appeal of the claim denial before you commence a lawsuit. Some claims administrators have a different address to file an appeal of a denied claim. If so, the appeal address is also listed below.

Administrative remedies are considered to be exhausted either when your appeal is denied or when the claims administrator fails to issue a decision on your appeal before the end of the time frames described in the applicable SPD or SMM.

If you wish to file a written claim or a written appeal of a denied claim for benefits, use the appropriate address below.




### Beneficiary Designations and Survivor Benefits

 Beneficiary Designation Administrator  
Fidelity Service Center  
P.O. Box 770003  
Cincinnati, OH 45277-1060




### CarePlus and MedPlus

#### Claims incurred in the United States:

 AT&T CarePlus Plan/Cingular Wireless MedPlus Plan  
P.O. Box 30571  
Salt Lake City, UT 84130-0571

#### Claims incurred outside the United States:


 UnitedHealthcare International Claims  
P.O. Box 740817  
Atlanta, GA 30374

#### Appeals:

 UnitedHealthcare  
Attn: Appeals – AT&T CarePlus Plan/Cingular Wireless MedPlus Plan Coordinator  
P.O. Box 740816  
Atlanta, GA 30374-0816




### Dental


 AT&T Dental Service Center  
P.O. Box 188040  
Chattanooga, TN 37422



### Disability (Short-Term and Long-Term), Workers' Compensation and Job Accommodations


#### Written claims for benefits under the program may be sent to:

 AT&T Integrated Disability Service Center  
P.O. Box 14627  
Lexington, KY 40512-4627

 866-224-4627


#### Appeals of denied disability claims:


 AT&T Integrated Disability Service Center  
Quality Review Unit  
P.O. Box 14626  
Lexington, KY 40512-4626

 866-224-4627


#### FOR: WIRELESS EMPLOYEES ONLY

#### Written claims for benefits under the program may be sent to:


 Nationwide Better Health  
P.O. Box 183080  
Columbus, OH 43218-3080


 877-389-1009

#### Overnight mail:

 Nationwide Better Health  
MR-07-15  
215 N. Front St.  
Columbus, OH 43215


#### Appeals of denied disability claims:


 Nationwide Better Health  
Attn: AT&T Mobility Appeals Manager  
P.O. Box 183080  
Columbus, OH 43218-3080

 877-389-1009

#### FOR: LEGACY SBC EAST EMPLOYEES ONLY

**Written claims for Supplemental Long-Term Disability Benefits under the AT&T East Disability Benefits Program must be sent to the carrier of the insurance policy under which the particular claimant is covered as follows:**

 UNUM - The Benefits Center  
P.O. Box 100158  
Columbia, SC 29202-3158

 Metropolitan Life Insurance Company  
P.O. Box 14590  
Lexington, KY 40511-4590


## FILING CLAIMS AND APPEALS





### Eligibility for Health & Welfare Benefit Plans

This is for FSA, medical, dental, life insurance, long-term care and vision.

 AT&T Benefits Center  
Benefit Determination Review Team  
P.O. Box 1407  
Lincolnshire, IL 60069-1407

 Urgent Care claims regarding eligibility that require expedited action may be initiated by calling 877-722-0020 or +1-847-883-0866 (international).

 Monday through Friday from 7 a.m. to 7 p.m. Central time

 847-554-1397


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**Important:** To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.

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### Employee Assistance Plan/Employee and Family Assistance Program

 AT&T Inc.  
P.O. Box 29690  
San Antonio, TX 78229




### Flexible Spending Accounts

 SHPS  
FSA Processing  
P.O. Box 14646  
Lexington, KY 40512



### International Expatriate and Inpatient Benefits

This is for medical, prescription drugs, dental and vision.


 CIGNA International  
Expatriate Benefits  
P.O. Box 15050  
Wilmington, DE 19850 USA



### Life Insurance


**FOR:** LEGACY SBC EMPLOYEES, LEGACY AT&T ACTIVE MANAGERS AND MANAGERS WHO RETIRED ON OR AFTER JAN. 1, 2007, AND LEGACY BELLSOUTH AND WIRELESS ACTIVE MANAGERS AND MANAGERS WHO RETIRED ON OR AFTER JAN. 1, 2008:

**Claims that an Evidence of Insurability (EOI) has been denied:**

 MetLife Statement of Health Unit  
P.O. Box 14089  
Lexington, KY 40512-4069


 859-225-7909

**Claims of Life Insurance, Accidental Death and Dismemberment (AD&D) or Accelerated Death Benefit (except a Basic Life Insurance Claim or Accelerated Death Benefit Claim of Basic Life Insurance for retirees of the Ohio Bell Telephone Company) that have been denied:**


 MetLife Customer Service Unit  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

 800-638-6420, ext. 6837

**Claims of Basic Life Insurance or Accelerated Death Benefits of Basic Life Insurance for retirees of the Ohio Bell Telephone Company that have been denied:**


 Prudential Group Life  
Claims Division  
P.O. Box 8517  
Philadelphia, PA 19176


 800-524-0542

 888-227-6764


**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND MANAGERS WHO RETIRED BEFORE JAN. 1, 2007:


**Claims of Life Insurance, Accidental Death and Dismemberment or Accelerated Death Benefit that have been denied:**

 MetLife Customer Service Unit  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

 800-638-6420, ext. 6837

**Claims of Special Accidental Loss Insurance that have been denied:**

 AIG Claim Services, Inc.  
Accident and Health Division  
Claims Department  
P.O. Box 15701  
Wilmington, DE 19850-5701


 800-551-0824


 302-661-8959


## FILING CLAIMS AND APPEALS

**FOR:** LEGACY BELLSOUTH AND WIRELESS BARGAINED EMPLOYEES AND MANAGERS WHO RETIRED BEFORE JAN. 1, 2008, AND LEGACY BELLSOUTH EMPLOYEES AND RETIREES ELIGIBLE FOR THE BELLSOUTH UNIVERSAL PLUS LIFE INSURANCE PLAN:


**Claims of Life Insurance, Accidental Death and Dismemberment or Accelerated Death Benefit that have been denied:**


 Prudential Group Life  
Claims Division  
P.O. Box 8517  
Philadelphia, PA 19176

 800-524-0542

 888-227-6764


**Claims that an Evidence of Insurability (EOI) has been denied:**

 Prudential Group Medical  
Underwriting Division  
P.O. Box 8796  
Philadelphia, PA 19176

 877-605-6671



### Long-Term Care

 John Hancock Life Insurance  
Company  
Group Long-Term Care  
Department, B-6  
Attn: Claim Unit  
P.O. Box 111  
Boston, MA 02117

**FOR:** LEGACY AT&T EMPLOYEES AND RETIREES WHO PARTICIPATE IN THE AT&T LONG-TERM CARE PLAN FOR MANAGEMENT EMPLOYEES, AT&T LONG-TERM CARE PLAN FOR OCCUPATIONAL EMPLOYEES OR AT&T LONG-TERM CARE PLAN FOR RETIRED EMPLOYEES

 Metropolitan Life Insurance  
Company  
Long-Term Care Group  
P.O. Box 937  
Westport, CT 06881-0937




### Medical


For information regarding self-insured medical programs, see the contact information listed in this section of the SMM. For information regarding fully insured HMOs, please refer to the Umbrella Benefit Plan No. 1 SPD and SMMs.

#### Aetna

**FOR:** LEGACY BELLSOUTH BARGAINED EMPLOYEES AND RETIREES, LEGACY BELLSOUTH MANAGERS WHO RETIRED BEFORE JAN. 1, 1992, AND LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES AGED 65 OR YOUNGER ENROLLED IN AETNA INDEMNITY, POS AND HMO PLANS (INCLUDING EPO PLANS FOR SERVICES THROUGH DEC. 31, 2007, IN NEW JERSEY, THE WASHINGTON, D.C., AREA OR GEORGIA)

 Aetna  
P.O. Box 981106  
El Paso, TX 79998-1106


**FOR:** LEGACY AT&T AND LEGACY BELLSOUTH BARGAINED RETIREES, LEGACY AT&T MANAGEMENT EMPLOYEES WHO RETIRED BEFORE MARCH 1, 1990, AND LEGACY BELLSOUTH MANAGEMENT EMPLOYEES WHO RETIRED BEFORE JAN. 1, 1992, WHO ARE MEDICARE-ELIGIBLE AND ENROLLED IN AETNA MEDICARE ADVANTAGE

 Aetna  
P.O. Box 981107  
El Paso, TX 79998-1107

### Blue Cross and Blue Shield of Alabama

**FOR:** LEGACY BELLSOUTH PARTICIPANTS IN ALABAMA ENROLLED IN THE POS PLAN

**Claims:**

 Aetna  
Blue Cross and Blue Shield  
of Alabama  
450 Riverchase Parkway East  
Birmingham, AL 35244-2858


**Appeals:**

 Aetna  
Blue Cross and Blue Shield  
of Alabama  
Attn: BellSouth Appeals  
Coordinator  
P.O. Box 13126  
Birmingham, AL 35202-3126


### Blue Cross and Blue Shield of Georgia


**FOR:** LEGACY AT&T BARGAINED EMPLOYEES IN GEORGIA ENROLLED IN A POS AND LEGACY BELLSOUTH BARGAINED PARTICIPANTS ENROLLED IN POS OR SELF-INSURED HMO

**Claims:**

 P.O. Box 9907  
Columbus, GA 31908-6007

**Appeals:**


 BCBS-GA  
Attn: Appeal  
P.O. Box 9907  
Columbus, GA 31908

 877-868-7950  
Attn: Appeals

## Blue Cross and Blue Shield of Illinois


**FOR:** LEGACY SBC EMPLOYEES ENROLLED IN THE AT&T CONSUMERWISE MEDICAL PLAN AND THE AMERITECH COMPREHENSIVE HEALTH CARE PLAN – PPO/NON-PPO PLAN; LEGACY AT&T EMPLOYEES IN CALIFORNIA, ILLINOIS, IOWA, NEW JERSEY, NORTH CAROLINA OR UPSTATE NEW YORK AND ENROLLED IN A SELF-INSURED HMO; LEGACY AT&T BARGAINED EMPLOYEES ENROLLED IN A POS IN ANY STATE (EXCEPT GEORGIA); LEGACY BELLSOUTH BARGAINED PARTICIPANTS ENROLLED IN THE PPO OR INDEMNITY PLANS; AND WIRELESS BARGAINED PARTICIPANTS ENROLLED IN THE BLUEADVANTAGE EPO PLAN

### Claims:

 P.O. Box 1220  
Chicago, IL 60680-4112

 800-621-7336


### Appeals:

 Attn: Member Appeal  
3405 Liberty Drive  
Springfield, IL 62704


## Blue Cross and Blue Shield of South Carolina

**FOR:** LEGACY BELLSOUTH PARTICIPANTS IN SOUTH CAROLINA POS OR SELF-INSURED HMO

### Claims:

 BlueChoice HealthPlan  
P.O. Box 6170  
Columbia, SC 29260-6170


### Appeals:

 BlueChoice HealthPlan -  
Appeals Department  
Mail Code AX-325  
P.O. Box 6170  
Columbia, SC 29260-6170


## CIGNA

**FOR:** LEGACY AT&T AND LEGACY BELLSOUTH BARGAINED EMPLOYEES AND RETIREES, LEGACY AT&T MANAGEMENT EMPLOYEES WHO RETIRED BEFORE MARCH 1, 1990, AND LEGACY BELLSOUTH MANAGEMENT EMPLOYEES WHO RETIRED BEFORE JAN. 1, 1992, ENROLLED IN CIGNA POS, SELF-INSURED HMOs, PUERTO RICO PPO, AND MEDICARE INDEMNITY PLANS


### For all plans except Puerto Rico:

 CIGNA  
P.O. Box 5200  
Scranton, PA 18505-5200

### For Puerto Rico, except mental health/ substance abuse:


 CIGNA  
P.O. Box 71203  
San Juan, PR 00936-8703

### Claim appeals for all medical plans, including Puerto Rico:

 CIGNA Healthcare Appeals  
P.O. Box 5225  
Scranton, PA 18505-5225


## Coventry Health Care

**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES WHO ARE ENROLLED IN A COVENTRY HEALTH CARE HMO

 Coventry Health Care  
P.O. Box 7109  
London, KY 40742-7109


## HealthAmerica

**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES WHO ARE ENROLLED IN A HEALTHAMERICA HMO

 HealthAmerica  
P.O. Box 7088  
London, KY 40742-7088

## HealthPartners


**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES WHO ARE ENROLLED IN A HEALTHPARTNERS HMO

 HealthPartners  
P.O. Box 1309  
Minneapolis, MN 55440-1309


## Humana

**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES, LEGACY BELLSOUTH BARGAINED EMPLOYEES, AND LEGACY BELLSOUTH RETIREES WHO ARE ENROLLED IN A HUMANA HMO

### Claims:

 Humana  
P.O. Box 14601  
Lexington, KY 40512


### Appeals:

 Humana Insurance Company  
Grievance and Appeals  
Department  
P.O. Box 14546  
Lexington, KY 40512


## UnitedHealthcare

### Claims incurred in the United States:


**FOR:** ALL PARTICIPANTS IN THE AT&T MEDICAL PLAN, ALL LEGACY SBC EMPLOYEES AND RETIREES, ALL LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES, AND LEGACY AT&T MANAGEMENT EMPLOYEES AND RETIREES NOT IN THE AT&T MEDICAL PLAN

 UnitedHealthcare  
P.O. Box 30557  
Salt Lake City, UT 84130-0557

**FOR:** LEGACY BELLSOUTH BARGAINED EMPLOYEES AND RETIREES AND LEGACY BELLSOUTH MANAGEMENT EMPLOYEES AND RETIREES NOT IN THE AT&T MEDICAL PLAN


 UnitedHealthcare  
P.O. Box 740800  
Atlanta, GA 30374-0800

**FOR:** WIRELESS BARGAINED EMPLOYEES AND RETIREES AND WIRELESS MANAGEMENT EMPLOYEES AND RETIREES NOT IN THE AT&T MEDICAL PLAN

 UnitedHealthcare  
P.O. Box 740800  
Atlanta, GA 30374-0816


# FILING CLAIMS AND APPEALS

## Claims incurred outside the United States (all programs):


 UnitedHealthcare  
International Claims  
P.O. Box 740817  
Atlanta, GA 30374

### Appeals:

**FOR:** ALL PARTICIPANTS IN THE AT&T MEDICAL PLAN, ALL LEGACY SBC EMPLOYEES AND RETIREES, ALL LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES, AND LEGACY AT&T MANAGEMENT EMPLOYEES AND RETIREES NOT IN THE AT&T MEDICAL PLAN

 UnitedHealthcare  
Attn: Appeals  
P.O. Box 740816  
Atlanta, GA 30374-0816

### For all other participants

 UnitedHealthcare  
P.O. Box 30432  
Salt Lake City, UT 84130-0432




**Mental Health, Chemical Dependency and Substance Abuse**


## ValueOptions

**FOR:** LEGACY SBC EMPLOYEES AND RETIREES NOT IN THE AT&T MEDICAL PLAN OR THE AT&T CONSUMERWISE MEDICAL PROGRAM

### Claims:

 P.O. Box 1860  
Latham, NY 12110


### Appeals:

 Attn: AT&T Appeals  
P.O. Box 3207  
Coppell, TX 75019

## Blue Cross and Blue Shield of Illinois


**FOR:** EMPLOYEES AND RETIREES IN THE AT&T CONSUMERWISE MEDICAL PROGRAM AND THE WIRELESS BARGAINED PARTICIPANTS ENROLLED IN BLUEADVANTAGE EPO

### Claims:

 P.O. Box 1220  
Chicago, IL 60680-4112

 800-621-7336


### Appeals:

 Attn: Member Appeal  
3405 Liberty Drive  
Springfield, IL 62704


## United Behavioral Health

**FOR:** EMPLOYEES AND RETIREES IN THE AT&T MEDICAL PLAN OR UNITED CHOICE EPO, LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES (EXCLUDING THOSE IN THE AT&T OF PUERTO RICO INC. GROUP HEALTH COVERAGE PLAN), AND LEGACY AT&T MANAGERS WHO RETIRED BEFORE MARCH 1, 1990

### Claims:

 United Behavioral Health  
P.O. Box 30755  
Salt Lake City, UT 84130-0755


### Appeals:

 Appeals and Complaints Unit  
P.O. Box 32040  
Oakland, CA 94604


## CIGNA Behavioral Health

**FOR:** LEGACY AT&T BARGAINED EMPLOYEES AND RETIREES IN THE AT&T OF PUERTO RICO INC. GROUP HEALTH COVERAGE PLAN

### Claims:

 P.O. Box 4627  
Eden Prairie, MN 55344-6270

### Appeals:

 Central Appeals Unit  
P.O. Box 46090  
Eden Prairie, MN 55344


## Magellan

**FOR:** LEGACY BELLSOUTH BARGAINED EMPLOYEES AND RETIREES (EXCEPT BARGAINED EMPLOYEES OF STEVENS GRAPHICS INC.), WIRELESS BARGAINED EMPLOYEES AND RETIREES, AND LEGACY BELLSOUTH MANAGERS WHO RETIRED BEFORE JAN. 1, 1992, NOT IN THE UNITED CHOICE EPO

### Claims:


 Magellan Behavioral Health  
P.O. Box 1099  
Maryland Heights, MO 63043

### Appeals:

 Magellan Health Services – Appeals  
P.O. Box 1619  
Alpharetta, GA 30009



**Net Credited Service**

 Fidelity Service Center  
Benefits Plan Administrator  
P.O. Box 770003  
Cincinnati, OH 45277-1060

**FOR:** LEGACY AT&T EMPLOYEES WHO PARTICIPATE IN THE AT&T LEGACY MANAGEMENT PROGRAM OR AT&T PENSION PLAN

 AT&T Pension Plan Administrator  
c/o Aon Consulting  
270 Davidson Ave.  
Somerset, NJ 08873

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**Important:** If you are a legacy AT&T employee who does not participate in the AT&T Legacy Management Program or AT&T Pension Plan, contact your local Human Resources Department for questions regarding your net credited service.

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## FILING CLAIMS AND APPEALS

**FOR:** LEGACY BELLSOUTH ACTIVE AND RETIRED EMPLOYEES WHO PARTICIPATE IN THE BELLSOUTH PERSONAL RETIREMENT ACCOUNT PENSION PLAN OR BELLSOUTH PENSION PLAN:

 AT&T Benefits Center  
Benefit Determination Review Team  
P.O. Box 1407  
Lincolnshire, IL 60069-1407



### Pension Plan

 Fidelity Service Center  
Benefits Plan Administrator  
P.O. Box 770003  
Cincinnati, OH 45277-1060


**FOR:** LEGACY AT&T EMPLOYEES WHO PARTICIPATE IN THE AT&T LEGACY MANAGEMENT PROGRAM OR AT&T PENSION PLAN

 AT&T Pension Plan Administrator  
c/o Aon Consulting  
270 Davidson Ave.  
Somerset, NJ 08873


**FOR:** LEGACY BELLSOUTH ACTIVE AND RETIRED EMPLOYEES WHO PARTICIPATE IN THE BELLSOUTH PERSONAL RETIREMENT ACCOUNT PENSION PLAN OR BELLSOUTH PENSION PLAN

 AT&T Benefits Center  
Benefit Determination Review Team  
P.O. Box 1407  
Lincolnshire, IL 60069-1407

**FOR:** BARGAINED EMPLOYEES OF STEVENS GRAPHICS, INC. – LOCAL 121C

 GCIU – Employee Retirement Fund  
13191 Crossroads Parkway, NW  
Suite 205  
City of Industry, CA 91746-3434

**FOR:** BARGAINED EMPLOYEES OF STEVENS GRAPHICS, INC. – LOCAL 540M


 Graphic Arts Industry  
Joint Pension Trust  
1900 L St. NW, Suite 950  
Washington, D.C. 20036



### Prescription Drugs

#### Caremark

**Claims for reimbursement for retail prescription drugs:**

 Caremark Inc.  
Attn: Claims Department  
P.O. Box 52196  
Phoenix, AZ 85072-2196

**Requests for prescription drugs by mail service:**

Claim forms and/or mail-service order forms are available via the CareMark Web site or by phone. See the “Prescription Drugs” section on page 16 for more information on how to contact Caremark. Mailing addresses are listed on the form.


**Retail or mail-order claims that have been denied:**

 Caremark Inc.  
Appeals Department/AT&T  
MC109  
P.O. Box 52084  
Phoenix, AZ 85072-2084

 866-689-3092


#### Medco Health

**FOR:** LEGACY BELLSOUTH BARGAINED EMPLOYEES AND RETIREES (EXCEPT BARGAINED EMPLOYEES AND RETIREES OF STEVENS GRAPHICS, INC. HIRED AFTER DEC. 22, 2007), AND LEGACY BELLSOUTH MANAGEMENT EMPLOYEES HIRED BEFORE DEC. 16, 2007

 Medco Health  
8111 Royal Ridge Parkway  
Irving, TX 75063




### Savings and Security Plans

 Fidelity Service Center  
Benefits Plan Administrator  
P.O. Box 770003  
Cincinnati, OH 45277-1060

**FOR:** BARGAINED EMPLOYEES OF SBC GLOBAL SERVICES INC. LOCAL 21 WHO PARTICIPATE IN THE SCARBOROUGH SAVINGS PLAN


 Scarborough Alliance Corporation  
One Bridge St., Suite 70  
Irvington, NY 10533

**FOR:** BARGAINED EMPLOYEES OF STEVENS GRAPHICS, INC.


 The Stevens Graphics, Inc. –  
Local 121 Money Purchase Plan  
100 Oxmoor Road  
Birmingham, AL 35209




### Vision

 VSP – Claim Appeal  
P.O. Box 997100  
Sacramento, CA 95899-97100

**FOR:** LEGACY AT&T ACTIVE BARGAINED EMPLOYEES

 EyeMed Vision Care  
Attn: Claims Department  
P.O. Box 8504  
Mason, OH 45040-7111

**FOR:** LEGACY BELLSOUTH ACTIVE BARGAINED EMPLOYEES

 Spectera AT&T Unit  
P.O. Box 30978  
Salt Lake City, UT 84130

## ADDRESS CHANGES

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### Active Employee Address and Telephone Number Changes

**FOR: EMPLOYEES PAID THROUGH ELINK:**

It's important to keep your work and home addresses current because the majority of information about your benefits, payroll or similar topics is sent to these addresses. Please include any room, cubicle or suite number that will help make mail-routing more efficient.

**For employees with access to the employee intranet**

**Home and Work** address updates:

- Go to <http://myintranet.att.com>.
- Click on HROneStop (<http://hronestop.att.com>) and select eLink.
- From the eLink home page, select eLink Self Service Web in the left navigation bar.
- Enter your ATTUID and password for the AT&T Global Logon. (If you do not know your password, please follow the instructions on the screen.)
- Once logged on, click OK.
- On the eCORP home page, click on Employee Services. (Note: Please be sure the scroll bar on the right side is all the way to the top.)
- Select Personal Information.
- Select Maintain Addresses and Phone Numbers.
- To update your Home address, select Edit at the bottom of the Permanent Residence box. Make any necessary changes, and then click Save.
- To update your Work address, select Edit at the bottom of the Cubicle/Office box. Make any necessary changes, and then click Save.

Your **Work** address information in Webphone can also be updated as follows:

- Go to <http://myintranet.att.com> (the employee intranet).

- Review your work address information in Webphone by looking up your name in the Phone Directory section on the home page.
- If you have changes, select Add & Update and follow the instructions.

**For employees without access to the employee intranet**

Contact your supervisor or eLink assistant.

**FOR: EMPLOYEES PAID THROUGH PEOPLESOFT:**

**Home and Mailing** address updates:

- Go to PeopleSoft, and navigate to Self Service > Personal Information > Home and Mailing Addresses.
- Click the Edit button to the right of the address you want to update — Home or Mailing.
- Enter your updated address information.
- Enter the date that the new address will take effect.
- Click Save (the Save Confirmation Page will display).
- Click OK, then log out of PeopleSoft.

**Work** address updates:

Work addresses must be updated by your manager through the Request Location Change task in PeopleSoft Manager Self-Service.

More information about updating Home, Mailing and Work addresses is available in PeopleSoft Online Help.

### Retired and Inactive Employee Home Address Changes

It's important to keep your home address up to date because your benefits information is sent to this address.

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**Important:** This section includes LTD recipients, employees on a leave of absence, COBRA participants, alternate payees and survivors.


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**FOR: RETIRED AND INACTIVE EMPLOYEES OF LEGACY SBC AND WIRELESS COMPANIES**


Call the Fidelity Service Center to change your address.

**Fidelity Service Center**

 800-416-2363

 Dial your country's toll-free AT&T Direct Access number, then enter 800-416-2363 (international).

 888-343-0860 (hearing-impaired)

 Monday through Friday from 7:30 a.m. to 11 p.m. Central time

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**Important:** You will need your Fidelity Service Center PIN and Social Security number/customer ID to speak to a service associate.


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**FOR: RETIRED AND INACTIVE EMPLOYEES OF LEGACY AT&T COMPANIES**


Contact the AT&T Pension Service Center (PSC) and the Fidelity Service Center to change your address.


**AT&T Pension Service Center (PSC)**

 AT&T Pension Service Center  
P.O. Box 770  
Arlington Heights, IL 60006-0770

 800-736-7779

 888-736-5500 (hearing-impaired)

 To contact the AT&T PSC from an international location without 800-number access, call the PSC direct or collect at 847-806-1101.

 Monday through Friday from 8 a.m. to 5 p.m. Central time

 <https://www.attpsc.com>

 [pensionquest@aoncons.com](mailto:pensionquest@aoncons.com)

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**Important:** You will need your AT&T HRID and password to use the Web site.

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## ADDRESS CHANGES

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### Fidelity Service Center

-  800-416-2363
-  Dial your country's toll-free AT&T Direct Access number, then enter 800-416-2363 (international).
-  888-343-0860 (hearing-impaired)
-  Monday through Friday from 7:30 a.m. to 11 p.m. Central time

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**Important:** You will need your Fidelity Service Center PIN and Social Security number/customer ID to speak to a service associate.

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### **FOR: RETIRED AND INACTIVE EMPLOYEES OF LEGACY BELLSOUTH COMPANIES**

Contact the AT&T Benefits Center and the Fidelity Service Center to change your address.

### AT&T Benefits Center

-  AT&T Benefits Center  
P.O. Box 785038  
Orlando, FL 32878-5038
-  <http://resources.hewitt.com/att>
-  877-722-0020
-  +1-847-883-0866 (international)
-  Monday through Friday from 9 a.m. to 5 p.m. Eastern time
-  The automated voice response system is available 24 hours a day, seven days a week.

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**Important:** To access the Web site, you will need your AT&T Benefits Center user ID and password. To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.

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### Fidelity Service Center

-  800-416-2363
-  Dial your country's toll-free AT&T Direct Access number, then enter 800-416-2363 (international).
-  888-343-0860 (hearing-impaired)
-  Monday through Friday from 7:30 a.m. to 11 p.m. Central time

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**Important:** You will need your Fidelity Service Center PIN and Social Security number/customer ID to speak to a service associate.

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## GLOSSARY

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**ERISA** — Employee Retirement Income Security Act of 1974

**ERM** — Employee Relations Manager

**FSA** — Flexible Spending Account

**HMO** — Health Maintenance Organization

**IVR** — Interactive Voice Response System

**LTD** — Long-Term Disability

**MEP** — Medical Expense Plan

**MH** — Mental Health

**MPR** — Medical Plan for Retirees

**PIN** — Personal Identification Number

**PPO** — Preferred Provider Organization

**SA** — Substance Abuse

**SHPS** — FSA claims administrator; this is the actual company name

**SMM** — Summary of Material Modifications

**SPD** — Summary Plan Description

## APPENDIX A: AFFECTED BENEFITS PLANS AND PROGRAMS

### ERISA Plans and Programs

For the following employee benefits plans and programs, this document is a summary of material modifications (SMM). This SMM is legally required to be provided for your information and review; no other action is necessary.

#### ■ Pension Plans

AT&T Pension Benefit Plan

AT&T Legacy Management Program (formerly the AT&T Management Pension Plan)

Bargained Cash Balance Program

Bargained Cash Balance Program No. 2

East Program

Management Cash Balance Program

Midwest Publishing Ventures Program

Midwest Program

Nonbargained Program

Southwest Program

West Program

Wireless Program (formerly the Cingular Wireless Pension Plan – United States)

AT&T Pension Plan

AT&T Puerto Rican Pension Benefit Plan – AT&T Legacy Management Program (formerly the AT&T Management Pension Plan)

BellSouth Pension Plan

BellSouth Personal Retirement Account Pension Plan

Cingular Wireless Pension Plan

Cingular Wireless Bargained Pension Plan

#### ■ Savings Plans

AT&T Government Solutions, Inc. Deferred Income Plan

AT&T Long Term Savings and Security Plan

AT&T Long Term Savings Plan for Management Employees

AT&T Merger and Acquisition Retirement Savings Plan

AT&T of Puerto Rico, Inc. Long Term Savings Plan and Security Plan

AT&T of Puerto Rico Inc. Long Term Savings Plan for Management Employees

AT&T Retirement Savings Plan (formerly the BellSouth Retirement Savings Plan)

AT&T Retirement Savings and Profit Sharing Plan

AT&T Savings and Security Plan

AT&T Savings Plan

BellSouth Savings and Security Plan

Cingular Wireless 401(k) Savings Plan

Cingular Wireless Savings Plan for Puerto Rico

#### ■ Health and Welfare Benefit Plans

##### AT&T Umbrella Benefit Plan No. 1

##### MEDICAL PROGRAMS

Ameritech Management Umbrella Welfare Benefit Plan – Ameritech Medical Expense Plan

Ameritech Non-Management Umbrella Welfare Benefit Plan – Ameritech Comprehensive Health Care Plan and Ameritech Medical Expense Plan

AT&T CarePlus – A Supplemental Medical Plan

AT&T ConsumerWise Medical Program

AT&T Corp. Postretirement Welfare Benefits Plan

AT&T Exclusive Provider Organization Program

AT&T International Health Plan

AT&T Medical & Group Life Insurance Plan – CustomCare

AT&T Medical Expense Plan

AT&T Medical Expense Plan for Occupational Employees

AT&T Medical Plan

AT&T of Puerto Rico, Inc. Group Health Coverage Plan

The BellSouth Flexible Benefits Medical Plan

The BellSouth Medical Assistance Plan

The BellSouth Retiree Medical Assistance Plan

Cingular Wireless Health and Welfare Benefits Plan for Bargained Employees

Cingular Wireless Health and Welfare Benefits Plan for Non-Bargained Employees

Cingular Wireless Medical Plus Plan

Pacific Telesis Group Health Care Network Plan

Pacific Telesis Group Medical Expense Plan for Retirees

SNET Active Bargaining Unit Employee Health Plan – SNET Point-of-Service

SNET Bargaining Unit Retiree Health Plan – SNET Point-of-Service, SNET Medical Plan for Retirees, and SNET Medical Expense Plan

SNET Management Retiree Health Plan – SNET Point-of-Service, SNET Medical Plan for Retirees and SNET Medical Expense Plan

##### DENTAL PROGRAMS

Ameritech Non-Management Umbrella Welfare Benefit Plan – Ameritech Dental Expense Plan

AT&T Corp. Postretirement Welfare Benefits Plan

AT&T Dental Expense Plan for Active Employees

AT&T Dental Plan

AT&T of Puerto Rico, Inc. Group Health Coverage Plan

## APPENDIX A: AFFECTED BENEFITS PLANS AND PROGRAMS

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The BellSouth Dental Assistance Plan  
The BellSouth Flexible Benefits Dental Plan

The BellSouth Retiree Dental Assistance Plan

Cingular Wireless Health and Welfare Benefits Plan for Bargained Employees

Cingular Wireless Health and Welfare Benefits Plan for Non-Bargained Employees

Pacific Telesis Group Dental Expense Plan

SNET Active Bargaining Unit Employee Health Plan – SNET Dental Plan

SNET Bargaining Unit Retiree Health Plan – SNET Dental Plan

### VISION PROGRAMS

Ameritech Vision Care Plan

AT&T Vision Care Plan

AT&T Vision Plan

AT&T of Puerto Rico, Inc. Group Health Coverage Plan

The BellSouth Vision Assistance Plan

Cingular Wireless Health and Welfare Benefits Plan for Bargained Employees

Cingular Wireless Health and Welfare Benefits Plan for Non-Bargained Employees

Pacific Telesis Group Vision Care Plan

SNET Active Bargaining Unit Employee Health Plan – SNET Vision Plan

### LIFE INSURANCE PROGRAMS

Ameritech Group Life Insurance Plan

AT&T Corp. Postretirement Welfare Benefits Plan

AT&T Group Life Insurance Plan

AT&T Medical & Group Life Insurance Plan – Group Life Insurance

The BellSouth Group Life Plan

Cingular Wireless Health and Welfare Benefits Plan for Bargained Employees

Cingular Wireless Health and Welfare Benefits Plan for Non-Bargained Employees

Pacific Telesis Group Basic & Supplemental Death Benefit Plan

SNET Retiree Life Insurance Plan

### DISABILITY PROGRAMS

Ameritech Long Term Disability Plan

Ameritech Sickness and Accident Disability Benefit Plan

AT&T Disability Benefits Plan

AT&T Disability Income Program

AT&T East Disability Benefits Program

AT&T Long Term Disability Plan for Occupational Employees

AT&T Sickness and Accident Disability Benefit Plan for Occupational Employees

BellSouth Long Term Disability Plan for Non-Salaried Employees

BellSouth Short Term Disability Plan

BellSouth Short Term Disability Plan for Management Employees

Cingular Wireless Disability Benefits Plan for Bargained Employees

Cingular Wireless Disability Benefits Plan for Nonbargained Employees

Pacific Telesis Group Comprehensive Disability Benefits Plan

### GROUP LEGAL SERVICES PLANS

AT&T Occupational Group Legal Services Plan

## **AT&T Umbrella Benefit Plan No. 2**

### MEDICAL PROGRAMS

AT&T Employee Assistance Plan

### VISION PROGRAMS

AT&T Retiree Vision Care Program

### LIFE INSURANCE PROGRAMS

Ameritech Supplementary Life Insurance Plan

AT&T Dependent Accidental Loss Insurance Plan

AT&T Dependent Group Life Insurance Plan

AT&T Dependent Group Life Insurance Program

AT&T Special Accidental Death Policy

AT&T Special Accidental Loss Insurance Plan

AT&T Supplementary Accidental Loss Insurance Plan

AT&T Supplementary Group Life Insurance Program

AT&T Supplementary Life Insurance Plan

The BellSouth Special Accidental Death Plan

The BellSouth Universal Plus Life Insurance Plan

### LONG-TERM CARE PROGRAMS

AT&T Group Long-Term Care Insurance Plan

AT&T Long-Term Care Plan for Management Employees

AT&T Long-Term Care Plan for Occupational Employees

AT&T Long-Term Care Plan for Retired Employees

AT&T Consolidated Long-Term Care Insurance Plan (formerly the BellSouth Long-Term Care Insurance Plan)

## APPENDIX A: AFFECTED BENEFITS PLANS AND PROGRAMS

### ■ Flexible Spending Account Plans

AT&T Child/Elder Care Reimbursement Account Plan

AT&T Flexible Spending Account Plan

AT&T Health Care Reimbursement Account Plan

BellSouth Family Care Account

BellSouth Health Care Spending Account

BellSouth Family Care Reimbursement Account

Cingular Wireless Flexible Benefits Plans for Non-Bargained Employees

Cingular Wireless Flexible Benefits Plan for Bargained Employees

### Benefits, Policies and Programs Not Subject to ERISA

This document is not a summary of material modifications for the following employee benefits, policies or programs because they are not subject to ERISA. This document is provided for your information and review; no other action is necessary.

### ■ Adoption Reimbursement

AT&T Adoption Reimbursement Program

AT&T Adoption Reimbursement Plan

BellSouth Corporation Adoption Assistance Program

Cingular Wireless Adoption Assistance Program

### ■ Commuter Benefit

AT&T Commuter Benefit Program

### ■ Employee Concessions and Discounts

AT&T Toll Reimbursement Program

SBC@Home Telephone Program

Pacific Bell Concession Highlights

Southwestern Bell O.P. 72

Ameritech Concession Highlights

Southern New England Telephone Concession Highlights

BellSouth Telephone Concession Program

Cingular Wireless ERP Program

### ■ Leaves of Absence

AT&T Leave of Absence Policy

AT&T Southeast Leave of Absence Program

Cingular Wireless Non-bargained and Edge Leave of Absence Policy

Legacy AT&T Leaves of Absence Administrative Guidelines for Occupational Employees

Midwest Leave of Absence Policy

PTG Leave of Absence Policy

SNET Leaves of Absence

### ■ Long-Term Care Benefits

Cingular Wireless Long-Term Care Insurance Plan

### ■ Voluntary Benefit Programs

Marsh PersonalPlans

### ■ Work/Life Programs

LifeCare

### Pension and Savings Plans Not Sponsored by AT&T

Some AT&T employees participate in pension and savings plans that are sponsored by unions, not the Company. Therefore, this document is not a summary of material modifications for the following savings plans. Summary plan descriptions (SPDs), SMMs and other documents required by ERISA are the responsibility of, and will be sent directly from, the plan sponsor, not AT&T. This document is provided for your information and review; no other action is necessary.

The contents of this document for the following plans are subject to change without notice from AT&T:

GCIU – Employee Retirement Fund

Graphic Arts Industry Joint Pension Trust

Scarborough Savings Plan

The Stevens Graphics, Inc. – Local 121 Money Purchase Plan



AT&T Inc.  
and Participating Companies

Human Resources-Benefits  
P.O. Box 460582  
St. Louis, MO 63146

Forwarding Service Requested

NIN: 78-11920

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