

Dear AT&T U-verse Member,

We hope you are enjoying your new AT&T U-verse TV service. We continuously strive to improve your experience and deliver the *ultimate* in home entertainment! We are working diligently to upgrade your television service to include enhanced features, and more information will be available in a few weeks. These features include:

- High Definition TV
- More channels
- More Video on Demand
- Games
- Personal photos
- Other features

We will be implementing several changes over the next few weeks that will provide you with these features and enhancements. We will be working on our TV service between 11 pm and 5 am to minimize any interruptions that may occur.

As part of this upgrade, we will be making a change that will affect your DVR. This will occur on **Thursday, October 5, 2006**. After this date, you can expect the following:

- Previously recorded programs will be lost and no longer accessible on your DVR.
- Any upcoming scheduled programs will need to be re-scheduled on your DVR once it is reset. Please remember to reschedule your favorite programs to record so that you can continue to receive the ultimate DVR experience.

We are excited about being able to offer more features in the near future, although we apologize for the inconvenience and regret this temporary loss of functionality. We thank you for your patience while we work through these upgrades and look forward to bringing you an even better U-verse experience. We hope that you continue to enjoy your U-verse TV package and we are proud to be your television experience provider. If you have any questions, please do not hesitate to call us at 1-800-ATT-2020.

Sincerely,



Brooks McCorcle
VP/GM Aus/SA Mkt Area
AT&T Southwest