



# Important Details Regarding Your Transition To AT&T



## Please Make Note of These Important Details

### Prior To Transition – Communication Schedule

AT&T will communicate to you via text message prior to your transition. This communication will be an alert notifying you of the upcoming transition to AT&T. If you have a device that is not capable of receiving a text message, you will receive a phone call from our automated service detailing the same message sent via text following the same schedule.

The schedule of communications is as follows

- ~ 7 days before devices are shipped an SMS message is sent letting customer know to look out for devices.  
**This SMS message is sent to the primary line on each account only.**
- ~ 10 days prior to devices porting SMS message is sent letting customer know to call Synchronoss if they don't have a replacement device.  
**This SMS message is sent to all users on every account.**
- ~ 5 days prior to devices porting SMS is sent letting customer know when the transition of service will occur.  
**This SMS message is sent to all users on every account.**
- ~ 3 day prior another reminder of upcoming service transition.  
**This SMS message is sent to all users on every account.**
- ~ The day of transition another message is sent to all users on every account.

### Prior To Transition – Voice Mail

The voicemail systems utilized by Alltel and AT&T are unique to each individual company. Upon your transition to AT&T, just as it is the case any time you switch carriers, your voicemail inbox will need to be setup as it will register as a new account. On your new AT&T device, you will need to enter your voicemail



inbox and create a pin code and determine what message you want callers to hear. Upon the successful completion of voicemail setup, callers will be able to leave you messages on your new AT&T device.

The voicemail inbox on your Alltel device will be accessible up to the point of the port completing. The port completing is the final step in the transition of your service from Alltel to AT&T. At the point of port completion, your Alltel device will lose service. Your phone number will no longer be recognized as a "serviceable" number by Alltel systems, including the voicemail server. Any message, checked or unchecked, in your voicemail inbox will be inaccessible after your transition is complete to AT&T.

AT&T advises that prior to your scheduled port, you check and clear all messages from your Alltel device. The day of your scheduled port, you will want to check any new voicemail messages immediately upon receiving them to avoid losing access to them after your port completes.

### Post Transition – Alltel Service Transitions to AT&T Service

On May 20<sup>th</sup>, voice and data services for the State of North Dakota are scheduled to transition from Alltel to AT&T. Porting processes will begin in the very early morning hours of May 20<sup>th</sup> and will continue until every mobile phone number is ported from Alltel to AT&T. It may take up to 48 hours to completely transition all users. There is no way to determine a more exact time as the process is completely automated.

Per industry regulations, a mobile telephone number may only be active in one carrier's directory at a time. Due to this federally regulated industry standard, once your mobile number ports to the new AT&T device, you will lose service on your Alltel device. Services will not run simultaneously on both the Alltel and AT&T device. You will have service on your Alltel device up until the port completes; after the port completes you will have service on your AT&T device. It is because of this AT&T recommends that you carry both your Alltel and AT&T device with you beginning May 20<sup>th</sup>. AT&T asks that you carry both devices to ensure that you are not left without service once your port completes. Once your port completes, you will no longer need to carry your Alltel device.

### Post Transition – Phonebook and Content Transfers

Per AT&T's privacy policy, we are allowed to transfer your list of contacts only. We are not able to transfer photos/videos/other phone content. AT&T has several scheduled opportunities to transfer your phonebooks throughout the State of North Dakota. Please work with your department head to determine what opportunity works best for you to attend. In the event you are not able to attend any of the scheduled events, you may visit your local AT&T store to have this transfer done.