

AT&T MetroCell Warranty exchange instructions

One-year limited warranty

AT&T warrants to the first retail purchaser of an AT&T MetroCell device that, should this product or any part be proved defective in materials or workmanship, from date of purchase, as evidenced by AT&T billing records for a period of one (1) year, then it will be subject to the terms of this one-year limited warranty. Such defects will be repaired or replaced without charge for parts or labor directly related to the defect.

Limitations and exclusions: This warranty does not apply to any cost incurred for removal or reinstallation, or to any product or part thereof which has suffered through normal wear and tear, alteration, improper installation, physical abuse, misuse, neglect or accident. Damage resulting from an act of God, including but not limited to fire, flood, earthquake and other natural disasters will be excluded. This limited warranty is in lieu of all other warranties, express or implied either in fact or by operations of law, statutory or otherwise, including, but not limited to, any implied warranty of merchantability or fitness for a particular use. AT&T does not authorize any other person to assume any liability beyond the warranty herein described. In no event, whether based in contract, tort or any other legal theory, shall AT&T or any of its agents or sellers be liable for incidental, consequential, indirect, special, or punitive damages of any kind resulting from the use of this product, including but not limited to interrupted or incomplete phone calls, omission or negligence arising out of any breach of this warranty. In no event shall AT&T or its agents or sellers be liable for any damages however defined in an amount in excess of the purchase price.

If you are experiencing a problem with your AT&T Metrocell device first follow the troubleshooting steps in the AT&T MetroCell 9962 Installation Guide. If you cannot resolve the problem using the troubleshooting guide please call AT&T Customer Care at 877-996-7017 and, when prompted, select 1. A Customer Care representative will take information over the phone to attempt to diagnose and remedy the issue. If the Customer Care representative determines that warranty service is required, the representative will provide instructions on how to return the device for repair or replacement.

Return Instructions

If warranty replacement is determined by the AT&T Customer Care representative to be required, the representative will order that a replacement be shipped to the customer.

The original AT&T MetroCell 9962 kit that you received contained a number of boxes with various components. Only the components determined to be defective will be replaced. The contents of the original kit is as follows:

AT&T MetroCell 9962

- AT&T MetroCell Access Point with wall mount, external GPS antenna & 10 meter GPS cable (this is labeled Box 1)
- Two omni-directional (“stick”) antennas
- Power Supply (AC/DC)
- 10’ Ethernet cable
- 70 foot GPS antenna extension cable
- Power over Ethernet 4p (PoE) injector kit
- 150’ Ethernet cable (shielded Cat5e)

If any of the items in Box #1 (as defined above) is to be replaced, all of the items will be shipped to the customer in one box. The defective component(s) along with the unused components included in this box must be returned together with a written explanation of the nature or symptoms of the defect. Use the replacement box and packing materials to pack the like items being returned. A prepaid return shipping label will have been included with the replacement equipment. The returned materials must be received by AT&T within 30 days of the receipt by the customer of the replacement equipment in order to avoid being charged for a new MetroCell.

If any of the other components described above is determined by the Customer Care representative to require replacement, it will not be necessary to return the original equipment – simply discard it after the replacement equipment has been received.

Installing replacement equipment

Follow the instructions in the original Installation Guide to install the new equipment. A copy of the guide is available at att.com/metrocell

If the original equipment had been installed by an AT&T installer, you may choose to call your AT&T representative and request re-installation at no additional charge.

Activating a replacement MetroCell

If the original MetroCell was never activated, install the new MetroCell and follow the instructions in the Installation, or User Guide to activate a MetroCell. All of these guides are available on the AT&T MetroCell website at att.com/metrocell

If the original MetroCell had been activated and is now being replaced, perform the following steps:

- **Install the new MetroCell.**
- **Go to the [MetroCell website](http://att.com/metrocell), click on Manage My MetroCell, and select the failed MetroCell.**
- **Click on the Replace link and follow the on-screen instructions.**