

Edward Phillips

Attorney

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March 16, 2006

Mr. Richard Collier, General Counsel c/o Sharla Dillon, Records and Dockets Mgr. Tennessee Regulatory Authority 460 James Robertson Parkway Nashville, Tennessee 37243-0505

Re:

Sprint Communications Company, L.P. and Sprint Long Distance, Inc. Joint Application for Transfer of Customer Base, Docket No. 06-00039

**Revised Customer Notification Letters** 

Dear Richard:

Please find attached 3 revised customer notification letters. The revisions to these letters were requested by the voting panel assigned to this matter during the Authority's regularly scheduled agenda conference held on March 6, 2006. Please do not hesitate to contact me if you have any questions concerning this matter.

Sincerely yours,

**Edward Phillips** 

Edward Phillips

HEP:sm

**Enclosures** 

cc:

Melvin Malone, Esq.

Bill Atkinson, Esq.



## IMPORTANT NOTICE REGARDING YOUR SPRINT LONG DISTANCE SERVICE

March 17, 2006

<Long Distance Account Number >

Dear <First Name><Last Name>.

We are contacting you about an upcoming change to your long distance service. We recently told you about EMBARQ™, your new local telecommunications company As we explained, EMBARQ will not be part of the Sprint Nextel family of companies

As a result of this separation, Sprint Communications Company L P, your current long distance provider, will transfer your long distance service to Embarq Communications, Inc. The transfer of your services will begin on or about April 29, 2006, and should conclude on or about May 7, 2006. After the transfer is complete, Embarq Communications, Inc. will replace Sprint Communications Company L P as the long distance service provider listed on your invoice. These changes are subject to obtaining all required regulatory approvals, and the filing of all appropriate documents with state agencies.

Please be assured that this transition will have no impact on your services whatsoever. You will continue to receive uninterrupted service at the same high level of quality you have come to expect. You will also retain your current plan, rates, features, Terms and Conditions of Service, and your current customer service contacts.\* You will not incur any charges related to the transfer of service to Embarq Communications, Inc., and no action is required from you regarding this transfer.

All customers have a choice in carriers for their long distance service. If you choose a different carrier for your long distance service, you may incur a fee for transferring your service. Should you choose to stay with Sprint Communications Company L.P or select another carrier for your long distance service, you will lose certain "bundled" discounts or other benefits you may currently enjoy on your local and long distance service. A list of most long distance service providers is typically available in your local telephone directory.

Under Federal Communications Commission rules, any restrictions or "freezes" you may have placed on your account to block changes to your preferred long distance carrier will be removed as part of the transfer process. If you wish to reinstate such restrictions, have any questions about the transfer, need any assistance, or if you have any complaints before, during, and after this transfer process, please contact customer service at 866-283-9732. In accordance with Tennessee Regulatory Authority Rule 1220-4-2-56(2)(d)(3), Embarq Communications, Inc. "agrees to provide to the affected customers a thirty (30) day written notice of any rate increase that may affect their service up to ninety (90) days from the date of the transfer of customers."

Sincerely,

Will Souder
Director, Marketing

<sup>\*</sup> Customers with a bundled product (a combination of local products that qualify them for a specific long distance plan) who make a change to that bundle of services will be moved to an appropriate qualifying long distance plan. Specific details regarding the long distance plan may be found at www.embarg.com/tariffs



Your telecommunications company is becoming EMBARQ

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We welcome you to EMBARQ and look forward to providing you with reliable, innovative products and services for years to come

Sincerely,

Harry Campbell

President, Consumer Markets

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