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Nashville, TN 37201-3300

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May 24, 2007

Guy M. Hicks
General Counsel

615 214 6301
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VIA HAND DELIVERY

electronically filed 5/24/07 @ 1:07pm

Hon. Sara Kyle, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *Petition of BellSouth Telecommunications, Inc. dba AT&T Tennessee
for Approval of Transfer of AT&T of the South Central States, LLC
Residential Local Service Customers*
Docket No. ⁰⁷⁻⁰⁰¹³⁹ _____

Dear Chairman Kyle:

Enclosed are the original and four copies of AT&T Tennessee's *Petition for
Approval of Customer Notification Letter*.

Very truly yours,



Guy M. Hicks

GMH:ch

BEFORE THE TENNESSEE REGULATORY AUTHORITY
Nashville, Tennessee

In Re: *Petition of BellSouth Telecommunications, Inc. dba AT&T Tennessee
for Approval of Transfer of AT&T of the South Central States, LLC
Residential Local Service Customers*

Docket No. _____

PETITION FOR APPROVAL OF CUSTOMER NOTIFICATION LETTER

Pursuant to Rule 1220-4-2-.56(2)(d), BellSouth Telecommunications, Inc. dba AT&T Tennessee ("AT&T TN") requests the Tennessee Regulatory Authority's ("TRA" or the "Authority") approval of the customer notification letter for the transfer and integration of approximately 17,500 AT&T of the South Central States, LLC residential local service customers to the local service, billing and operational platforms of AT&T TN.

This integration, which will be implemented in all nine of the states in the former BellSouth operating territory, will streamline AT&T's local residential portfolio in Tennessee and simplify customer offers. The integration to the AT&T platforms will allow the post-merger AT&T to better provision and serve Tennessee customers.

The Parties' integration plan ensures (1) clear and concise advance written notification to these customers, (2) the opportunity for customers to choose another local exchange provider prior to being transferred to the AT&T TN platforms, (3) an orderly integration without service disruptions or imposition of any fees or charges for changing service to AT&T TN, and (4) toll-free

communication channels for affected customers to contact either or both AT&T affiliates for additional information.

AT&T TN respectfully requests Authority approval of its customer notification letter.

A. Compliance With Authority Rules

1. The Parties' integration plan will comply fully with TRA Rule 1220-4-2-.56(2)(d) ("the Rule").¹ The Rule states:

(d) In the case of a transfer of a customer base between two (2) or more telecommunications service providers, the Authority, upon petition by the acquiring telecommunications service provider, may deem that sufficient notice has been given and approval received from the affected customers when the following conditions are met:

1. The acquiring telecommunications service provider shall provide the Authority a copy of the self-certification letter it shall file with the Federal Communications Commission ("FCC"), as required in CC Docket No. 00-257, certifying that the customer transfer is in compliance with all FCC regulations governing such transactions.
2. A notification letter, pre-approved by the Authority, shall be mailed by the current provider of telecommunications service to its customers describing the customer transfer and explaining that unless the customer selects another telecommunications service provider, the customers' local or long distance service will be transferred to the acquiring telecommunications

¹ This Rule was likely intended to address transfers of customers among unaffiliated companies and therefore may not apply to this transfer of customers between affiliated companies. Moreover, to the extent the affected customers have purchased bundled service offerings, the General Assembly has deregulated such service offerings. See T.C.A. § 65-37-103. In an abundance of caution, however, the Parties have designed their integration plan to meet all aspects of the Rule.

service provider by a date specified in the notification letter. The notification letter shall be mailed by U.S. First Class Postage, with the logo or name of the current provider displayed on both the letterhead and the exterior envelope, no less than thirty (30) days prior to the actual customer transfer. For good cause shown, the Authority may waive any requirement of this part or order any requirement thereof to be fulfilled by the acquiring provider. Good cause includes, but is not limited to, evidence that the current provider is no longer providing services in Tennessee.

3. The acquiring telecommunications service provider agrees to pay any fees charged to the customer associated with changing service to the acquiring telecommunications service provider. The notification letter required in 1220-4-2-.45(2)(d)(2) shall inform the customer of this provision.
4. The acquiring telecommunications service provider 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. The notification letter mentioned in 1220-4-2-.56(2)(d)(2) shall inform the customer of this provision.

2. In accordance with subsection 1 of the Rule, AT&T TN will provide the Authority a copy of the Section 214 self-certification letter filed with the FCC certifying that the customer transfer is in compliance with all FCC regulations governing such transactions.²

3. In accordance with subsection 2 of the Rule, AT&T of the South Central States, LLC, the current local service provider, has prepared a customer notification letter to inform affected customers of the Parties' integration plan.

² A customer transfer letter will be filed with the FCC on or about September 25, 2007.

This proposed notice was crafted to describe the customer transfer and (1) explain that, unless the customer selects another provider, the customer's service will be transferred to AT&T TN by the date specified in the letter, (2) to include the logo or name of the current provider displayed on both the letterhead and the exterior envelope, and (3) to provide notice to the customer more than thirty (30) days prior to the actual customer transfer. See Exhibit A.

4. In accordance with Subsection 3 of the Rule, AT&T TN agrees not to impose on the customers any fees or charges associated with changing service as a result of the integration. The notification letter informs the affected customers of this provision.

5. In accordance with subsection 4 of the Rule and as explained more fully below, the notification states that the affected customers will be protected from rate increases as a result of the migration.

B. Additional Customer Protections

1. Each AT&T of the South Central States' residential customer will be provided a comparable service plan from AT&T TN unless the customer calls AT&T TN to choose a different plan. In no case will the customer see an increase in his or her monthly bill as a result of the change in service plan. In most cases, the customer will pay less than what the customer pays now. As stated above, customers are also free to select another local service provider, and AT&T will specifically advise all affected customers of that right.

2. Customers who (1) do not call AT&T to select a new service plan or (2) do not choose a new local service provider will be automatically integrated to a comparable AT&T TN service plan during an integration period from October 29, 2007 to December 28, 2007. This implementation period will help ensure that no customer will experience an interruption of service. Such customers will be given an AT&T TN service plan that is most comparable to the customer's current telephone service plan.

3. AT&T TN has established an internal management team of seasoned telecommunications professionals to coordinate, manage, monitor, troubleshoot, and track the progress of the customer transfer throughout its stages.

C. Contact Information

Correspondence or communications pertaining to this Petition should be directed to:

Guy M. Hicks, Esquire
Joelle Phillips, Esquire
AT&T Tennessee
333 Commerce Street, Suite 2101
Nashville, TN 37201
615-214-6301

with a copy to

David Eppsteiner, Esquire
AT&T Southeast
675 W. Peachtree St., NE, Suite 4300
Atlanta, GA 30375
404-335-0724

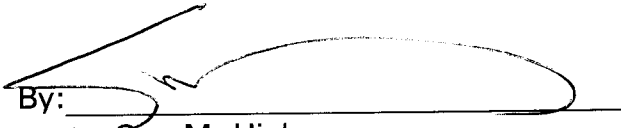
D. Conclusion

This integration will streamline AT&T's local residential service portfolio in Tennessee and simplify customer offers. The integration to AT&T TN's operational platforms will allow the post-merger AT&T to better provision and serve Tennessee customers. Customers will see no rate increases as a result of this integration.

AT&T TN respectfully requests Authority approval of its customer notification letter.

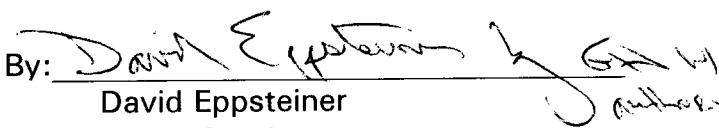
Respectfully submitted,

BELLSOUTH TELECOMMUNICATIONS, INC.
dba AT&T TENNESSEE

By: 

Guy M. Hicks
Joelle J. Phillips
333 Commerce Street, Suite 2101
Nashville, TN 37201-3300
615/214-6301

AT&T OF THE SOUTH CENTRAL STATES, LLC

By: 

David Eppsteiner
AT&T Southeast
675 W. Peachtree St., NE, Suite 4300
Atlanta, GA 30375

[Date]

[Customer name]
[Address 1]
[Address 2]
[City], [State] [ZIP + 4]
[Bar code]

Important changes to your AT&T Services

Dear [Customer Name],

We want to update you on some important and positive changes to your AT&T services which may require you to take some action. As you may know, in December 2006, AT&T and BellSouth joined together to form the new AT&T. BellSouth is now doing business as AT&T Tennessee. In an effort to provide you with even better and more exciting products, services, and offers, we are integrating the best of our combined services.

What's Changing?

As a result of this integration, your residential local service, which is currently provided by AT&T Communications of the South Central States, LLC, will now be provided by AT&T Tennessee—one of the AT&T family of companies.

- * **Unless you choose a different local service provider, your residential AT&T Local Service will be automatically transferred to AT&T Tennessee during a transition period from October 29 through December 21, 2007.** Your current service plan will be switched to an AT&T Tennessee service plan that is comparable to your current telephone service plan (as shown on the enclosed list). Your new AT&T Tennessee service plan may include features or services not included in your current plan. Regardless, the monthly recurring charges for your new plan will be equal to or less than what you pay now. Where your monthly telephone service charges would be higher, you will receive a special credit so that you do not see an increase over what you pay now for your total combination or bundle of voice services. If a local service credit is provided, you will continue to receive the local credit until you transfer or change your local service plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T Tennessee. *We also want to assure you that there will be no interruption in your service.*

- * **You can also choose a different local service plan.** If you would like to select a different plan, simply call us at 1-866-412-4977 within 30 days of the date of this letter, and our Customer Care representatives will be happy to review your current services and help you choose a new plan for your needs. For your reference, we have enclosed a summary of current plans and a sample of options available with the new AT&T, along with applicable rates and terms. We also invite you to visit our website at att.com to view available products and services in your area.

You are a valued customer and we sincerely hope you will remain with the AT&T family, but if you do not wish to have your local service changed to AT&T Tennessee, you may choose another local telephone service provider. If you wish to select another provider, you should contact that carrier for information on their services and charges, including any charges associated with moving to their service. A listing of available local service providers may be found in your AT&T White Pages Directory. **If you want to select another service provider, you should make that selection within 30 days of the date of this letter** to avoid automatic transfer of your account to AT&T Tennessee.

Note: If you select a new local service provider, you should contact your current long distance provider to ensure there is no change to your long distance calling plan, unless you requested it. Not doing so may result in a change in the rates applied to your long distance calls.

AT&T Long Distance Customers

As an AT&T Tennessee local customer who retains AT&T Long Distance service, you will automatically be enrolled in the AT&T Unlimited Plus plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T Tennessee. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Tennessee as your local provider.

Changes to your Voice Mail

Your previous Voice Mail service will be discontinued and you will be provided a new Voice Mail service at no additional cost when you are automatically transferred to AT&T Tennessee. If you wish, you may call AT&T Tennessee prior to the transition period to discuss other voice mail products available to you. Please note that with the new service, you will have to reset your password and greetings. You will receive detailed instructions on how to use your new mailbox in a separate mailing. You can also find instructions on setting up and using your new mailbox at att.com/vinfo or you can access your mailbox by dialing *98 from your home phone for further information. Also, **any saved messages currently stored on your current mail platform cannot be transferred to the new platform.** We recommend that you make audio recordings of any important messages you might have and wish to keep for future reference. You can also access your saved messages via <http://ym.att.com> and save them to your computer hard drive. **Please take appropriate action before the transition period.**

Comment [LU1]: Variable paragraph appearing for LD customers only. See letter with alternate paragraph next --pp 3-4 and other variable LD language-pp 5.

Comment [LU2]: Variable paragraph that appears only in letters to customers with existing AT&T voice mail service.

Next Steps

The transition period of your local service to AT&T Tennessee is scheduled from **October 29 through December 28, 2007**.

Prior to Your Transition

- If you wish to choose another AT&T local service plan, please call us at **1-866-412-4977** within **30 days of the date of this letter**.
- If you wish to switch to another local service provider, contact that provider **within 30 days of the date of this letter**.
- Take the appropriate action to save any desired messages stored on your current voice mail platform.

After Your Transition

Once your service has been established with AT&T Tennessee, you will receive a **welcome letter** confirming your new service and features, as well as any other products or services you may have ordered. Your welcome kit will also include product or service instructions for applicable AT&T Tennessee services.

Once your service has been established with AT&T Tennessee or another local service provider, you will receive:

- **a final bill** from AT&T Communications of the South Central States, LLC. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.
- **a refund of any deposit** (if applicable) If you have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within 45 calendar days after receipt of your final bill.

The transition of your local service to AT&T Tennessee will happen automatically. However, there are some actions which you may need to take after the transition:

If you have:	You should:
Calling features	➤ Re-program your Call Forwarding, Speed Dial and other features.
Frozen or blocked accounts	➤ Contact AT&T Tennessee toll-free at 1-866-412-4977 if you would like to re-establish a freeze/block for your account after the transfer of your service. (If you currently have a freeze or block on your account to prevent changes to your local or long distance service providers, those freezes or blocks will be removed if your service is transferred to AT&T Tennessee.)
Automatic Bill Payment, Online Bill Pay, or Credit Card Bill Payment	➤ Update your banking/bill payment information to reflect your new AT&T Tennessee account information to ensure proper payment credit. (Your new billing account information will be your ten-digit billing telephone number plus a three-digit customer code that will appear on your new AT&T Tennessee bill.) ➤ Re-apply for automatic bill payment through AT&T Tennessee if you signed up for automatic payments with AT&T Communications of the South Central States, LLC.
Other services that use your local telephone line (for example, an alarm service)	➤ Contact the provider(s) of those services to inform them of the change in your local telephone service provider and determine if any actions are necessary.
Voice Mail	➤ Go to att.com/info or access your new mailbox by dialing *98 from your home phone to get detailed instructions on how to use your new mailbox. ➤ Reset your password and greetings.

Comment [LU3]: Variable row appearing only in letters to customers who have existing AT&T voice mail service.

Questions?

If at any time you have any questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new products and services, we invite you to contact AT&T Tennessee toll-free at 1-866-412-4977 (7:00am-6:00pm CST, Monday-Friday; 7:00am-4:00pm CST Saturday). If you have questions regarding your final bill or your existing service, please contact the AT&T Customer Care Center at 1-800-288-2747.

We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of the South Central States, LLC
and AT&T Tennessee

Enclosure

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[Date]

[Customer name]
[Address 1]
[Address 2]
[City], [State] [ZIP + 4]
[Bar code]

Important changes to your AT&T Services

Dear [Customer Name],

We want to update you on some important and positive changes to your AT&T services which may require you to take some action. As you may know, in December 2006, AT&T and BellSouth joined together to form the new AT&T. BellSouth is now doing business as AT&T Tennessee. In an effort to provide you with even better and more exciting products, services, and offers, we are integrating the best of our combined services.

What's Changing?

As a result of this integration, your residential local service, which is currently provided by AT&T Communications of the South Central States, LLC, will now be provided by AT&T Tennessee—one of the AT&T family of companies.

* **Unless you choose a different local service provider, your residential AT&T Local Service will be automatically transferred to AT&T Tennessee during a transition period from October 29 through December 21, 2007.** Your current service plan will be switched to an AT&T Tennessee service plan that is comparable to your current telephone service plan (as shown on the enclosed list). Your new AT&T Tennessee service plan may include features or services not included in your current plan. Regardless, the monthly recurring charges for your new plan will be equal to or less than what you pay now. Where your monthly telephone service charges would be higher, you will receive a special credit so that you do not see an increase over what you pay now for your total combination or bundle of voice services. If a local service credit is provided, you will continue to receive the local credit until you transfer or change your local service plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T Tennessee. We also want to assure you that there will be no interruption in your service.

* **You can also choose a different local service plan.** If you would like to select a different plan, simply call us at 1-866-412-4977 within 30 days of the date of this letter, and our Customer Care representatives will be happy to review your current services and help you choose a new plan for your needs. For your reference, we have enclosed a summary of current plans and a sample of options available with the new AT&T, along with applicable rates and terms. We also invite you to visit our website at att.com to view available products and services in your area.

You are a valued customer and we sincerely hope you will remain with the AT&T family, but if you do not wish to have your local service changed to AT&T Tennessee, you may choose another local telephone service provider. If you wish to select another provider, you should contact that carrier for information on their services and charges, including any charges associated with moving to their service. A listing of available local service providers may be found in your AT&T White Pages Directory. **If you want to select another service provider, you should make that selection within 30 days of the date of this letter** to avoid automatic transfer of your account to AT&T Tennessee.

Note: If you select a new local service provider, you should contact your current long distance provider to ensure there is no change to your long distance calling plan, unless you requested it. Not doing so may result in a change in the rates applied to your long distance calls.

AT&T Long Distance Customers

As an AT&T Tennessee local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T One Rate 5 Cents Plus Plan, which has a \$7.95 monthly recurring charge and provides long distance calling for 5 cents per minute, 24 hours per day 7 days a week. Importantly, you also will **receive a \$2.00 monthly credit** on your bill once your service has been established with AT&T Tennessee. You will continue to receive the \$2.00 monthly credit as long as you are enrolled in the AT&T One Rate 5 Cents Plus calling plan and have AT&T Tennessee as your local provider.

Changes to your Voice Mail

Your previous Voice Mail service will be discontinued and you will be provided a new Voice Mail service at no additional cost when you are automatically transferred to AT&T Tennessee. If you wish, you may call AT&T Tennessee prior to the transition period to discuss other voice mail products available to you. Please note that with the new service, you will have to reset your password and greetings. You will receive detailed instructions on how to use your new mailbox in a separate mailing. You can also find instructions on setting up and using your new mailbox at att.com/info or you can access your mailbox by dialing *38 from your home phone for further information. Also, **any saved messages currently stored on your current mail platform cannot be transferred to the new platform.** We recommend that you make audio recordings of any important messages you might have and wish to keep for future reference. You can also access your saved messages via <http://vm.att.com> and save them to your computer hard drive. **Please take appropriate action before the transition period.**

Comment [LU4]: Variable paragraph that appears only in letters to customers with existing AT&T voice mail service.

Next Steps

The transition period of your local service to AT&T Tennessee is scheduled from **October 29 through December 28, 2007**.

Prior to Your Transition

- If you wish to choose another AT&T local service plan, please call us at **1-866-412-4977 within 30 days of the date of this letter**.
- If you wish to switch to another local service provider, contact that provider **within 30 days of the date of this letter**.
- Take the appropriate action to save any desired messages stored on your current voice mail platform.

After Your Transition

Once your service has been established with AT&T Tennessee, you will receive a **welcome letter** confirming your new service and features, as well as any other products or services you may have ordered. Your welcome kit will also include product or service instructions for applicable AT&T Tennessee services.

Once your service has been established with AT&T Tennessee or another local service provider, you will receive:

- **a final bill** from AT&T Communications of the South Central States, LLC. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.
- **a refund of any deposit (if applicable)** If you have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within 45 calendar days after receipt of your final bill.

The transition of your local service to AT&T Tennessee will happen automatically. However, there are some actions which you may need to take after the transition:

If you have	You should:
Calling features	➤ Re-program your Call Forwarding, Speed Dial and other features.
Frozen or blocked accounts	➤ Contact AT&T Tennessee toll-free at 1-866-412-4977 if you would like to re-establish a freeze/block for your account after the transfer of your service. (If you currently have a freeze or block on your account to prevent changes to your local or long distance service providers, those freezes or blocks will be removed if your service is transferred to AT&T Tennessee.)
Automatic Bill Payment, Online Bill Pay, or Credit Card Bill Payment	➤ Update your banking/bill payment information to reflect your new AT&T Tennessee account information to ensure proper payment credit. (Your new billing account information will be your ten-digit billing telephone number plus a three-digit customer code that will appear on your new AT&T Tennessee bill.) ➤ Re-apply for automatic bill payment through AT&T Tennessee if you signed up for automatic payments with AT&T Communications of the South Central States, LLC.
Other services that use your local telephone line (for example, an alarm service)	➤ Contact the provider(s) of those services to inform them of the change in your local telephone service provider and determine if any actions are necessary.
Voice Mail	➤ Go to att.com/info or access your new mailbox by dialing *98 from your home phone to get detailed instructions on how to use your new mailbox. ➤ Reset your password and greetings.

Comment [L05]: Variable row appearing only in letters to customers who have existing AT&T voice mail service.

Questions?

If at any time you have any questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new products and services, we invite you to contact AT&T Tennessee toll-free at 1-866-412-4977 (7:00am-6:00pm CST, Monday-Friday; 7:00am-4:00pm CST Saturday). If you have questions regarding your final bill or your existing service, please contact the AT&T Customer Care Center at 1-800-288-2747.

We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of the South Central States, LLC
and AT&T Tennessee

Enclosure

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TN Additional Customer Letter Detail

AT&T One Rate Advantage

- **AT&T long distance customers**
As an AT&T Tennessee local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week, along with the AT&T Unlimited Canada Plan, which has a \$5.99 monthly recurring charge and discounted rates to other international countries. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T Tennessee. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Tennessee as your local provider. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate LSA/AT&T One Rate Multiline Unlimited

- **AT&T long distance customers**
As an AT&T Tennessee local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T Tennessee. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Tennessee as your local provider. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate State

- **AT&T long distance customers**
As an AT&T Tennessee local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited In-State Enhanced plan, which has an \$18.00 monthly recurring charge and provides unlimited in-state calling and 5-cent per minute state-to-state calling, 24 hours per day 7 days a week. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate Local / AT&T One Rate Multiline

- **AT&T long distance customers**
As an AT&T Tennessee local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T One Rate 5 Cents Plus Plan, which has a \$7.95 monthly recurring charge and provides long distance calling for 5 cents per minute, 24 hours per day 7 days a week. Importantly, you also will **receive a \$2.00 monthly credit** on your bill once your service has been established with AT&T Tennessee. You will continue to receive the \$2.00 monthly credit as long as you are enrolled in the AT&T One Rate 5 Cents Plus calling plan and have AT&T Tennessee as your local provider. We appreciate your business and look forward to continuing to serve you.

Unlimited IntraLata Overlay/Expanded Local Plans

- **AT&T long distance customers**
As an AT&T Tennessee local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Local Toll Calling plan, which has an \$13.95 monthly recurring charge and provides unlimited intralata toll calling, 24 hours per day 7 days a week. We appreciate your business and look forward to continuing to serve you.

Local with Standalone LD

- **AT&T long distance customers**
As an AT&T Tennessee local customer who retains AT&T long distance, you will see no change to your long distance service. We appreciate your business and look forward to continuing to serve you.

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

Monthly rates for telephone line charges in the state of Tennessee vary depending on the area in which you live. The Tennessee Regulatory Authority approves the Company's rates for basic line service. These rates are listed in the Company's Tariffs. All rates and charges are subject to change.

Basic Line Service

AT&T Tennessee offers *Flat Rate* line service. Rates are based on the number of telephone lines in a specific serving area and do not include taxes, surcharges, municipal fees or FCC approved line charges. Customers who do not currently subscribe to packages, listed on the chart on the back of this page, will be transferred to a Flat Rate service plan which provides unlimited calling service. For residential customers, the monthly rates for Flat Rate service range from \$8.38 to \$13.17.

Lifeline service is also available to AT&T Tennessee customers. Lifeline service provides monthly assistance for qualifying low income residential households in the form of a \$13.50 credit per month on your local service charges.

Optional Services

In addition to the basic line service, AT&T Tennessee offers optional calling services. Prices for some of the most popular optional calling features are set forth in the table below. These services are also available in cost saving packages. The rates for some of these packages are also provided on the back of this page. For more information, contact the AT&T Tennessee Customer Service Center toll-free at 1-866-412-4977 or access our website at att.com for more optional calling services, bundle availability and prices.

More Information

You may find more information about AT&T services and your rights as a customer in the AT&T White Pages, which you will receive as a new AT&T Tennessee customer. AT&T Tennessee rates, terms and conditions for standalone Flat Rate service and optional calling services will be governed by the Tariff on file with the Tennessee Regulatory Authority. An AT&T Customer Service Agreement which contains the terms and conditions for the packages and bundled services to which you may subscribe will be sent to you at the time your services are transferred. You can view a copy of the Customer Service Agreement and all other information related to your packages on our website at att.com/serviceagreement. You will receive written notification of all changes to the rates, terms and conditions of your AT&T Tennessee services.

Feature	Price
Anonymous Call Rejection	\$5.95
Call Block	\$ 5.95
Call Forwarding Busy Line	\$1.00
Call Forwarding Don't Answer	\$1.00
Preferred Call Forwarding	\$5.95
Remote Access to Call Forwarding	\$7.00
Call Forwarding Don't Answer with Ring Control	\$1.00
Call Forwarding (CF) Variable	\$5.95
Call Return	\$6.95
Call Tracing	\$5.95
Call Waiting	\$6.95
Call Waiting Deluxe	\$7.95
Caller ID Basic	\$8.00
Caller ID Deluxe	\$9.00
RingMaster® I Service	\$5.00

Feature	Price
RingMaster® II Service	\$7.00
Customer Control Call Forwarding Busy Line	\$3.00
Customer Control Call Forwarding Don't Answer	\$3.00
Call Selector	\$5.95
Privacy Director® Service	\$7.95
Repeat Dialing	\$5.95
Speed Calling 8	\$5.95
Speed Calling 30	\$5.95
Three-Way Calling	\$6.00
Inside Wire Maintenance	\$6.95
Equipment Maintenance Plan (EMP)	\$4.75
EMP with Inside Wire Full Coverage	\$8.90
Voice Mail Premium Package	\$4.95
Voice Mail Companion Features	\$2.00
Privacy Director w/AT&T Complete Choice SM Plan	\$4.95

For your convenience, below is a chart that identifies the most common plans provided by your current carrier and the new AT&T local service plan to which you will be automatically transferred, if you make no selection. Just find your current service plan and selected features and it will show you the new AT&T service plan. If you are unsure of your current service plan, please refer to your last bill.

Package List, Pricing, and Features

Current Service Plan	New AT&T Tennessee Service Plans	Features and Components	Statewide Price
AT&T One Rate® Local AT&T One Rate® MultiLine AT&T Local Call Plan 2 Pack • Caller ID/Caller ID Deluxe and Call Waiting/Call Waiting Deluxe	2 Pack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, and Voice Mail Companion features	\$22.00
• Caller ID/Caller ID Deluxe and/or Call Waiting/Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return	PreferredPack® Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features	\$26.00
• Additional features	AT&T Complete Choice SM Plan	Access Line with unlimited local calling and 22 features	\$31.00
AT&T One Rate® State AT&T Local Call Plan 3 Pack • Caller ID/Caller ID Deluxe and/or Call Waiting/Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return	PreferredPack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features	\$26.00
• Additional features	AT&T Complete Choice Plan	Access Line with unlimited local calling and 22 features	\$31.00
AT&T One Rate® Advantage Plan or AT&T One Rate USASM AT&T Call Plan Deluxe AT&T Employee Plan	AT&T Complete Choice Plan	Access Line with unlimited local calling and 22 features	\$31.00
AT&T Call Plan Unlimited Plus • A la carte features Caller ID/Caller ID Deluxe and Call Waiting/Call Waiting Deluxe	2 Pack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, and Voice Mail Companion features	\$22.00
• A la carte features Caller ID Deluxe and/or Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return	PreferredPack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features	\$31.00

If your plan or service is not listed above, please call us for information on other available packages and features at our AT&T Tennessee Customer Service Center toll free at 1-866-412-4977.

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