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June 22, 2007

VIA HAND DELIVERY

electronically filed 6/22/07 @ 3:03pm

Mr. Jerry Kettles, Chief
Economic Analysis and Policy Division
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 Communications of the South
Central States, LLC Residential Local Service Customers*
Docket No. 07-00139

Dear Mr. Kettles:

Attached are AT&T's responses to the questions set forth in your letter of June 19, 2007.

Thank you very much for your prompt review of AT&T's petition. AT&T respectfully requests that this matter be placed on the Authority's July 9, 2007 Agenda.

Please do not hesitate to contact us if you have additional questions.

Cordially,



Joelle Phillips

cc: Kathy Sager

681859



Department of the Treasury

Request: Provide a listing of actions taken by the respective state commission in all nine states in the former BellSouth operating territory regarding the transfer of AT&T of the South Central States, LLC residential local service customers.

Response: Alabama – The Alabama Public Service Commission approved the transfer during its Agenda Session of June 18, 2007. (Docket No. U-4836)

Florida – The Florida Public Service Commission has not yet taken action on this matter. (Docket No. 070367-TP)

Georgia – No approval by the Georgia Public Service Commission is required. AT&T filed a notice outlining its plans with the GPSC on June 1, 2007.

Kentucky – The Kentucky Public Service Commission has not yet taken action on this matter. (Docket No. 2007-00215). It has scheduled an informal conference in the docket on June 29, 2007.

Louisiana – The Louisiana Public Service Commission issued a statement of nonopposition to the transfer on June 5, 2007. (Docket No. S-30142)

Mississippi – At its regularly scheduled Docket Call on June 5, 2007, the Mississippi Public Service Commission announced that it had passed and ordered the petition to transfer. A formal order of approval is expected soon. (Docket No. 2007-UA-237)

North Carolina – The North Carolina Public Utilities Commission entered an order on June 12, 2007 approving the transfer. (Docket No. P-55, Sub 1705)

South Carolina – The South Carolina Public Service Commission has not yet taken action on this matter. (Docket No. 2007-213-C)

Request: Clarify which pages in Exhibit A of the *Petition* comprise the customer notice to be sent to AT&T of the South Central States customers.

Response: For clarification, the actual customer notices to be sent to AT&T Communications of the South Central States customers are attached to this response. There are several versions of the customer notice. AT&T believes that using different versions of the customer notice, based on the differing service plans subscribed to by AT&T Communications of the South Central States customers, simplifies the letters and makes them more customer friendly.

The letters submitted with this response are marked "draft" only because AT&T has not received final TRA approval.

Tennessee Letter Examples

Letter	Long Distance Plan
1	One Rate Advantage
2	One Rate USA
3	One Rate State
4	One Rate Local/One Rate Multiline
5	Unlimited IntraLata Overlay
6	Local with Standalone LD
7	One Rate Advantage
8	One Rate USA
9	One Rate State
10	One Rate Local/One Rate Multiline
11	Unlimited IntraLata Overlay
12	Local with Standalone LD
13	N
14	N

[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 28, 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 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.

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 *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://vm.att.com> and save them to your computer hard drive. **Please take appropriate action before the transition period.**

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.

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- **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:
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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.
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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.

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.

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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
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and AT&T Tennessee

Enclosure

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[Date]

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

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Customer Care
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Enclosure

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[Date]

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[Date]

[Customer name]
[Address 1]
[Address 2]
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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 *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://vm.att.com> and save them to your computer hard drive. **Please take appropriate action before the transition period.**

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.

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.

In accordance with TRA Rule 1220-4-2-.56(2)(d), for a period of ninety (90) days from the date of the completion of the transfer, AT&T Tennessee will give customers at least thirty (30) days written notice prior to any rate increase.

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 28, 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 Unlimited Local Toll Calling plan, which has a \$13.95 monthly recurring charge and provides unlimited intralata local toll calling, 24 hours per day 7 days a week.

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 *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://vm.att.com> and save them to your computer hard drive. **Please take appropriate action before the transition period.**

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**.
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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.

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- **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.

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.

In accordance with TRA Rule 1220-4-2-.56(2)(d), for a period of ninety (90) days from the date of the completion of the transfer, AT&T Tennessee will give customers at least thirty (30) days written notice prior to any rate increase.

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?

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- ***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 see no change to your long distance service.

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 *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://vm.att.com> and save them to your computer hard drive. **Please take appropriate action before the transition period.**

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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.)
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Questions?

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Sincerely,

Customer Care
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and AT&T Tennessee

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[Date]

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

Important changes to your
AT&T Services

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Next Steps

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

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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.

Questions?

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and AT&T Tennessee

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[Date]

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

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- ⌘ ***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.

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.**

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.

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.

In accordance with TRA Rule 1220-4-2-.56(2)(d), for a period of ninety (90) days from the date of the completion of the transfer, AT&T Tennessee will give customers at least thirty (30) days written notice prior to any rate increase.

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

[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.

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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.

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.**
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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.

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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

[Date]

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

Important changes to your AT&T Services

Dear [Customer Name],

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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.

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.
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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.

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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

[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?

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*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 Unlimited Local Toll Calling plan, which has a \$13.95 monthly recurring charge and provides unlimited intralata local toll calling, 24 hours per day 7 days a week.

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

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AT&T Long Distance Customers

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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.

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.

In accordance with TRA Rule 1220-4-2-.56(2)(d), for a period of ninety (90) days from the date of the completion of the transfer, AT&T Tennessee will give customers at least thirty (30) days written notice prior to any rate increase.

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

[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 28, 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.*

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 *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://vm.att.com> and save them to your computer hard drive. **Please take appropriate action before the transition period.**

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 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.

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.

In accordance with TRA Rule 1220-4-2-.56(2)(d), for a period of ninety (90) days from the date of the completion of the transfer, AT&T Tennessee will give customers at least thirty (30) days written notice prior to any rate increase.

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],

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- * ***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.*

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.**

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.

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- **a refund of any deposit** (*if applicable*) If you have a deposit for your local 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.

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In accordance with TRA Rule 1220-4-2-.56(2)(d), for a period of ninety (90) days from the date of the completion of the transfer, AT&T Tennessee will give customers at least thirty (30) days written notice prior to any rate increase.

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

Request: Concerning TRA Rule 1220-4-2-.56(2)(d)(4), please explain how the customer notice in Exhibit A of the *Petition* informs transferred customer that they will receive a thirty day written notice of any rate increase that may affect their service up to ninety days from the date of transfer.

Response: AT&T's proposed customer notice states that a customer's "monthly recurring charges for [their] new plan will be equal to or less than what you pay now" as a result of the transfer. AT&T believes that this language is more straightforward and "customer friendly" than language indicating that customers will receive a 30-day written notice of any rate increase that will affect their service up to 90 days from the date of transfer because the latter language suggests that there may be rate increases. AT&T's proposed language makes clear that the customers will not pay any more as a result of the transfer. In other words, AT&T's proposed language provides **more** customer protection than the Authority's Rule requires.

Even so, AT&T has revised the customer notices by adding the following sentence:

In accordance with TRA Rule 1220-4-2-.56(2)(d), for a period of ninety (90) days from the date of the completion of the transfer, AT&T Tennessee will give customers at least thirty (30) days written notice prior to any rate increase.

Request: Will any assets be transferred from AT&T of the South Central States to AT&T Tennessee as a result of the customer integration?

Response: No.