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August 16, 2007

VIA HAND DELIVERY

file electronically in docket office on 08/16/07

Hon. Eddie Roberson, Chairman Tennessee Regulatory Authority 460 James Robertson Parkway Nashville, TN 37238

Re: Petition for Approval of SBC Long Distance to Cease Providing Local

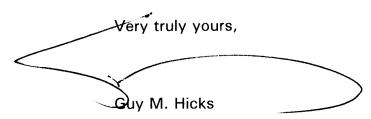
Exchange Service to Residential Customers Within the State of

Tennessee

Docket No. 07-00193

Dear Chairman Roberson:

Enclosed are the original and four copies of SBC Long Distance's *Petition for Approval*.



GMH:ch

# BEFORE THE TENNESSEE REGULATORY AUTHORITY Nashville, Tennessee

IN RE:	Petition for Approval of SBC Long Distance, LLC to Cease Providing Local Exchange Service to Residential Customers Within the State of Tennessee
	Docket No.

#### PETITION FOR APPROVAL

SBC Long Distance, LLC ("SBC LD"), pursuant to Tennessee Regulatory Authority ("the TRA") Rules 1220-4-8-.07(2)(c) and (d),<sup>1</sup> requests Authority approval to withdraw from the residential local exchange market and cease providing service to residential <u>local</u> exchange telephone customers in Tennessee. SBC LD intends to discontinue the provisioning of local telecommunications services to residential customers in Tennessee on or after November 26, 2007.<sup>2</sup> As of August 16, 2007, SBC LD had only 88 residential customers in Tennessee.

Residential local customers of SBC LD will be provided written notifications of SBC LD's plan to cease providing local service and will be told that they must affirmatively choose another local service provider to avoid losing their local telephone service. Customers will be given at least sixty (60) days notice. Customers who do not select a local service provider by the deadline included in the customer notice will receive a second notice at least fifteen calendar days prior

<sup>&</sup>lt;sup>1</sup> TRA Rule 1220-4-8-.05, Abandonment or Transfer of a Certificate, does not apply to this Notice because SBC LD is neither abandoning nor transferring its Certificate. SBC LD is using the dba "AT&T Long Distance".

<sup>&</sup>lt;sup>2</sup> For eight days following this date, customers still will be provided soft dial tone which will enable them to contact 911.

remaining customers will receive an outbound calling message advising them of the deadline. If, notwithstanding the multiple notices, a customer still does not switch his or her service to another provider, SBC LD will place soft dial tone on the customer's line for eight days, which will allow the customer to reach 911 even after the service is terminated.

SBC LD is exiting the local residential market in Tennessee. SBC LD will continue to provide interstate or intrastate long distance services. Customers will be advised to contact their current pre-selected local toll and long distance providers to ensure there is no change to their local toll or long distance calling plans as a result of the change in the customers' local service providers.

SBC LD has previously modified its tariff to grandfather its residential local service offerings and will withdraw the residential local service portion of its tariff once service has been discontinued.

SBC LD has developed a servic; discontinuance plan for its current local residential customers in the state of Tennessee. This plan ensures clear and concise advance written notifications to residential customers, the opportunity for affected end-user customers to choose local exchange service from any available local exchange carrier prior to service discontinuance, and toll-free communications channels for affected customers to contact for information. Additionally, an internal management team of seasoned telecommunications professionals is available to coordinate, manage, monitor, and trouble shoot the plan.

SBC LD did not take any customer deposits. To the extent a customer has a credit on his or her last invoice, SBC LD will issue a refund within thirty to forty five days of the customers termination of service.

As outlined above, Customers will receive written notice at least sixty (60) days in advance of service discontinuance and will have an opportunity to make their own plan or carrier selection. A second written notice will be provided at least fifteen (15) days prior to service discontinuance. Copies of the proposed customer notices are attached hereto as Attachment A.

All correspondence and communications concerning this filing should be directed to counsel as follows:

Guy M. Hicks, Esq. Joelle J. Phillips, Esq. SBC Long Distance, LLC 333 Commerce Street, Suite 2101 Nashville, Tennessee 37201

David M. Eppsteiner, Esq. AT&T Services, Inc. 675 W Peachtree Street NW, Suite 4300 Atlanta, Georgia 30375

WHEREFORE, SBC LD requests Authority approval of its withdrawal of residential local exchange service to customers in Tennessee.

### Respectfully submitted,

## SBC LONG DISTANCE, LLC

By: Guy Hicks

Joelle Phillips

333 Commerce Street

Nashville, TN 37201

615/214-6300

David M. Eppsteiner AT&T Services, Inc.

675 W Peachtree Street NW, Suite 4300

Atlanta, Georgia 30375

## SBC Long Distance, LLC d/b/a AT&T Long Distance

1010 N Saint Mary's Street, #13L San Antonio TX 78215-2109

Date

Customer name/address

# \*\*\*Important Notice\*\*\*

# Immediate Action Required Regarding Your Local Telephone Service

Dear Customer:

Thank you for choosing SBC Long Distance as your local service provider. Due to recent changes within our company, as of November 15, 2007, SBC Long Distance will no longer provide your local telephone service and you must take action.

Important: To prevent the loss of your local telephone service, you must select another local telephone service provider on or before November 5, 2007. If you act by this date there will be enough time for the new local service provider you choose to start your new service before your current service ends.

Please remember that customers may choose the provider of their local telephone service. You may select any company that is offering local service in your area. Look in the Yellow Pages section of your telephone directory under "telephone companies" or in the front of your White Pages directory for a list of local telephone service providers.

You may want to call a number of local service providers to compare prices for the service plan you want. Please select your new service plans carefully – local, toll and long distance — to be sure the service plans meet your needs. Companies may offer pricing plans and calling areas that differ from the ones you have today. It is up to you to select a plan that is right for you. Once you select a local service provider, you must call that provider to order your new service.

After you switch to another local telephone service provider and SBC Long Distance discontinues your local telephone service, you will receive a final bill within 7 to 14 days. If we owe you a refund, we will send it to you within 30 to 45 days of disconnection. Please be aware that you are responsible for payment of any outstanding balance owed to SBC Long Distance.

This is an important notice about the loss of your local telephone service. Contact us toll free at 1-877-430-7228 if you have any questions or need more information.

Sincerely,

SBC Long Distance, LLC, d/b/a AT&T Long Distance

# QUESTIONS AND ANSWERS REGARDING DISCONTINUANCE OF YOUR LOCAL RESIDENTIAL TELEPHONE SERVICE

# Why has the company made the decision to no longer offer residential local service in my area?

We consistently evaluate all areas of our business. This was simply a business decision based on the considerations that we incur in providing local residential service. At this time, only local residential phone service is being discontinued. Business customers with local or long distance telephone services are not affected by this change.

### What should I do now that I have received this letter?

It is important you find another local residential telephone service provider. Normally you can locate a complete list of providers in the front of your local White Pages phone directory or in your Yellow Pages directory under the "telephone companies" heading. You should contact a new local residential telephone service provider as soon as possible to switch your local service to that new provider. You will lose your local phone service if you do not change your local service provider.

## 3 What about my other telephone services?

They will not be impacted by this change in local residential telephone service. AT&T and its affiliates will continue to offer the same high standards and quality of wireless and long distance services to which local customers are accustomed. If you choose AT&T as your in-state toll and long distance service provider, inform your new local service provider of this choice.

### 4 When will I receive my final bill?

You will receive your final bill 7 to 14 days after the switch to your new local residential service provider is complete.

# Will I be able to keep my phone number(s) with my new provider?

You should discuss this with your new local telephone company. Your new residential local telephone service provider should perform the necessary steps to ensure that you can keep your phone number with your new company. Do not disconnect your current local service if you want to keep your phone number – just call your new local telephone company to set up service and the new company will handle the rest to make sure your existing service is stopped and to make sure you can keep your phone number.

# 6 What about my other services that use my phone line?

If you have other services not provided by SBC Long Distance, LLC d/b/a AT&T Long Distance that use your local telephone line, for example an alarm service, you should contact the provider(s) of those services to inform them of the change to your local telephone service provider and determine if any actions are necessary.

7 Who can I contact for more information regarding this notification?
Please call toll-free 1-877-430-7228 with any questions you may have regarding this notification.

#### SBC Long Distance, LLC d/b/a AT&T Long Distance

1010 N Saint Mary's Street, #13L San Antonio TX 78215-2109

Date	
Customer	
Dear Valued Customer:	
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## \*\*\*SECOND NOTICE\*\*\*

# Immediate Action Required Regarding Your Local Telephone Service

Dear Valued Customer:

This is our second notice to you advising that the local telephone service to which you subscribe will no longer be available as of November 15, 2007 and you must take immediate action.

Please disregard this letter if you have already placed an order to transfer your residential local phone service to another service provider.

If you have not yet made arrangements to transfer your residential local phone service to another service provider, you must select another service provider on or before November 5, 2007 to prevent the loss of your residential telephone service. If you act by this date, there will be sufficient time for your new residential service provider to start your new service. If you do not act by this date, you will lose your local phone service.

You have the right to select any company that is offering local telephone service in your area. Look in the front of your Yellow Pages directory under "telephone companies," or in the front of your White Pages directory for a list of local telephone service providers. Once you find a provider of your choice, you should call that provider to order your new service.

Please select your new service plans carefully – local, toll and long distance -- to ensure that your needs are met. However, you are not required to select new long distance and toll carriers and may keep your existing selections for long distance and toll. Companies may offer pricing plans and calling areas that differ from the ones you have today. It is up to you to select plans that are right for your circumstances

After your residential telephone service has been discontinued, you will receive a final bill within 7 to 14 days. If your final bill indicates a credit is due from SBC Long Distance, you will receive a refund within 30 to 45 days of your final bill.

If you have any questions, need more information or have problems with changing your service, please contact our Customer Care Center toll free at 1-877-430-7228.

Sincerely

AT&T Long Distance

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### What should I do now that I have received this letter?

It is important you find another local residential telephone service provider. Normally you can locate a complete list of providers in the front of your White Page phone book or in your Yellow Pages directory under the "telephone companies" heading. You should contact a new local residential telephone service provider as soon as possible to switch your local service to that new provider. You could lose your local phone service if you do not change your local service provider.

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