

STATE OF TENNESSEE

Office of the Attorney General



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October 21, 2010

Ms. Lisa Cooper  
Ms. Shilina B. Brown, Esq.  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

Re: Staff Investigation of Associated Telecommunication Services, LLC d/b/a Angles Communications for Alleged Violations of TCA § 65-4-125 and Authority Rule 1220-4-2-.56(5); TRA Docket No. 10-00196

Dear Ms. Cooper and Ms. Brown:

The purpose of this letter is, on behalf of the Consumer Advocate and Protection Division of the Tennessee Attorney General's Office ("Consumer Advocate"), to acknowledge the efforts of you and your team in enforcing the provisions of Tennessee's laws relating to the changing of consumers' local telephone service without approval, found at Tenn. Code Ann. § 65-4-125 and Authority Rule 1220-4-2-.56. The initiation of proceedings by your Divisions against companies and individuals who repeatedly change Tennessean's local phone service without the consumer's consent (also known as "slamming") is important work in the protection of both individual consumers and businesses.

We particularly note the proposed Settlement Agreement, including payment of a substantial civil penalty, resulting from your investigation of the practices of Associated Telecommunications Management Services, LLC d/b/a Angles Communications following 17 consumer complaints for slamming.

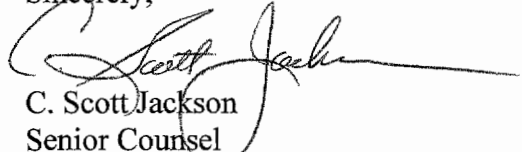
As you know, the Consumer Advocate has authority to intervene in proceedings before the Authority where necessary to protect the interests of Tennesseans. In this instance, your Division appears to have once again taken all steps required to protect consumers and enforce the

anti-slamming laws. However, should you desire the assistance of the Consumer Advocate in your pursuit of those who change the local phone service of Tennessee consumers without proper consent, we stand ready to assist. Please contact me if the Consumer Advocate can assist you in your investigation and enforcement of Tennessee's anti-slamming laws.

A violation of Tennessee's anti-slamming law is also a violation of the Tennessee Consumer Protection Act of 1977. As you know, the Consumer Advocate and Protection Division also works with and represents the Tennessee Division of Consumer Affairs ("DCA") in enforcing the Consumer Protection Act. If we can help with coordinating any assistance DCA can provide you in the enforcement of the anti-slamming laws, please contact me about that as well. We appreciate that your proposed settlement does not limit DCA's authority.

We would request that this letter be entered into the Docket of this matter. We plan to file similar letters in future dockets. Again, thank you for your efforts on behalf of Tennessee consumers and please let us know if we can be of assistance.

Sincerely,



C. Scott Jackson  
Senior Counsel  
(615) 741-8726

cc: Mary Clement