

CAHILL GORDON & REINDEL LLP

SUITE 950

1990 K STREET, N.W.

WASHINGTON, D.C. 20006-1181

TELEPHONE (202) 862-8900

FACSIMILE (202) 862-8958

ANGELA F. COLLINS

| 202-862-8930

| acollins@cahill.com

February 18, 2013

EIGHTY PINE STREET
NEW YORK, N.Y. 10005-1702
(212) 701-3000
FAX: (212) 269-5420

AUGUSTINE HOUSE
6A AUSTIN FRIARS
LONDON, ENGLAND EC2N 2HA
(011) 44 20 7920 9800
FAX (011) 44 20 7920 9825

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T.R.A. DOCKET ROOM

Via Federal Express

Ms. Sharla Dillon
Docket Manager
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

Re: Docket No. 1200154

Dear Ms. Dillon:

Birch Telecom of the South, Inc. dba Birch Communications of the South ("Birch") and Covista, Inc. ("Covista") hereby supplement their Joint Application filed in the above-referenced docket on December 19, 2012.

The Joint Application contained the incorrect "dba" name for Birch. The Joint Application should be corrected to indicate that Birch's "dba" name in Tennessee is Birch Communications of the South. The Joint Application also included a draft customer notice letter informing customers of the transfer of their service from Covista to Birch. That customer notice letter used the name "Birch Communications."

After discussions with Staff, Birch revised its customer notice letter for Tennessee to reflect the "dba" name of Birch Communications of the South. Covista's existing customers in Tennessee received the revised customer notice reflecting the Birch Communications of the South name.¹ A copy of the revised customer notice is attached. The revised notice was sent to Covista's existing Tennessee customers during the week of February 4, 2013. The customer transfer is scheduled to occur the week of March 18, 2013. Accordingly, Birch and Covista request a waiver of the requirement that their customer notice be pre-approved.

¹ Due to the timing of Staff's request, some Tennessee customers may have received both letters - one using the Birch Communications name and one using the Birch Communications of the South name.

An original and thirteen (13) copies of this letter are enclosed. Please date stamp the extra copy, and return it in the enclosed envelope. If you have any questions concerning this matter, please contact the undersigned.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Angela Collins", with a stylized flourish at the end.

Angela F. Collins
Counsel for Birch Telecom of the South,
Inc. dba Birch Communications of the
South

Attachment

cc: Jerry Kettles (via electronic mail)



IMPORTANT NOTICE
REGARDING A CHANGE IN YOUR TELECOMMUNICATIONS SERVICES

Birch Communications of the South ("Birch") and Covista are pleased to announce that Birch is acquiring Covista's local telephone and long distance telephone customers, as well as certain other customers receiving additional types of services from Covista. Subject to approval by the Federal Communications Commission and State regulators as necessary, Birch will replace Covista as your current telecommunications service provider on or after **March 4, 2013** (the "Transfer Date"). As a result of this transaction, Birch will assume responsibility for all services previously provided to you by Covista. Birch is excited about the opportunity to provide your telecommunications service(s) and looks forward to a long and mutually rewarding business relationship.

Please rest assured, the transition will have little or no impact on your current services, nor will there be any interruption of your service. The agreement between Birch and Covista has been structured so that the transfer of service will be virtually seamless, other than the possibility of a minor change to your voice mail service for which you will receive additional information.¹ There, however, may be other changes to your service plan based on Birch's unique billing systems (e.g., customers currently utilizing a message or measured local service plan may be switched to a flat rate plan). In those cases, Birch will transition you in a neutral manner **with no increase to your regular monthly recurring charges**. You will retain all other service rates, features, terms, and conditions of service and your telephone number. Birch will not impose any charges for the transfer of your services to Birch and **no action is required from you to continue your telecommunications service(s) with Birch**. You will receive your first billing statement from Birch starting with your March 2013 or April 2013 bill. As in the past, you are responsible for paying all bills rendered to you by Covista during the transition of service.² Birch is required to advise you that if Birch changes any rates

¹ It will be necessary for you to reset your password and re-record your message greeting(s). Additionally, saved messages at the time of the transfer will no longer be retained. Birch will provide further details in a follow-up letter.

² Those customers interested in setting up online payments will be pleased to know Birch offers online payments and account updates.

within ninety (90) days following the transfer of your service, Birch will provide you with a notice of the rate change thirty (30) days prior to the change date.

You do have the right to select a different carrier for your telecommunications service(s). If you choose to switch to an alternate carrier for services, you may incur a fee from that alternate carrier for the transfer of services to that alternate carrier. If you select a local telephone service provider other than Birch, you should also contact your current long distance provider to ensure that your current long distance plan is not changed. Please note that if you are a customer of Covista on the Transfer Date as set forth above, your account will automatically be transferred to Birch. In addition, should you have a term commitment with Covista and you disconnect or transfer services to another carrier prior to the end of that term, you will be liable to Birch for any applicable early termination charges, subject to applicable law. Please note that when your service is transferred to Birch, any preferred carrier "freeze" you have placed on your existing telephone lines to prevent unauthorized transfer of your services to another carrier will be over-ridden for purposes of this transaction and will need to be reinstated by you by contacting Birch after the transfer is complete.

If you have any questions regarding this transaction or questions about your service or billing prior to the Transfer Date set forth above, you should contact Covista at **866-454-7727**.

If you have any questions regarding this transaction, or questions about your service or billing after the Transfer Date set forth above, you should contact Birch at **888-772-4724**.³

Covista thanks you for your business and Birch looks forward to providing you with quality service for many years to come.

Sincerely,

Covista and
Birch Communications of the South

³ **About Birch** - Headquartered in Atlanta, Georgia, Birch is one of the largest competitive local exchange carriers in its 38-state southeast, southwest, midwest and northeast regions serving residential and business customers. Birch was the first in its class to deploy its own private IP network utilizing soft switch technology to deliver innovative, high quality, affordable voice and broadband communications services to small- and medium-sized business customers.