



**Cornelius D. Smith, Jr.**  
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External Affairs

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June 5, 2020

Ms. Robin Morrison  
Chairman, Tennessee Public Utility Commission  
502 Deaderick Street 4<sup>th</sup> Floor  
Nashville, TN 37243

20-00080

Dear Ms. Morrison:

In late April this year, I received an inquiry from the office of Mississippi Public Service Commissioner, Brandon Presley, with concerns that Mr. David Robertson of 2168 Hogan Road, Holly Springs, MS, had been advised by AT&T that internet service in not available at his address.

Working with our engineers, it has been determined that there is a feasible, and economical way to provide internet service to Mr. Robertson's newly constructed home out of the Holly Springs Central Office, but unfortunately, due to the close proximity of his home to the Tennessee State line, Marshall County, MS provided him with an E-911 address that is assigned to Mt. Pleasant, TN. Unfortunately again, our Mississippi system will not recognize the Tennessee address.

It's my understanding that in past years, situations like this have been resolved by getting both State Commissions to agree with doing what is most feasible to serve the customer.

Your concurrence in allowing us to serve this customer out of Mississippi will be greatly appreciated.

Yours truly,

A handwritten signature in blue ink, appearing to read "C. D. Smith".

C. D. Smith

Cc: David Foster, Director of Utilities  
Kelly Grams, General Council  
Tim Schwarz, Division Director