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October 14, 2004

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COMMISSION
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BY HAND DELIVERY

Ms. Blanca Bayó, Director
The Commission Clerk and Administrative Services
Room 110, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

undocketed *KMP* *041270-TI*

Re: AT&T Report in Response to Staff Inquiry on Customer Complaints

Dear Ms. Bayó:

Pursuant to a request from the Staff at a meeting with AT&T representatives on August 26, 2004, attached please find AT&T's Report in Response to Staff's Complaint Inquiry. The attached report responds to Staff's concerns and contains information AT&T deems to be confidential. Therefore, AT&T is filing the report under confidential seal with the Commission pursuant to Rule 25-22.006, *Florida Administrative Code*.

AT&T greatly appreciates the opportunity to respond to your inquiry. Should you have any additional questions, please feel free to contact me at (850) 425-6360 or Brian Musselwhite at (850) 425-6313.

- CMP
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Attachment

cc: Rick Moses
Beth Salak

1 conf records

Very truly yours,

Tracy Hatch
Tracy Hatch

This claim of confidentiality was filed by or on behalf of a "telco" for Confidential DN 11104-07. The document is in locked storage pending advice on handling. To access the material, your name must be on the CASR. If undocketed, your division director must obtain written EXD/Tech permission before you can access it.

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