

Matilda Sanders

070367-TP

From: Woods, Vickie [vf1979@att.com]
Sent: Friday, June 08, 2007 11:05 AM
To: Filings@psc.state.fl.us
Subject: (New Docket): AT&T-C and AT&T Florida's Joint Petition for Waiver of Rule 25-24.118, F.A.C. and Request for Expedited Treatment
Attachments: T_to_B_(.pdf; LEGAL-#680655-v1-AT&T_Customer_Migration_(T_to_B).DOC

ORIGINAL

A. Vickie Woods
 Legal Secretary to James Meza III, Manuel A. Gurdian and Tracy W. Hatch
 AT&T Florida
 150 South Monroe Street
 Suite 400
 Tallahassee, Florida 32301
 (305) 347-5560
vickie.woods2@bellsouth.com

B. Docket No.: (New Docket)

Joint Petition of AT&T Communications of the Southern States, LLC and BellSouth Telecommunications, Inc. d/b/a AT&T Florida for Waiver of Rule 25-24.118, F.A.C. and Request for Expedited Treatment

C. AT&T Florida
on behalf of Tracy W. Hatch

D. (.pdf) 16 pages total (includes letter, Certificate of Service, pleading and Exhibit A)
(word version) 7 pages total (includes pleading)

E. AT&T Communications of the Southern States, LLC and BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Joint Petition for Waiver of Rule 25-24.118, F.A.C. and Request for Expedited Treatment

.pdf word version

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6/8/2007

DOCUMENT NUMBER-DATE

04638 JUN-08

FPSC-COMMISSION CLERK

ORIGINAL

Legal Department

Tracy W. Hatch
Senior Attorney

AT&T Florida
150 South Monroe Street
Room 400
Tallahassee, Florida 32301
(850) 577-5508

June 8, 2007

Ms. Ann Cole
Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

070367-TP

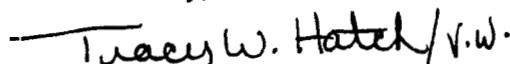
Re: Joint Petition of AT&T Communications of the Southern States, LLC and BellSouth Telecommunications, Inc. d/b/a AT&T Florida for Waiver of Rule 25-24.118, F.A.C. and Request for Expedited Treatment

Dear Ms. Cole:

Enclosed is AT&T Communications of the Southern States, LLC and BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Joint Petition for Waiver of Rule 25-24.118, F.A.C. and Request for Expedited Treatment.

Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,


Tracy W. Hatch

cc: All parties of record
Jerry Hendrix
James Meza III
E. Earl Edenfield, Jr.

DOCUMENT NUMBER-DATE

04638 JUN-8 5

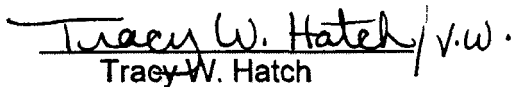
FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE
Joint Petition of AT&T Communications of the
Southern States, LLC and BellSouth Telecommunications, Inc.
d/b/a AT&T Florida for Waiver of Rule 25-24.118, F.A.C.
and Request for Expedited Treatment

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

Electronic Mail and First Class U. S. Mail this 8th day of June, 2007 to the following:

Patrick Wiggins
Staff Counsel
Florida Public Service
Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
pwiggins@psc.state.fl.us


Tracy W. Hatch

ORIGINAL

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Joint Petition of AT&T Communications)
of the Southern States, LLC and BellSouth)
Telecommunications, Inc. d/b/a AT&T Florida)
For Waiver of Rule 25-24.118, F.A.C. and)
Request for Expedited Treatment)

Docket No. 070367-TP

Filed: June 8, 2007

JOINT PETITION OF AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC, AND BELLSOUTH TELECOMMUNICATIONS, INC. d/b/a AT&T FLORIDA FOR WAIVER OF RULE 25-4-118, FLORIDA ADMINISTRATIVE CODE

AT&T Communications of the Southern States, LLC ("AT&T-C") and BellSouth Telecommunications, Inc. d/b/a AT&T Florida ("AT&T Florida"), pursuant to Rule 28-104.002, Florida Administrative Code, respectfully submit this Joint Petition for Waiver of the subscriber carrier selection and verification requirements contained in Rule 25.4-118, Florida Administrative Code. In support thereof, AT&T Florida and AT&T-C state the following:

1. Name and addresses of Petitioners:

AT&T Communications of the Southern States, LLC
150 South Monroe Street
Suite 400
Tallahassee, FL 32301
Telephone Number: (850) 222-1201

BellSouth Telecommunications, Inc. d/b/a AT&T Florida
150 South Monroe Street
Suite 400
Tallahassee, FL 32301
Telephone Number: (850) 222-1201

DOCUMENT NUMBER-DATE

04638 JUN-8 5

FPSC-COMMISSION CLERK

2. All pleadings, notices and other documents directed to AT&T Florida in this proceeding should be provided to:

James Meza III¹
Tracy W. Hatch
Manuel A. Gurdian
c/o Nancy H. Sims
150 South Monroe Street, Ste. 400
Tallahassee, FL 32301
james.meza@bellsouth.com
nancy.sims@bellsouth.com
305.347.5558 (telephone)
850.222.8640 (fax)

3. AT&T-C and AT&T Florida (collectively "AT&T"), are each authorized to provide local and long distance services to both residential and business customers in Florida. AT&T-C and AT&T Florida are in the process of integrating and streamlining certain business operations to make the operations of each company more efficient. In conjunction with these efforts, AT&T-C will cease providing residential local exchange service to its current customers in the former BellSouth territory throughout the former BellSouth region, including Florida. As described in greater detail below and to avoid any customer from losing local service, AT&T-C will migrate its existing residential local customers' service to local service provided by AT&T Florida in AT&T Florida's service territory for those customers that do not voluntarily select a new service provider or choose an AT&T Florida local service plan. Through this service migration, AT&T seeks to bring to its customers the best of AT&T's integrated services and to further the integration efforts of the new AT&T by simplifying its service portfolio and streamlining its operations to help improve customer service. After the migration, AT&T-C will

¹ The undersigned is licensed in Louisiana only, is certified by the Florida Bar as Authorized House Counsel (No. 464260) per Rule 17 of the Rules Regulating the Florida Bar, and has been granted qualified representative status by the Commission in Order No. PSC-07-0211-FOF-OT.

continue to provide the same long distance service that it currently provides to the affected customers.²

4. The rule for which AT&T requires a waiver is Rule 25-4.118, Florida Administrative Code, "Local, Local Toll or Toll Provider Selection." Rule 25-4.118(1) provides, *inter alia*, that the "[local, local toll or toll] provider of a customer shall not be changed without the customer's authorization." In addition, this rule provides the requirements that a carrier must comply with to change the local, local toll or toll service provider of a customer. In the instant case, AT&T desires a waiver of the carrier selection requirements of Rule 25-4.118 to the extent that certain customers are migrated from ATT-C to AT&T Florida for local service without such customers' affirmative selection. This waiver is necessary in order to maintain continuity of local service for these customers.

5. While AT&T clearly desires that the affected customers will choose to continue receiving service from AT&T, AT&T recognizes that each of these customers has a right to choose his or her own service provider. AT&T will respect that right throughout the planned transition by giving customers ample notice and time to select another provider. Notwithstanding, AT&T also anticipates that some customers will not affirmatively choose service either from AT&T Florida or another local service provider. In order for these customers to retain local service, AT&T will migrate these customers to comparable AT&T Florida local services. It is this last group of customers that

² For those AT&T-C customers that currently have a bundle of local and long distance, they will be placed on the equivalent AT&T-C stand-alone long distance plan. To ensure that there is not a rate differential between the a customer's current AT&T-C local and long distance bundled plan and the customer's new AT&T Florida local plan and AT&T-C stand-alone long distance plan, the customer will be made whole through a credit. Providing this incidental credit does not create a discrimination issue because all similarly situated customers (the AT&T-C customers experiencing a price increase in transitioning to an AT&T-C stand-alone long distance service) will be treated the same. Namely, all affected customers will receive a credit such that they will see no price increase as a result of the migration. Avoiding price increases is a factor that the Commission has previously looked at in determining whether to grant identical waiver requests filed by other carriers following a merger or acquisition. *See* Order No. PSC-07-0388-PAA-TP (granting waiver request and finding that "the customers should not experience any interruption of service, rate increase, or switching fees."). To the extent that the Commission believes that providing this incremental credit creates a discrimination issue, AT&T will eliminate the credit option.

necessitates the instant request for waiver of the carrier selection requirements in Rule 25-4-118, Florida Administrative Code.

6. In conjunction with the exit of AT&T-C from the residential local service market, AT&T-C will send letters to affected customers beginning September 24, 2007 notifying these customers of the discontinuance of service. A copy of AT&T-C's Customer Notice Letter is attached as Exhibit A.

7. Recognizing customers' right to choose a local service provider, AT&T-C will provide the following options, each of which is described in the Customer Notice Letter:

- a. Customers can call AT&T Florida to select a new AT&T Florida local service plan. There will be no cost associated with a customer's changing his or her local service provider to AT&T Florida.
- b. Customers can select another telephone service provider. Customers will specifically be notified that they need to make this selection within 45 days of the date of the Customer Notice Letter to avoid being automatically migrated to AT&T Florida.
- c. Customers who do not choose a new AT&T Florida local rate plan or a new provider will be automatically migrated to AT&T Florida during a transition period from November 12, 2007 to December 28, 2007. These customers will be given an AT&T Florida local service plan that is most comparable to the customer's current telephone service plan. There will be no cost to the customer for this migration to AT&T Florida.

8. AT&T Florida expects many AT&T-C customers wishing to migrate their local service to AT&T Florida will call AT&T Florida to effectuate the service provider change as provided in AT&T's customer notice letter. For customers that call to make

the service provider change to AT&T Florida, AT&T Florida will follow the carrier selection process in Rule 25-4.118.

9. Customers automatically migrated to an AT&T Florida local service plan will be placed on a plan that is comparable with their current AT&T-C local service. Where an automatically migrated customer's AT&T Florida local service plan has a higher rate than their AT&T-C plan, the customer will receive a credit sufficient to offset any increase resulting from a higher rate under the AT&T Florida service plan.³ Consequently, all customers that are automatically migrated to AT&T Florida will pay the same or less than they currently pay with AT&T-C.

10. This automatic migration is necessary in order to ensure that no customer is left without service when AT&T-C ceases providing local residential exchange service. Further, AT&T believes a waiver/variance of Rule 25-4.118 is necessary because the group of customers failing to respond to AT&T-C's direction to affirmatively choose a replacement plan or carrier could potentially be large. Many such customers may see themselves as "choosing" automatic migration by electing not to respond. For these customers, it is likely that they would prefer not to be bothered by an uninvited call seeking to obtain third-party verification. AT&T would also note that, even after the automatic migration is completed, the customer, as always, will continue to have the right to change service providers if he or she later chooses to do so.

11. The Commission has routinely granted waiver requests similar to the instant petition. *See e.g.*, Orders Nos. PSC-07-0388-PAA-TP; 07-0361-PAA-TP; 07-0209-PAA-TP; 07-0133-PAA-TP; 06-0734-PAA-TP.

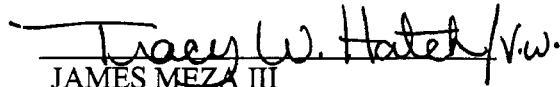
³ Providing this incidental credit does not create a discrimination issue because all similarly situated customers (the AT&T-C customers experiencing a price increase in transitioning to AT&T Florida local service) will be treated the same. *See* Order No. PSC-07-0388-PAA-TP (granting waiver request and finding that "the customers should not experience any interruption of service, rate increase, or switching fees."). To the extent that the Commission believes that providing this incremental credit creates a discrimination issue, AT&T will eliminate the credit option. In addition, providing the credit does not result in the pricing of any nonbasic local service below cost, because the revenue from the nonbasic services being provided to the affected customers, in the aggregate, exceeds the direct cost of providing such services.

12. Based on AT&T-C's decision to cease providing residential local service and the need to insure that customers not affirmatively selecting a new local service provider continue to be provided with local service, a waiver of the carrier selection requirements in Rule 25-4.118 is appropriate and in the public interest.

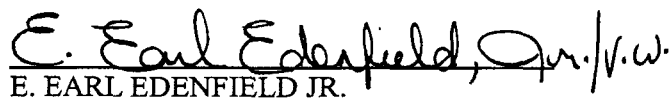
BASED ON THE FOREGOING, AT&T-C and AT&T Florida respectfully request that a waiver of the carrier selection requirements be granted for the migration of residential local service customers from AT&T-C to AF&T Florida, as described herein.

Respectfully submitted this 8th day of June, 2007.

BellSouth Telecommunications, Inc. d/b/a
AT&T FLORIDA

 Tracy W. Hatch/v.w.

JAMES MEZA III
AUTHORIZED HOUSE COUNSEL NO. 424260
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 E. Earl Edenfield, Jr./v.w.

E. EARL EDENFIELD JR.
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Atlanta, GA 30375
(404) 335-0763

AT&T Communications of the Southern States,
LLC

Tracy W. Hatch, V.W.

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Atlanta, GA 30375
(404) 335-0763

680655

[Date]

[Customer name]
[Address 1]
[Address 2]
[City], [State] [ZIP + 4]
[Bar code]

Important changes to your AT&T Services

Dear [Customer Name],

We want to update you on some important and positive changes to your AT&T services which may require you to take some action. As you may know, in December 2006, AT&T and BellSouth joined together to form the new AT&T. BellSouth is now doing business as AT&T Florida. In an effort to provide you with even better and more exciting products, services, and offers, we are integrating the best of our combined services.

What's Changing?

As a result of this integration, your residential local service, which is currently provided by AT&T Communications of the Southern States, LLC, will now be provided by AT&T Florida—one of the AT&T family of companies.

- **Unless you choose a different local service provider, your residential AT&T Local Service will be automatically transferred to AT&T Florida during a transition period from November 12 through December 28, 2007.** Your current service plan will be switched to an AT&T Florida service plan that is comparable to your current telephone service plan (as shown on the enclosed list). Your new AT&T Florida service plan may include features or services not included in your current plan. Regardless, the monthly recurring charges for your new plan will be equal to or less than what you pay now. Where your monthly telephone service charges would be higher, you will receive a special credit so that you do not see an increase over what you pay now for your total combination or bundle of voice services. If a local service credit is provided, you will continue to receive the local credit until you transfer or change your local service plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T Florida. We also want to assure you that there will be no interruption in your service.
- **You can also choose a different local service plan.** If you would like to select a different plan, simply call us at 1-866-412-4977 within 45 days of the date of this letter, and our Customer Care representatives will be happy to review your current services and help you choose a new plan for your needs. For your reference, we have enclosed a summary of current plans and a sample of options available with the new AT&T, along with applicable rates and terms. We also invite you to visit our website at att.com to view available products and services in your area.

You are a valued customer and we sincerely hope you will remain with the AT&T family, but if you do not wish to have your local service changed to AT&T Florida, you may choose another local telephone service provider. If you wish to select another provider, you should contact that carrier for information on their services and charges, including any charges associated with moving to their service. A listing of available local service providers may be found in your AT&T White Pages Directory. If you want to select another service provider, you should make that selection within 45 days of the date of this letter to avoid automatic transfer of your account to AT&T Florida.

Note: If you select a new local service provider, you should contact your current long distance provider to ensure there is no change to your long distance calling plan, unless you requested it. Not doing so may result in a change in the rates applied to your long distance calls.

AT&T Long Distance Customers

As an AT&T Florida local customer who retains AT&T Long Distance service, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week. Importantly, you also will receive a \$7.00 monthly credit on your bill once your service has been established with AT&T Florida. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Florida as your local provider.

Comment [LU1]: Variable paragraph appearing for LD customers only. See letter with alternate paragraph next --pp 3-4 and other variable LD language--pp 5.

Changes to your Voice Mail

Your previous Voice Mail service will be discontinued and you will be provided a new Voice Mail service at no additional cost when you are automatically transferred to AT&T Florida. If you wish, you may call AT&T Florida prior to the transition period to discuss other voice mail products available to you. Please note that with the new service, you will have to reset your password and greetings. You will receive detailed instructions on how to use your new mailbox in a separate mailing. You can also find instructions on setting up and using your new mailbox at att.com/vm or you can access your mailbox by dialing *98 from your home phone for further information. Also, any saved messages currently stored on your current mail platform cannot be transferred to the new platform. We recommend that you make audio recordings of any important messages you might have and wish to keep for future reference. You can also access your saved messages via <http://vm.att.com> and save them to your computer hard drive. Please take appropriate action before the transition period.

Comment [LU2]: Variable paragraph that appears only in letters to customers with existing AT&T voice mail service.

Next Steps

The transition period of your local service to AT&T Florida is scheduled from November 12 through December 28, 2007.

Prior to Your Transition

- If you wish to choose another AT&T local service plan, please call us at 1-866-412-4977 within 45 days of the date of this letter.
- If you wish to switch to another local service provider, contact that provider within 45 days of the date of this letter.
- Take the appropriate action to save any desired messages stored on your current voice mail platform.

After Your Transition

Once your service has been established with AT&T Florida, you will receive a welcome letter confirming your new service and features, as well as any other products or services you may have ordered. Your welcome kit will also include product or service instructions for applicable AT&T Florida services.

Once your service has been established with AT&T Florida or another local service provider, you will receive:

- a final bill from AT&T Communications of the Southern States, LLC. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.
- a refund of any deposit (if applicable) if you have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within 45 calendar days after receipt of your final bill.

The transition of your local service to AT&T Florida will happen automatically. However, there are some actions which you may need to take after the transition:

If you have:	You should:
Calling features	- Re-program your Call Forwarding, Speed Dial and other features.
Frozen or blocked accounts	- Contact AT&T Florida toll-free at 1-866-412-4977 if you would like to re-establish a freeze/block for your account after the transfer of your service. (If you currently have a freeze or block on your account to prevent changes to your local or long distance service providers, those freezes or blocks will be removed if your service is transferred to AT&T Florida.)
Automatic Bill Payment, Online Bill Pay, or Credit Card Bill Payment	- Update your banking/bill payment information to reflect your new AT&T Florida account information to ensure proper payment credit. (Your new billing account information will be your ten-digit billing telephone number plus a three-digit customer code that will appear on your new AT&T Florida bill.) - Re-apply for automatic bill payment through AT&T Florida if you signed up for automatic payments with AT&T Communications of the Southern States, LLC.
Other services that use your local telephone line (for example, an alarm service)	- Contact the provider(s) of those services to inform them of the change in your local telephone service provider and determine if any actions are necessary.
Voice Mail	- Go to att.com/info or access your new mailbox by dialing *99 from your home phone to get detailed instructions on how to use your new mailbox. - Reset your password and greetings.

Comment [L03]: Variable row appearing only in letters to customers who have existing AT&T voice mail services.

Questions?

If at any time you have any questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new products and services, we invite you to contact AT&T Florida toll-free at 1-866-412-4977 (7:00am-6:00pm CT, Monday-Friday; 7:00am-4:00pm CT Saturday or 8:00am-7:00pm ET, Monday-Friday; 8:00am-5:00pm ET Saturday). If you have questions regarding your final bill or your existing service, please contact the AT&T Customer Care Center at 1-800-288-2747.

We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of the Southern States, LLC
and AT&T Florida

Enclosure

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[Date]

[Customer name]
[Address 1]
[Address 2]
[City], [State] [ZIP + 4]
[Bar code]

Important changes to your AT&T Services

Dear [Customer Name],

We want to update you on some important and positive changes to your AT&T services which may require you to take some action. As you may know, in December 2006, AT&T and BellSouth joined together to form the new AT&T. BellSouth is now doing business as AT&T Florida. In an effort to provide you with even better and more exciting products, services, and offers, we are integrating the best of our combined services.

What's Changing?

As a result of this integration, your residential local service, which is currently provided by AT&T Communications of the Southern States, LLC, will now be provided by AT&T Florida—one of the AT&T family of companies.

- **Unless you choose a different local service provider, your residential AT&T Local Service will be automatically transferred to AT&T Florida during a transition period from November 12 through December 28, 2007.** Your current service plan will be switched to an AT&T Florida service plan that is comparable to your current telephone service plan (as shown on the enclosed list). Your new AT&T Florida service plan may include features or services not included in your current plan. Regardless, the monthly recurring charges for your new plan will be equal to or less than what you pay now. Where your monthly telephone service charges would be higher, you will receive a special credit so that you do not see an increase over what you pay now for your total combination or bundle of voice services. If a local service credit is provided, you will continue to receive the local credit until you transfer or change your local service plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T Florida. We also want to assure you that there will be no interruption in your service.
- **You can also choose a different local service plan.** If you would like to select a different plan, simply call us at 1-866-412-4977 within 45 days of the date of this letter, and our Customer Care representatives will be happy to review your current services and help you choose a new plan for your needs. For your reference, we have enclosed a summary of current plans and a sample of options available with the new AT&T, along with applicable rates and terms. We also invite you to visit our website at att.com to view available products and services in your area.

You are a valued customer and we sincerely hope you will remain with the AT&T family, but if you do not wish to have your local service changed to AT&T Florida, you may choose another local telephone service provider. If you wish to select another provider, you should contact that carrier for information on their services and charges, including any charges associated with moving to their service. A listing of available local service providers may be found in your AT&T White Pages Directory. **If you want to select another service provider, you should make that selection within 45 days of the date of this letter to avoid automatic transfer of your account to AT&T Florida.**

Note: If you select a new local service provider, you should contact your current long distance provider to ensure there is no change to your long distance calling plan, unless you requested it. Not doing so may result in a change in the rates applied to your long distance calls.

AT&T Long Distance Customers

As an AT&T Florida local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T One Rate 5 Cents Plus Plan, which has a \$7.95 monthly recurring charge and provides long distance calling for 5 cents per minute, 24 hours per day 7 days a week. Importantly, you also will receive a **\$2.00 monthly credit** on your bill once your service has been established with AT&T Florida. You will continue to receive the \$2.00 monthly credit as long as you are enrolled in the AT&T One Rate 5 Cents Plus calling plan and have AT&T Florida as your local provider.

Changes to your Voice Mail

Your previous Voice Mail service will be discontinued and you will be provided a new Voice Mail service at no additional cost when you are automatically transferred to AT&T Florida. If you wish, you may call AT&T Florida prior to the transition period to discuss other voice mail products available to you. Please note that with the new service, you will have to reset your password and greetings. You will receive detailed instructions on how to use your new mailbox in a separate mailing. You can also find instructions on setting up and using your new mailbox at att.com/hm/c or you can access your mailbox by dialing *98 from your home phone for further information. Also, any saved messages currently stored on your current mail platform cannot be transferred to the new platform. We recommend that you make audio recordings of any important messages you might have and wish to keep for future reference. You can also access your saved messages via <http://ym.att.com> and save them to your computer hard drive. Please take appropriate action before the transition period.

Comment [LU4]: Variable paragraph that appears only in letters to customers with existing AT&T voice mail service.

Next Steps

The transition period of your local service to AT&T Florida is scheduled from November 12 through December 28, 2007.

Prior to Your Transition

- If you wish to choose another AT&T local service plan, please call us at 1-866-412-4977 within 45 days of the date of this letter.
- If you wish to switch to another local service provider, contact that provider within 45 days of the date of this letter.
- Take the appropriate action to save any desired messages stored on your current voice mail platform.

After Your Transition

Once your service has been established with AT&T Florida, you will receive a welcome letter confirming your new service and features, as well as any other products or services you may have ordered. Your welcome kit will also include product or service instructions for applicable AT&T Florida services.

Once your service has been established with AT&T Florida or another local service provider, you will receive:

- a final bill from AT&T Communications of the Southern States, LLC. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.
- a refund of any deposit (if applicable) If you have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within 45 calendar days after receipt of your final bill.

The transition of your local service to AT&T Florida will happen automatically. However, there are some actions which you may need to take after the transition:

If you have:	You should:
Calling features	- Re-program your Call Forwarding, Speed Dial and other features.
Frozen or blocked accounts	- Contact AT&T Florida toll-free at 1-866-412-4977 if you would like to re-establish a freeze/block for your account after the transfer of your service. (If you currently have a freeze or block on your account to prevent changes to your local or long distance service providers, those freezes or blocks will be removed if your service is transferred to AT&T Florida.)
Automatic Bill Payment, Online Bill Pay, or Credit Card Bill Payment	- Update your banking/bill payment information to reflect your new AT&T Florida account information to ensure proper payment credit. (Your new billing account information will be your ten-digit billing telephone number plus a three-digit customer code that will appear on your new AT&T Florida bill.) - Re-apply for automatic bill payment through AT&T Florida if you signed up for automatic payments with AT&T Communications of the Southern States, LLC.
Other services that use your local telephone line (for example, an alarm service)	- Contact the provider(s) of those services to inform them of the change in your local telephone service provider and determine if any actions are necessary.
Voice Mail	- Go to att.com/info or access your new mailbox by dialing *99 from your home phone to get detailed instructions on how to use your new mailbox. - Reset your password and greetings.

Comment [LUS]: Variable row appearing only in letters to customers who have existing AT&T voice mail service.

Questions?

If at any time you have any questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new products and services, we invite you to contact AT&T Florida toll-free at 1-866-412-4977 (7:00am-6:00pm CT, Monday-Friday; 7:00am-4:00pm CT Saturday or 8:00am-7:00pm ET, Monday-Friday; 8:00am-6:00pm ET Saturday). If you have questions regarding your final bill or your existing service, please contact the AT&T Customer Care Center at 1-800-288-2747.

We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of the Southern States, LLC
and AT&T Florida

Enclosure

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FL Legacy T Landing Logic Verbiage

AT&T One Rate Advantage

- **AT&T long distance customers**
As an AT&T Florida local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week, along with the AT&T Unlimited Canada Plan, which has a \$5.99 monthly recurring charge and discounted rates to other international countries. Importantly, you also will receive a \$7.00 monthly credit on your bill once your service has been established with AT&T Florida. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Florida as your local provider. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate USA/AT&T One Rate Multiline Unlimited

- **AT&T long distance customers**
As an AT&T Florida local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week. Importantly, you also will receive a \$7.00 monthly credit on your bill once your service has been established with AT&T Florida. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Florida as your local provider. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate State

- **AT&T long distance customers**
As an AT&T Florida local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited In-State Enhanced plan, which has an \$18.00 monthly recurring charge and provides unlimited in-state calling and 5 cent per minute state-to-state calling, 24 hours per day 7 days a week. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate Local / AT&T One Rate Multiline

- **AT&T long distance customers**
As an AT&T Florida local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T One Rate 5 Cents Plus Plan, which has a \$7.95 monthly recurring charge and provides long distance calling for 5 cents per minute, 24 hours per day 7 days a week. Importantly, you also will receive a \$2.00 monthly credit on your bill once your service has been established with AT&T Florida. You will continue to receive the \$2.00 monthly credit as long as you are enrolled in the AT&T One Rate 5 Cents Plus calling plan and have AT&T Florida as your local provider. We appreciate your business and look forward to continuing to serve you.

Unlimited Instate Overlay Plan

- **AT&T long distance customers**
As an AT&T Florida local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Local Toll Calling plan, which has an \$12.95 monthly recurring charge and provides unlimited in-state local toll calling, 24 hours per day 7 days a week. We appreciate your business and look forward to continuing to serve you.

Local with Standalone LD

- **AT&T long distance customers**
As an AT&T Florida local customer who retains AT&T long distance, you will see no change to your long distance service. We appreciate your business and look forward to continuing to serve you.

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

Monthly rates for telephone line charges in the state of Florida vary depending on the area in which you live. The Florida Public Service Commission approves the Company's rates for basic line service. These rates are listed in the Company's Tariffs. All rates and charges are subject to change.

Basic Line Service

AT&T Florida offers *Flat Rate* line service. Rates are based on the number of telephone lines in a specific serving area and do not include taxes, surcharges, municipal fees or FCC approved line charges. Customers who do not currently subscribe to packages, listed on the chart on the back of this page, will be transferred to a Flat Rate service plan which provides unlimited calling service. For residential customers, the monthly rates for Flat Rate service range from \$10.11 to \$13.58.

Lifeline service is also available to AT&T Florida customers. Lifeline service provides monthly assistance for qualifying low income residential households in the form of a \$13.50 credit per month on your local service charges.

Optional Services

In addition to the basic line service, AT&T Florida offers optional calling services. Prices for some of the most popular optional calling features are set forth in the table below. These services are also available in cost saving packages. The rates for some of these packages are also provided on the back of this letter. For more information, contact the AT&T Florida Customer Service Center toll-free at 1-866-412-4977 or access our website at att.com.

More Information

You may find more information about AT&T services and your rights as a customer in the AT&T White Pages, which you will receive as a new AT&T Florida customer. AT&T Florida rates, terms and conditions for Flat Rate service, optional calling services and packages will be governed by the Tariff on file with the Florida Public Service Commission. You will receive written notification of all changes to the rates, terms and conditions of your AT&T Florida services.

Feature	Price	Feature	Price
Anonymous Call Rejection	\$5.95	RingMaster® II Service	\$7.00
Call Block	\$5.95	Customer Control Call Forwarding Busy Line	\$3.50
Call Forwarding Busy Line	\$1.50	Customer Control Call Forwarding Don't Answer	\$4.00
Call Forwarding Don't Answer	\$1.50	Call Selector	\$5.95
Preferred Call Forwarding	\$5.95	Privacy Director® Service	\$7.95
Remote Access to Call Forwarding	\$7.00	Repeat Dialing	\$5.95
Call Forwarding Don't Answer with Ring Control	\$1.50	Speed Calling 8	\$5.95
Call Forwarding (CF) Variable	\$5.95	Speed Calling 30	\$5.95
Call Return	\$6.95	Three-Way Calling	\$6.00
Call Tracing	\$5.95	Inside Wire Maintenance	\$6.95
Call Waiting	\$6.95	Equipment Maintenance Plan (EMP)	\$4.75
Call Waiting Deluxe	\$7.95	EMP with Inside Wire Full Coverage	\$8.90
Caller ID Basic	\$8.00	Voice Mail Premium Package	\$4.95
Caller ID Deluxe	\$9.00	Voice Mail Companion Features	\$2.00
RingMaster® I Service	\$5.00	Privacy Director w/AT&T Complete Choice™	\$4.95

For your convenience, below is a chart that identifies the most common plans provided by your current carrier and the new AT&T local service plan to which you will be automatically transferred, if you make no selection. Just find your current service plan and selected features and it will show you the new AT&T service plan. If you are unsure of your current service plan, please refer to your last bill.

Package List, Pricing, and Features

Current Service Plan	New AT&T Florida Service Plans	Features and Components	Statewide Price
AT&T One Rate® Local AT&T One Rate® MultiLine AT&T Call Plan Unlimited 2 Feature Package			
<ul style="list-style-type: none"> • Caller ID/Caller ID Deluxe and Call Waiting/Call Waiting Deluxe 	2 Pack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, and Voice Mail Companion features	\$22.00
<ul style="list-style-type: none"> • Caller ID/Caller ID Deluxe and/or Call Waiting/Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return 	PreferredPack® Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features	\$27.00
<ul style="list-style-type: none"> • Additional features 	AT&T Complete Choice SM Plan	Access Line with unlimited local calling and 22 features	\$31.00
AT&T One Rate® State AT&T Plan Unlimited 3 Feature Package			
<ul style="list-style-type: none"> • Caller ID/Caller ID Deluxe and/or Call Waiting/Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return 	PreferredPack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features	\$27.00
<ul style="list-style-type: none"> • Additional features 	AT&T Complete Choice Plan	Access Line with unlimited local calling and 22 features	\$31.00
AT&T One Rate® MultiLine Unlimited AT&T One Rate® Advantage Plan AT&T One Rate USASM AT&T Call Plan Deluxe AT&T Employee Plan AT&T Call Plan Unlimited Plus AT&T Call Plan Unlimited			
<ul style="list-style-type: none"> • A la carte features Caller ID/Caller ID Deluxe and Call Waiting/Call Waiting Deluxe 	2 Pack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, and Voice Mail Companion features	\$22.00
<ul style="list-style-type: none"> • A la carte features Caller ID/Caller ID Deluxe and/or Call Waiting/Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return 	PreferredPack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features	\$27.00

If your plan or service is not listed above, please call us for information on other available packages and features at our AT&T Florida Customer Service Center toll-free at 1-866-412-4977.

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