



Victoria Carter-Hall  
Manager - Federal Regulatory

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May 3, 2018

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: Certification Notice of Copper Retirement Under Rule 51.332  
(ATT20171204C.1 Rev1 – Denham Springs, LA)  
WC Docket No. 18-26; Report Nos. NCD-2788 & NCD-2797**

Dear Ms. Dortch:

Pursuant to §51.332(d) of the Commission's rules, BellSouth Telecommunications, LLC d/b/a AT&T Louisiana (AT&T) hereby submits the attached certification executed by Jacquelyne Flemming, an authorized representative of AT&T. The attached certifies that AT&T has met the requirements of the Commission's rules related to the Denham Springs, Louisiana Copper Retirement Network Change Notification (ATT20171204C.1 Rev1) filed on January 16, 2018. The Commission's Public Notice of this change was released on February 2, 2018.

Should you have any questions, please do not hesitate to contact me directly at (202) 457-2164.

Sincerely,

A handwritten signature in black ink that reads "Victoria Carter-Hall". The signature is written in a cursive, flowing style.

Victoria Carter-Hall  
Manager – Federal Regulatory

Attachments

cc: Carmel Weathers

Certification of Compliance with Commission Rule 51.332(d)  
Notice of Network Changes: Copper Retirement  
ATT20171204C.1 Rev1 – Denham Springs, LA  
(WC Docket No. 18-26; Report Nos. NCD-2788 & NCD-2797)

*I, Jacquelyne Flemming, Assistant Vice President-External Affairs/Regulatory, as an authorized representative of BellSouth Telecommunications, LLC d/b/a/ AT&T Louisiana (AT&T) certify that:*

1. Pursuant to paragraph 51.332(d)(1), AT&T provides the following statement identifying the proposed change:

AT&T Louisiana is retiring the SLC96 and copper DISC\*S DLC systems, SAI and Fiber to the Node (FTTN) architectural platform in distribution area 110602 in the Denham Springs wire center DNSPLAMA 101 Benton St., Denham Springs, Louisiana 70726.

2. Pursuant to paragraph 51.332(d)(2), AT&T provides the following statement:

Notice of the proposed change was filed with the Commission on January 16, 2018 in compliance with paragraph 51.332(b)(1).

3. Pursuant to paragraph 51.332(d)(3), AT&T provides the following statement:

AT&T timely served a copy of its notice filed pursuant to paragraph 51.332(b)(1) upon each entity within the affected service area that directly interconnects with AT&T's network.

4. Pursuant to paragraph 51.332(d)(4), the names and addresses of each entity directly interconnected with AT&T's network in the service area affected by this change were served the previously referenced notice provided in Attachment A.

5. Pursuant to paragraph 51.332(d)(5), AT&T provides the following statement:

The proposed network change affects AT&T's network in the state of Louisiana. AT&T timely notified and submitted a copy of its public notice to the Louisiana Public Service Commission, Office of the Governor of Louisiana and the Department of Defense. There are no federally recognized Tribal Nations with authority over Tribal lands in which the network change is proposed.

6. Pursuant to paragraph 51.332(d)(6), AT&T provides the following statement:

AT&T timely served the customer notice required by paragraph 51.332(b)(3) upon all retail customers to whom notice was required.

7. Pursuant to paragraph 51.332(d)(7), a copy of the notices provided to affected retail customers is attached as Attachment B.

8. Pursuant to paragraph 51.332(d)(8), provides the following statement:

The proposed changes are not reasonably expected to render any customer's terminal equipment incompatible with AT&T's communications facilities, or require modification or alteration of such terminal equipment, or otherwise materially affect its use or performance, therefore the notification requirements of §68.110(b) do not apply.

9. Pursuant to paragraph 51.332(d)(8), provides the following statement:

AT&T has complied with the good faith communication requirements of 51.332(g) and will continue to do so until implementation of the planned copper retirement is complete.

10. The FCC's Public Notice dated February 2, 2018, assigned WC Docket No. 18-26, Report Nos. NCD-2788 & NCD-2797 to the notice AT&T provided pursuant to 51.332(b)(1).

I certify under penalty of perjury that the foregoing is true and correct.

Executed on May 3, 2018.



Jacquelyne Flemming, AVP External Affairs/Regulatory

Attachments

## **ATTACHMENT A**

INTERCONNECTED CARRIERS		IXCs, CLECs and Wireless Providers
Organization Name	Recipient Name	Email
Access Integrated Networks Inc	Vendor Relations	vendorrelations@birch.com
Access Point Inc	Richard Brown	richard.brown@accesspointinc.com
AccessCom	Carmen Wright	carmen.wright@gmail.com
ACN Communication	Suzanne Keenan	SKeenan@acninc.com
Actel Paging	Bill Hannah	bhannah.actel@gmail.com
Advanced Tel inc	Janet Britton	janet@eatel.com
Advent Cellular	Edward Washburn	edd04@bellsouth.net
Aeneas Communications	Aeneas Internet & Telephone	atnotifications@aeneas.net
Affinity Network	Teddy Baca	tbaca@anetworks.com
Affordable Phone Services, Inc.	Angela Hogan	AScroble@htcoffl.com
Affordable Phone Services, Inc.	Joseph Fernandez	jsf@htcoffl.com
Affordable Phone Services, Inc.	Tina Allen	tallen@htcoffl.com
AI-Call Inc	Gregg Davis	gdavis@atc.cc
ALEC	Mark Hayes	mhayes@alec.net
All Safe Paging	Lester Jackson	ljackson@safetouch.com
Allegiance Telecom Inc.	Darren Albertson	darren.albertson@xo.com
Allegiance Telecom Inc.	Steve Taff	steve.taff@xo.com
Alternative Phone	Robert Hipke	roberth@alternativephone.com
Alternative Phone Inc	Charles	charlie@alternativephone.com
American Messaging	Rod Ferguson	Rod.ferguson@americanmessaging.net
American Page	Perry Vincent	pcole@lrcwireless.com
Anew Broadband	Olivia Alvarez	oalvarez@anewbroadband.com
Anserphone of Natchez		s_metro@bellsouth.net
Appalachian Wireless	Jamie Thacker	jthacker@ekn.com
Appalachian Wireless	Michael Huffman	mhuffman@ekn.com
Appalachian Wireless	Mike Johnson	mjohnson@ekn.com
Appalachian Wireless	Teresa Apel	tapel@ekn.com
Arrow Communications	Arrow Communications	ruby@arrowcom.com
Atlantic Tele System	Jerold Stabler	jerrys@lexitelcom.com
Autofone	James Peebles	JimPeebles9@hotmail.com
Baker Communications	Doug Baker	doug@4bakers.net
BCN Telecom, Inc	Janet Rodriguez	jrodriguez@bcntele.com
BCN Telecom, Inc	Jeanette Toledo	jtoledo@bcntele.com
BCN Telecom, Inc	Olga Shteynberg	oshteynberg@bcntele.com
Bernie Daquila / City of Gainesville FL	Bernie Daquila	daquilabm@gru.com
Big River Telephone	e911	e911@bigrivercom.com
Big River Telephone	NetPlan	netplan@bigrivercom.com
Brindlee Mountain Telephone	Sherre Campbell	sherre@otelcotel.com
Broadriver INC.	Idekalb	idekalb@broadriver.com
Broadview NP Acquisition Corp	Wanda Szilli	wszilli@broadviewnet.com
Bruce Tele Co	Connie Collins	Connie@brucetelephone.com
C Smallwood	C Smallwood	csmallwood@cityofcartersville.org

INTERCONNECTED CARRIERS		IXCs, CLECs and Wireless Providers
Organization Name	Recipient Name	Email
Callis Communications Inc	Jan Larmore	jlarmore@bellsouth.net
Carolina Elec Svc	Ray	carolinaelectronics@sc.rr.com
Carolina West Wireless	Greg Roark	gregr@carolinawest.com
Castleberry Telco	James Holland	cbtel@cbtelco.com
Cellco Partnership dba Verizon (EBA)	Greg Cole	greg.cole2@verizonwireless.com
Cellpage	James Harrington	harr6815@bellsouth.net
Cellular Holding	Cellular Holding	egraham@cellularsouth.com
Cellular South - Telepak	Tony Kent	TKent@cellularsouth.com
CenturyTel Solutions, LLC	Bobbi Pollard	bobbi.pollard@centurylink.com
Choice One Communications	Catherine Wilson	Cathy.Wilson@corp.earthlink.com
Choice One Communications	Jack Davidson	Jack.Davidson@corp.earthlink.com
Choice One Communications	Linda Peterman	lpeterman@onecommunications.com
Choice One Communications	Michele Murphy	mamurphy@corp.earthlink.com
Choice One Communications	Paul Olenik	polenik@corp.earthlink.com
Citizens Tele	Citizens Tele	nancy@citizensdsl.com
Citizens Telephone	James Rahn	james_r@cittel.com
City of Thomasville Utilities	Thomasville Utilities	peggyg@thomasville.org
Clear Rate Communications	Erin Knight	eknight@clearrate.com
Clear Rate Communications	Jason Hendrix	jhendrix@clearrate.com
CLJ Paging	Cranford Jordan	kcdhtv4@yahoo.com
CommuniGroup of Jackson Inc	Charles McCann	cmccann@tec.com
CommuniGroup of Jackson Inc	Danny Barnette	dbarnette@tec.com
CommuniGroup of Jackson Inc	Sharon Martin	smartin@tec.com
CommuniGroup of Jackson Inc	Sherry Anderson	sanderson@tec.com
Community Web Inc	Lynn Kay	lynnkay@readytelecom.com
Comnexia Corp .	James Wilson	mwilson@comnexia.com
Comporium	Wendy	wendy.snipes@comporium.com
ComSouth Comm	John Rhodes	jdr@comsouth.net
Connect Paging Inc	Alex Rodriguez	arodriguez@cgminc.com
Connect Paging Inc	Brandon	brandon@newtalkonline.com
Contact Network Inc	Michele Boner	mboner@inline.com
Cox Florida Telcom	Michael deTreville	michael.detreville@cox.com
Cox Florida Telcom	Tim Colgan	timothy.colgan@cox.com
Cox Telcom	Becki Smith	rebecca.smith@cox.com
Cox Telcom	john clark	john.clark@cox.com
Crickett Communications		dgraf@leapwireless.com
Crockett Tele Co	Lera Roark	info@TEC.com
Delta Tele Co	Brooks	brooks.derryberry@telepak.net
DeltaCom, Inc	Britnie Pope	britnie.pope@deltacom.com
DeltaCom, Inc	Chawn Thompson	chawn.thompson@elnk.com
DeltaCom, Inc	Daphanie Hurst	daphanie.hurst@deltacom.com
DeltaCom, Inc	David Webb	david.webb@deltacom.com

INTERCONNECTED CARRIERS		IXCs, CLECs and Wireless Providers
Organization Name	Recipient Name	Email
DeltaCom, Inc	Dawn Hamm	dawn.hamm@deltacom.com
DeltaCom, Inc	Jamie Lackey	jamie.lackey@deltacom.com
DeltaCom, Inc	Jana Hudson	jana.hudson@deltacom.com
DeltaCom, Inc	Leann Still	leann.still@deltacom.com
DeltaCom, Inc	Shelia Martin	shelia.martin@deltacom.com
DeltaCom, Inc	Sonya Burr	sonya.burr@deltacom.com
DeltaCom, Inc	Vickie Bales	vickie.bales@deltacom.com
DeltaCom, Inc	Wayne Moon	wayne.moon@deltacom.com
Digital Teleport Inc.	Bobbi Pollard	bobbi.pollard@centurylink.com
Dixie-Net Communications	Heather Lefler	heather@dixie-net.com
Dixie-Net Communications	Jerry Windham	jerry@dixie-net.com
Dixie-Net Communications	Saratha Coombs	scoombs@dixie-net.com
Earhart Communications	Martin Earhart	dlmasters@duke-energy.com
East Florida Comm	Gordon Whitley	arcocker@duke-energy.com
Electronic Services	Van Billingsley	vbillingsley@escwireless.com
Electronic Telco	Electronic Telco	hewittgs@epb.net
Embarq Communications	Mia Haley-Ellison	mia.c.ellison@centurylink.com
Enterprise Technologies	Enterprise Technologies	brady@escelkin.com
EPB		donaldsondd@epb.net
Express Connection	Express Connection	excelcustomerservice@excel.com
EZ Talk Comm	Talk Comm	iguobadia@yahoo.com
Fail Telecommunications	Fail Telecommunications	jmcgee@nexband.com
Fast Phones	Thomas Adair	thomas@fastphones.net
First Communications LLC	Abby Knowlton	aknowlton@firstcomm.com
First Communications LLC	Carolyn Johnson	cjohnson@firstcomm.com
First Communications LLC	Steve Fishman	sfishman@firstcomm.com
Flatelinc	Abby Matari	Flatelinc@aol.com
FPL Fibernet		Lourdes.Caballero@fpl.com
Franklin Telephone	Thomas Griffin	thomas.griffin@telapexinc.com
Gabriel Wireless	Larry Gabriel	ljgabriel@gabrielwireless.com
Gage Telephone	Greg Wood	gwood@gagetelephone.com
Georgetown Tel	Joie Miller	jmiller@gtlco.com
Georgia Public Web	Dani Travis	dtravis@gapublicweb.net
Georgia Public Web	Eric Snell	esnell@gapublicweb.net
Georgia Public Web	Mike Singer	msinger@gapublicweb.net
Georgia Telephone Services	C. Dodd Jones	cdjones@gmail.com
Global Crossing	Chris Smith	Christopher.Smith@globalcrossing.com
Global Telink Svcs	Dorothy Cukier	dcukier@gtl.net
GlobelTel	Fabiola	fabiola@allo.com
Golden Financial	Golden Financial	goldmath@worldnet.att.net
Gonthier Inc	Jay Domingue	jay@accesspaging.net
Gonthier Inc	Karen McBride	karen@accesspaging.net

INTERCONNECTED CARRIERS		IXCs, CLECs and Wireless Providers
Organization Name	Recipient Name	Email
GulfPines Communications	Bill Cooley	bcooley@otelco.net
Harbor Communications	HC-Project Managers	projectmanagers@harborcom.com
Harbor Communications	Provisioning	provisioning@harborcom.com
Harbor Communications	Regulatory	regulatory@harborcom.com
Harbor Communications	Stephen Thieneman	sthieneman@harborcom.com
Hargray Wireless		cedric.debardelaben@htc.hargray.com
Hayneville Teleco	Evelyn Causey	ecausey@htcnet.net
Hopper Telecom	Hopper Telecom	mike@otelcotel.com
Horry Telephone	Bill Rabon	bill.rabon@htcinc.net
ISN Communications	Johnathan Lieberman	jlieberman@isncom.com
ITS Telecom	Donna Marreel	donna@itstelecom.net
Jackson Mobilephone	Fred Birmingham	fred@jacksonmobilphone.com
Kanoy Communications		Donald@kanoy.net
Kaplan Telephone Comapny	Kathy Cormier	kathyc@kaplantel.net
KelliPaging	James Davis	jimmydavis@kelliwireless.com
Kentucky Data Link, Inc.	Al Finnell	al.finnell@windstream.com
Kentucky Data Link, Inc.	Lynn Denton	lynn.denton@windstream.com
L & L Metro	Glenn Stephenson	glenn@pagemetro.com
Lakeside Tele Co	Robert Sledge	rsledge@deltaland.net
LaVergne's Telemessaging	LaVergne	lee@lavergne.com
LDMI Telecommunications	Al Finnell	al.finnell@windstream.com
LDMI Telecommunications	Lynn Denton	lynn.denton@windstream.com
LeFore Communications	Harold O'Dell	lefcomm@aol.com
Louisiana Competitive Telecom	Carl Turnley	cat@kaplantel.net
McLeodUSA	Lynn Denton	lynn.denton@windstream.com
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Micro-Comm Inc	David Sweatt	d.sweatt@micro-comm.com
Millry Tele Co	Bobby Williams	bobbywilliams@millry.net
Mobile Communications	Ronie Stilts	rstilts@mobcomm.net
Mon-Cre Tele Coop	David Hubbard	dhubbard@mon-cre.net
Money To Go	Ken Hawkins	klhawk@aol.com
Morris Communications	H A Morris	tmorris@morriswireless.com
Moundville Tele Co	Larry Taylor	mtc@mound.net
Multi-com	Dennis White	multicom@bellsouth.net
National Tele Co of AL	Lera Roark	lerar@tecservices.net
Norlight Telecommunications	Lynn Denton	lynn.denton@windstream.com
Norris Assoc	Wayne Norris	wayne@norris-associates.com
North State Communication	Cheryl Waugh	cheryl.waugh@nscom.com
North State Communication	Lynn Welborn	lwelborn@nscom.com
North State Communication	Tim Grosse	tgrosse@nscom.com
NTS Communications	Cynthia Day	cynthia.day@ntscm.com
NTS Communications	Jessica Salazar	Jessica.Salazar@ntscm.com



INTERCONNECTED CARRIERS		IXCs, CLECs and Wireless Providers
Organization Name	Recipient Name	Email
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Nuvox Communications, Inc	Lynn Denton	lynn.denton@windstream.com
Optical Telecomm	Mario Bustamante	Mario@HControl.com
Osborn Comm	Mike Osborn	mozborn@bellsouth.net
PaeTec	Al Finnell	al.finnell@windstream.com
PaeTec	Lynn Denton	lynn.denton@windstream.com
PHONE CLUB CORPORATION	Priscila Wolff	phoneclubcorp@aol.com
Pine Belt Cellular	John Nettles	john@pinebelt.net
ProPage	ProPage	coo@propage.net
Protection Plus / Engage Comm	Joseph Isaacs	Isaacs@isg-telecom.com
Qwest	Anne Grimm	anne.grimm@centurylink.com
Qwest	Bobbi Pollard	bobbi.pollard@centurylink.com
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Qwest	Traffic Engineering	trafeng@centurylink.com
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Reserve Long Distance	Rodney Stevens	rstevens@rtconline.com
Retel Communications	Diane	diane@retelcom.com
Retel Communications	Martin	martin@retelcom.com
Retel Communications	Melissa	melissa@efileamerica.com
River City Wilreless	Alan Ray	rcwirele@bellsouth.net
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Royal Street	JohnLister	johnlister2005@yahoo.com
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Sheets Communiations	Larry Sheets	sheetscomm@yahoo.com
Skyline Telephone Membership	Melanie Edwards	Melanie.Edwards@skyline.org
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Smart City Solutions LLC	Theresa Scott	tscott@smartcity.com
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Southern Message Service		cam6670@msn.com
STS Telecom	Ron Curry	rcurry@ststelecom.com
STS Telecom	RONALD CURRY	attnews@ststelecom.com
Talk America Inc	Al Finnell	al.finnell@windstream.com
Talk America Inc	Al Finnell	al.finnell@windstream.com
Talk America Inc	Lynn Denton	lynn.denton@windstream.com
TDS Metrocom	Carrier Relations	CarrierRelations@tdstelecom.com

INTERCONNECTED CARRIERS		IXCs, CLECs and Wireless Providers
Organization Name	Recipient Name	Email
TelePacific Communications	Angela Davis	amdavis@tpx.com
TelePacific Communications	Laura Dao	feescalations@tpx.com
Telephone One	Osvaldo Fernandez	telephoneone@yahoo.com
Teletec Communications	Ralph McLain	ralph@teletecnet.com
TeraBlue	Scott Brooks	sbrooks@openworldinc.com
Tim Ron Enterprises, LLC	B Conly	bconly@nwconline.net
Tim Ron Enterprises, LLC	M Newberg	mnewberg@nwconline.net
Time Warner Cable Information Services	Sultan Khan	sultan.khan@twcable.com
Time Warner Cable Information Services	Valerie Davis	valerie.davis@twcable.com
Time Warner Cable Information Services	Victor Gaither	victor.gaither@twcable.com
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Total Communications	Robert Kinder	rkinder@totalpaging.com
Traci Communications	Malcolm Chapman	malcolmc@traci.net
Trinsic Communications/ Z-Tel	ILECNotification	ILECNotification@matrixbt.com
Two Way Communications	Lester Boihem	lester@twowayusa.com
US Cellular	Mike Dienhart	mike.dienhart@uscellular.com
US LEC Communications Inc.	Lynn Denton	lynn.denton@windstream.com
US Xchange	Linda Peterman	lpeterman@choiceonecom.com
Win.Net Telecommunications, Inc	CLEC OPs	clecops@win.net
Windstream Communications	Al Finnell	Al.Finnell@windstream.com
Windstream Communications	Lynn Denton	lynn.denton@windstream.com
Windstream Norlight, Inc	Al Finnell	al.finnell@windstream.com
Windstream Norlight, Inc	Lynn Denton	lynn.denton@windstream.com
Woods Performance	Robin Wood	robin@woodcommunications.com
XO Communications	Lee Churchill	Lee.R.Churchill@xo.com
XO Communications	Susan Adams	susan.adams@xo.com
Zayo Bandwidth, LLC	kelly grutsch	kgrutsch@zayo.com

INTERCONNECTED CARRIERS		Internet Service Providers (ISPs)
Company Name	Name/ Group	E-mail
Acceleation	Acceleration	<a href="mailto:broadband@acceleration.net">broadband@acceleration.net</a>
AENEAS	P. Whirley	<a href="mailto:pwhirley@aeneas.net">pwhirley@aeneas.net</a>
AENEAS	R.Talley	<a href="mailto:rtalley@aeneas.net">rtalley@aeneas.net</a>
AENEAS	Accounts Payable	<a href="mailto:accountspayable@aeneas.net">accountspayable@aeneas.net</a>
AENEAS	J. Warren	<a href="mailto:jwarren@aeneas.net">jwarren@aeneas.net</a>
AENEAS	B. Williams	<a href="mailto:bwilliams@aeneas.net">bwilliams@aeneas.net</a>
AENEAS	D. Bolton	<a href="mailto:dbolton@aeneas.net">dbolton@aeneas.net</a>
Bayou	Jerry	<a href="mailto:jerry@bayou.com">jerry@bayou.com</a>
Bayou	Paul V	<a href="mailto:paulv@bayou.com">paulv@bayou.com</a>
Birch	Apryle Ovell	<a href="mailto:Apryle.Ovell@birch.com">Apryle.Ovell@birch.com</a>
Bluebird Wireless	T. Downs	<a href="mailto:downs@bluebirdwireless.com">downs@bluebirdwireless.com</a>
Bluebird Wireless	Tammy H.	<a href="mailto:tammyh@bluebirdwireless.com">tammyh@bluebirdwireless.com</a>
Bluebird Wireless	S. Hyde	<a href="mailto:shyde@bluebirdwireless.com">shyde@bluebirdwireless.com</a>
Bluegrass	Tom Galla	<a href="mailto:tpg@bluegrass.net">tpg@bluegrass.net</a>
Bluegrass	Bluegrass/Intermart	<a href="mailto:dkh@bluegrass.net">dkh@bluegrass.net</a>
Bluegrass	Norman	<a href="mailto:norman@bluegrass.net">norman@bluegrass.net</a>
Bluegrass	Bluegrass/Intermart	<a href="mailto:info@bluegrass.net">info@bluegrass.net</a>
Broadriver	Thea	<a href="mailto:thea@broadriver.com">thea@broadriver.com</a>
Broadriver	Lisa	<a href="mailto:lisa@broadriver.com">lisa@broadriver.com</a>
Mycallis	Provisioning	<a href="mailto:Provisioning@mycallis.com">Provisioning@mycallis.com</a>
Mycallis	Accounting	<a href="mailto:accounting@mycallis.com">accounting@mycallis.com</a>
Mycallis	Communicatons/Dean Parker	<a href="mailto:dean.parker@mycallis.com">dean.parker@mycallis.com</a>
Communigroup of Jackson	T. Wallace	<a href="mailto:twallace@communigroup.com">twallace@communigroup.com</a>
Communigroup of Jackson	Bates	<a href="mailto:bates@communigroup.com">bates@communigroup.com</a>
Communigroup of Jackson	J. Dixon	<a href="mailto:jdixon@Communigroup.com">jdixon@Communigroup.com</a>
Computer Office Solutions	Billing	<a href="mailto:billing@snappydsl.net">billing@snappydsl.net</a>
Computer Sales & Services	Cliff Leboeuf	<a href="mailto:cliff.leboeuf@csslc.com">cliff.leboeuf@csslc.com</a>
Covenant Health	D. Roberts	<a href="mailto:droberts@covhlth.com">droberts@covhlth.com</a>
Covenant Health	M. Gann	<a href="mailto:mgann1@covhlth.com">mgann1@covhlth.com</a>
Covenant	R. Burleso	<a href="mailto:rburleso@covhlth.com">rburleso@covhlth.com</a>
Covenant	R. Walker	<a href="mailto:rwalker2@covhlth.com">rwalker2@covhlth.com</a>
CTC	Gabriel	<a href="mailto:gabriel@vnet.net">gabriel@vnet.net</a>
CTC Internet	T. Jessie	<a href="mailto:tjessie@emp.ctc.net">tjessie@emp.ctc.net</a>
Cybera	Support	<a href="mailto:Support@cybera.net">Support@cybera.net</a>
Cybera	Network Operations	<a href="mailto:network.operations@cybera.net">network.operations@cybera.net</a>
Cybera	Kathy Smith	<a href="mailto:kathy.smith@cybera.net">kathy.smith@cybera.net</a>
Deltacom	Roberta Frazier	<a href="mailto:roberta.frazier@deltacom.com">roberta.frazier@deltacom.com</a>
DirectUS	Dr. Disanto	<a href="mailto:drdisanto@directus.net">drdisanto@directus.net</a>
DSC GA (Digital Service Consultants)	Billing	<a href="mailto:bill@dscga.com">bill@dscga.com</a>
DSCGA	Customer Support	<a href="mailto:csupport@dscga.com">csupport@dscga.com</a>
DSL Express	Jay	<a href="mailto:jay@dslx.net">jay@dslx.net</a>
DSL I	DSL I	<a href="mailto:attwholesaledsl@opticaltel.com">attwholesaledsl@opticaltel.com</a>
Earthlink	Earthlink	<a href="mailto:bellsouth-changes@lists.corp.earthlink.net">bellsouth-changes@lists.corp.earthlink.net</a>

INTERCONNECTED CARRIERS		Internet Service Providers (ISPs)
Company Name	Name/ Group	E-mail
Earthlink	Stacey	<a href="mailto:stacey@elink.com">stacey@elink.com</a>
Earthlink	Alburt	<a href="mailto:alburt@corp.earthlink.net">alburt@corp.earthlink.net</a>
Earthlink	Caroll	<a href="mailto:carrollda@corp.earthlink.net">carrollda@corp.earthlink.net</a>
ECSIS	ECSIS	<a href="mailto:adsl@ecsis.net">adsl@ecsis.net</a>
ECSIS	L. Smith	<a href="mailto:lesmith@ecsis.net">lesmith@ecsis.net</a>
ECSIS	Bob	<a href="mailto:bob@ecsis.net">bob@ecsis.net</a>
Fede	Fedex	<a href="mailto:dngrear@fedex.com">dngrear@fedex.com</a>
Georgia Business Net	G. Carden	<a href="mailto:gcarden@gabn.net">gcarden@gabn.net</a>
Greenville County	R. Sleiman	<a href="mailto:rsleiman@greenvillecounty.org">rsleiman@greenvillecounty.org</a>
Greenville County	B. Brewer	<a href="mailto:bbrewer@greenvillecounty.org">bbrewer@greenvillecounty.org</a>
Greenville County	J. Law	<a href="mailto:jlaw@greenvillecounty.org">jlaw@greenvillecounty.org</a>
Harbor Communications	L. Boswell	<a href="mailto:lboswell@harborcom.com">lboswell@harborcom.com</a>
Hiwaay Information Systems	E. Solano	<a href="mailto:esolano@hiwaay.net">esolano@hiwaay.net</a>
Hughes	R. Mathur	<a href="mailto:rmathur@hns.com">rmathur@hns.com</a>
Hughes	K. Fosburg	<a href="mailto:kfosburg@hns.com">kfosburg@hns.com</a>
Hughes	D. Cole	<a href="mailto:dcole@hns.com">dcole@hns.com</a>
Hughes	V. Jackson	<a href="mailto:vjackson@hns.com">vjackson@hns.com</a>
Hughes	Murr	<a href="mailto:murr@hns.com">murr@hns.com</a>
Hughes	T. Tyree	<a href="mailto:ttyree@hns.com">ttyree@hns.com</a>
Hughes	B. Rumancik	<a href="mailto:brumancik@hns.com">brumancik@hns.com</a>
Hughes	D. Wamsley	<a href="mailto:dwamsley@hns.com">dwamsley@hns.com</a>
Hughes	S. Chao	<a href="mailto:schao@hns.com">schao@hns.com</a>
Hughes	S. Ghosh	<a href="mailto:sghosh@hns.com">sghosh@hns.com</a>
Hughes	P. Fisher	<a href="mailto:pfisher@hns.com">pfisher@hns.com</a>
Hughes	B. Mchargue	<a href="mailto:bmchargue@hns.com">bmchargue@hns.com</a>
Hughes	V. Binjraka	<a href="mailto:vbinjraka@hns.com">vbinjraka@hns.com</a>
Hughes	E. Conklin	<a href="mailto:econklin@hns.com">econklin@hns.com</a>
Hughes	M. Noll	<a href="mailto:mnoll@hns.com">mnoll@hns.com</a>
Hughes	D. Udrow	<a href="mailto:dudrow@hns.com">dudrow@hns.com</a>
Hughes	M. Kenyon	<a href="mailto:mkenyon@hns.com">mkenyon@hns.com</a>
Hughes	C. Hattfield	<a href="mailto:chatfield@hns.com">chatfield@hns.com</a>
Hughes	S. Triumalai	<a href="mailto:stirumalai@hns.com">stirumalai@hns.com</a>
Hughes	R. Norouzi	<a href="mailto:rnorouzi@hns.com">rnorouzi@hns.com</a>
Hughes	G. Presbury	<a href="mailto:gpresbury@hns.com">gpresbury@hns.com</a>
Hughes	A. Sharieff	<a href="mailto:asharieff@hns.com">asharieff@hns.com</a>
Hughes	S. Mylapore	<a href="mailto:smylapore@hns.com">smylapore@hns.com</a>
Hunt Brothers	Kevin	<a href="mailto:kevin@hbcorporate.com">kevin@hbcorporate.com</a>
Hunt Brothers	J. Hunt	<a href="mailto:jhunt@huntbrothers.com">jhunt@huntbrothers.com</a>
Huntsville Hospital'	Jon Smith	<a href="mailto:jon.smith@hhsys.org">jon.smith@hhsys.org</a>
Iglou	Dean Brooks	<a href="mailto:deanbrooks@iglou.com">deanbrooks@iglou.com</a>
Iglou	Dean Brooks	<a href="mailto:dean@iglou.com">dean@iglou.com</a>
Infinity Solutions	Infinity Solutions	<a href="mailto:kaci@isnetworking.com">kaci@isnetworking.com</a>
Infinity Solutions	John Pat	<a href="mailto:johnpat@isnetworking.com">johnpat@isnetworking.com</a>
Integrated Data	Robert	<a href="mailto:robert@idsno.com">robert@idsno.com</a>

INTERCONNECTED CARRIERS		Internet Service Providers (ISPs)
Company Name	Name/ Group	E-mail
Integrated Data	Troy	<a href="mailto:troy@idsno.com">troy@idsno.com</a>
Intermart dba Bluegras	DKH	<a href="mailto:dkh@bluegrass.net">dkh@bluegrass.net</a>
Internet Doorway	NOC	<a href="mailto:noc@netdoor.com">noc@netdoor.com</a>
Internet Doorway	Accounting	<a href="mailto:accounting@netdoor.com">accounting@netdoor.com</a>
ISDN net	Ben Brady	<a href="mailto:ben.brady@isdn.net">ben.brady@isdn.net</a>
ISN Communications	B. Amezola	<a href="mailto:bamezola@isncom.com">bamezola@isncom.com</a>
ISN Telecom	J. Liberman	<a href="mailto:jliberman@isncom.com">jliberman@isncom.com</a>
ISN Telecom	D. Vidret	<a href="mailto:dvidret@ipfone.com">dvidret@ipfone.com</a>
ISP Assoc	M. Arsalis	<a href="mailto:marsalis@dixie-net.com">marsalis@dixie-net.com</a>
ISP Assoc	S. Coombs	<a href="mailto:scoombs@dixie-net.com">scoombs@dixie-net.com</a>
ISP Assoc	Heather	<a href="mailto:heather@dixie-net.com">heather@dixie-net.com</a>
Kampung Communications	Kampung Communications	<a href="mailto:kooi@kcl.net">kooi@kcl.net</a>
Kampung Communications	Kampung Communications	<a href="mailto:kooi@inphonex.com">kooi@inphonex.com</a>
LD Telecommunications	F. Lahrssen	<a href="mailto:flahrssen@ldtelecom.com">flahrssen@ldtelecom.com</a>
Megagate	Stan Gwin	<a href="mailto:star.gwin@megagate.com">star.gwin@megagate.com</a>
Megagate	Scott R	<a href="mailto:scottr@megagate.com">scottr@megagate.com</a>
Megagate	Kevin Pack	<a href="mailto:kevin.pack@megagate.com">kevin.pack@megagate.com</a>
Megapath	Sherri Melson	<a href="mailto:Sherri.Melson@megapath.com">Sherri.Melson@megapath.com</a>
Megapath	Jessica Romero	<a href="mailto:jessica.romero@megapath.com">jessica.romero@megapath.com</a>
Megapath	Shelli Shaw	<a href="mailto:Shelli.Shaw@megapath.com">Shelli.Shaw@megapath.com</a>
Megapath	Zaeem Butt	<a href="mailto:Zaeem.Butt@megapath.com">Zaeem.Butt@megapath.com</a>
Megapath	Michael Francois	<a href="mailto:Michael.Francois@megapath.com">Michael.Francois@megapath.com</a>
Megapath	J. Chacon	<a href="mailto:jchacon@megapath.net">jchacon@megapath.net</a>
Miami Dade County	Miami Dade County	<a href="mailto:eop@miamidade.gov">eop@miamidade.gov</a>
Miami Dade County	Miami Dade County	<a href="mailto:fpho@miamidade.gov">fpho@miamidade.gov</a>
Miami Dade County	Miami Dade County	<a href="mailto:shea1@miamidade.gov">shea1@miamidade.gov</a>
Mickrotec	D. Mahler	<a href="mailto:dmahler@mikrotec.com">dmahler@mikrotec.com</a>
Microcerv	B. Doss	<a href="mailto:bdoss@microcerv.com">bdoss@microcerv.com</a>
Micro-Comm	D. Sweatt	<a href="mailto:d.sweatt@micro-comm.com">d.sweatt@micro-comm.com</a>
NationLink Online (Butler)	Billing	<a href="mailto:bill@butler.net">bill@butler.net</a>
Internet Doorway	Support	<a href="mailto:adsl-support@netdoor.com">adsl-support@netdoor.com</a>
Net2Atlanta	Milt	<a href="mailto:milt@net2atlanta.com">milt@net2atlanta.com</a>
New Edge Network	New Edge Networks	<a href="mailto:acleads@corp.earthlink.com">acleads@corp.earthlink.com</a>
New Edge Network	A. Yang	<a href="mailto:ayang@newedgenetworks.com">ayang@newedgenetworks.com</a>
Nexus	Provisioning	<a href="mailto:Provisioning@nxs.net">Provisioning@nxs.net</a>
Nexus	Clientcare	<a href="mailto:clientcare@nxs.net">clientcare@nxs.net</a>
North American Telecom	J. Gentleman	<a href="mailto:jgentleman@broadsmart.com">jgentleman@broadsmart.com</a>
North American Telecom	North American Telecom	<a href="mailto:tac@broadsmart.com">tac@broadsmart.com</a>
North American Telecom	J. O'Brien	<a href="mailto:jobrien@broadsmart.com">jobrien@broadsmart.com</a>
North American Telecom	J. O'Brien	<a href="mailto:jobrien@natelcomm.com">jobrien@natelcomm.com</a>
North American Telecom	D. Nathanson	<a href="mailto:dnathanson@broadsmart.com">dnathanson@broadsmart.com</a>
NTI Net	L. Bhair	<a href="mailto:lbhair@ntinet.com">lbhair@ntinet.com</a>
Nuvox	Ron	<a href="mailto:ron@nuvox.net">ron@nuvox.net</a>
Nuvox	KB Stone	<a href="mailto:kbstone@nuvox.com">kbstone@nuvox.com</a>

INTERCONNECTED CARRIERS		Internet Service Providers (ISPs)
Company Name	Name/ Group	E-mail
Nuvox	M. Campbell	<a href="mailto:mcampbell@nuvox.com">mcampbell@nuvox.com</a>
Portbridge	Eric	<a href="mailto:eric@portbridge.com">eric@portbridge.com</a>
Portbridge	H. Ficquette	<a href="mailto:hficquette@portbridge.com">hficquette@portbridge.com</a>
Portbridge Internet	E. Hobbs	<a href="mailto:ehobbs@technologyassociates.net">ehobbs@technologyassociates.net</a>
Portbridge Internet	M. Price	<a href="mailto:mprice@portbridge.com">mprice@portbridge.com</a>
QuikTrip	D. Bras	<a href="mailto:dbras@quiktrip.com">dbras@quiktrip.com</a>
QX.net	E. Day	<a href="mailto:eday@qx.net">eday@qx.net</a>
QX.net	QX. Net	<a href="mailto:nfo@qx.net">nfo@qx.net</a>
QX.net	Kenny	<a href="mailto:kenny@qx.net">kenny@qx.net</a>
QX.net	Zachary	<a href="mailto:zachary@qx.net">zachary@qx.net</a>
QX.net	B. Nichols	<a href="mailto:bnichols@qx.net">bnichols@qx.net</a>
SageNet	J. Kelley	<a href="mailto:jkelly@sagenet.com">jkelly@sagenet.com</a>
SE Tel	D. Maynard	<a href="mailto:dmaynard@setel.com">dmaynard@setel.com</a>
SE Tel	J. Fox	<a href="mailto:jfox@setel.com">jfox@setel.com</a>
Southeast Tel	Administration	<a href="mailto:admin@setel.com">admin@setel.com</a>
Southeast Tel	Rick Shropshire	<a href="mailto:rick.shropshire@setel.com">rick.shropshire@setel.com</a>
Southeast Tel	Brad Hall	<a href="mailto:brad.hall@setel.com">brad.hall@setel.com</a>
Southeast Telephone	Oma Miller	<a href="mailto:oma.miller@setel.com">oma.miller@setel.com</a>
Southeast Telephone	Karen Blackburn	<a href="mailto:karen.blackburn@setel.com">karen.blackburn@setel.com</a>
Southeast Telephone	TJ Kelley	<a href="mailto:tj.kelley@setel.com">tj.kelley@setel.com</a>
ST Johns County	Wylie	<a href="mailto:wylie@co.st-johns.fl.us">wylie@co.st-johns.fl.us</a>
ST Johns County	Wylie	<a href="mailto:wylie@sjcfl.us">wylie@sjcfl.us</a>
State of NC	Jamie Vogel	<a href="mailto:jamie.vogel@nc.gov">jamie.vogel@nc.gov</a>
State of NC	Jim Heald	<a href="mailto:Jim.Heald@its.nc.us">Jim.Heald@its.nc.us</a>
State of NC	Cindy Wiedel	<a href="mailto:Cindy.wiedel@its.nc.us">Cindy.wiedel@its.nc.us</a>
TEC Info	TEC Info	<a href="mailto:strippe@tecinfo.com">strippe@tecinfo.com</a>
TEC Info	Administration	<a href="mailto:tecadmin@corp.tecinfo.net">tecadmin@corp.tecinfo.net</a>
TEC Info	Billing	<a href="mailto:billing@corp.tecinfo.net">billing@corp.tecinfo.net</a>
TEC Info	Sales	<a href="mailto:sales@tecinfo.net">sales@tecinfo.net</a>
TEC Info	TEC Info	<a href="mailto:teccin@corp.tecinfo.net">teccin@corp.tecinfo.net</a>
Three Rivers Planning and Developme	Three Rivers Planning and Developme	<a href="mailto:ic@trpdd.com">ic@trpdd.com</a>
TNWeb LLC	Mike	<a href="mailto:mike@tnweb.com">mike@tnweb.com</a>
TNWeb LLC	Office	<a href="mailto:office@tnweb.com">office@tnweb.com</a>
TNWeb LLC	J. Lemnah	<a href="mailto:jlemnah@corp.unttd.com">jlemnah@corp.unttd.com</a>
United Online	Operations	<a href="mailto:Dsl-ops@corp.unttd.com">Dsl-ops@corp.unttd.com</a>
United Online	NOC	<a href="mailto:Net-noc@corp.unttd.com">Net-noc@corp.unttd.com</a>
UT Medical Center	G. Haney	<a href="mailto:ghaney@utmck.edu">ghaney@utmck.edu</a>
Venture Net	Kirk B.	<a href="mailto:kirkb@venturenet.net">kirkb@venturenet.net</a>
VentureNet	Kim	<a href="mailto:kim@venturenet.net">kim@venturenet.net</a>
Volstate	David S.	<a href="mailto:davids@volstate.net">davids@volstate.net</a>
VPNtranet LLC	R. Danielson	<a href="mailto:rdanielson@vpntranet.com">rdanielson@vpntranet.com</a>
VPNtranet LLC	B. Chapman	<a href="mailto:bchapman@vpntranet.com">bchapman@vpntranet.com</a>
VPNtranet LLC	B. Chapman	<a href="mailto:bchapman@peacecom.net">bchapman@peacecom.net</a>
VPNtranet, LLC	NOC	<a href="mailto:noc@vpntranet.com">noc@vpntranet.com</a>

INTERCONNECTED CARRIERS		Internet Service Providers (ISPs)
<u>Company Name</u>	<u>Name/ Group</u>	<u>E-mail</u>
VPNtranet, LLC	BS DSL	<a href="mailto:bsdsl@vpntranet.com">bsdsl@vpntranet.com</a>
VPNtranet, LLC	J. Peace	<a href="mailto:jpeace@vpntranet.com">jpeace@vpntranet.com</a>
Wayport	Vendor Notification	<a href="mailto:vendor-notification@wayport.net">vendor-notification@wayport.net</a>
WayPort	J. Morin	<a href="mailto:jmorin@wayport.net">jmorin@wayport.net</a>
WebKorner	Scott R	<a href="mailto:scott@webkorner.com">scott@webkorner.com</a>
Win.net	Tague	<a href="mailto:tague@win.net">tague@win.net</a>
Win.net	Sales	<a href="mailto:saleslist@lists.win.net">saleslist@lists.win.net</a>
Win.net	CS List	<a href="mailto:cslst@lists.win.net">cslst@lists.win.net</a>
Worldspice	Blake	<a href="mailto:blake@worldspice.net">blake@worldspice.net</a>
Worldspice	DSL Bulletins	<a href="mailto:dsbulletins@worldspice.net">dsbulletins@worldspice.net</a>
Worldspice Technologies	P. Tomes	<a href="mailto:ptomes@wspice.com">ptomes@wspice.com</a>
WWISP	Administration	<a href="mailto:admin@wwisp.com">admin@wwisp.com</a>
WWISP	Support	<a href="mailto:support@wwisp.com">support@wwisp.com</a>
WWISP	R. Gomes	<a href="mailto:rgomes@wwisp.com">rgomes@wwisp.com</a>
WWISP	Billing	<a href="mailto:billing@wwisp.com">billing@wwisp.com</a>
Windstream	Lynn Denton	<a href="mailto:Lynn.Denton@windstream.com">Lynn.Denton@windstream.com</a>

## **ATTACHMENT B**





## Important changes to your AT&T Phone Service – *Action Required!* (revised)

January 16, 2018

WICKED CHASSIS WORK  
ATTN: JEREMY BIHM  
7350 ODOM GRAVES LN  
DENHAM SPRINGS, LA 70706-0950

RE: BTN - 157887280

Dear Mr. Jeremy Bihm,

We sent you a letter dated December 5, 2017 to let you know that AT&T plans to retire the copper wire in your area on or about July 2, 2018, and that we'll need to transfer your service to the new fiber optic technology before that date so that your service is not disconnected.

**This letter is to inform you that the dates included in our December letter have changed, and the retirement of the current copper wire in your area will occur on or about August 2, 2018.**

### How does this impact you?

We plan to **retire the current copper wire in your area** on or about **August 2, 2018** and we'll need to **transfer your service to the new fiber optic technology** before that date so that your service is not disconnected. The change will be made at no cost to you and while your current service plan will not be available after the change, you'll have options for lower cost services with the same or better features (e.g., faster internet speeds).

While most of the basic functions of your service will remain the same, there are a few changes you should know about:

- An AT&T Technician will need to install some new fiber optic equipment at your business so we can transfer your service to the new network. During the transfer, you'll experience a **temporary interruption of your service** — including your ability to call 911 emergency services — and any devices/services that are connected to your phone line, for up to 2 hours.
- After we complete the transfer, you'll still be able to use all your existing phones just as you do now. However, the new fiber optic equipment will require the use of your electrical power to operate and a battery backup so it continues to work in the event of a power outage. Purchasing and maintaining a battery backup is the customer's responsibility.
- If you have a **security system, health alert device, or utility meter monitoring equipment** that is connected with your business telephone line, these devices should continue to operate as they do now after your phone service is

(Over)

transferred to our new network. However, these devices will not work if your telephone service stops working during a power outage.

- Your new fiber optic connection is capable of providing additional services such as digital voice, high-speed Internet, and video entertainment services. If you are interested in any of these services, please go to [att.com/uverse](http://att.com/uverse) or call us at 855.435.7881.

### What do you need to do?

**Arrangements must be made no later than July 2, 2018 to transfer your service to the new network and make sure that you don't lose service when we retire the copper wire on August 2, 2018. We'll contact you soon to make an appointment and all of the necessary arrangements.** Or, if you like, you may also call us at 855.435.7881 to be connected to a dedicated service representative on our transition team and schedule an appointment. Just let us know you're from Denham Springs, LA.

Here are a few things that you should do to prepare for the transfer:

- ▶ *On the day of the installation, we recommend that you **have an alternate means of making and receiving calls**, (e.g., a wireless phone) and **accessing the Internet** since your service will be temporarily interrupted.*
- ▶ *If you have a security system, health alert device, or utility meter monitoring equipment that is connected with your business telephone line, you may want to notify **your service provider** before AT&T installs the fiber optic equipment at your business to let them know that there will be a temporary interruption of your phone service during the installation.*

### Questions?

An AT&T service representative will call you soon to schedule an appointment. In the meantime, if you have any questions on these upcoming changes, you can contact us at 855.435.7881, or go online to [www.att.com/fiberopt](http://www.att.com/fiberopt) for a list of Frequently Asked Questions. You may also write us at:

AT&T Inc.  
Attention CR-Group  
95 W. Algonquin Rd  
Arlington Heights, IL 60005

If you require further assistance, you may also contact:

- The *Federal Communications Commission (FCC)* at [www.consumercomplaints.fcc.gov](http://www.consumercomplaints.fcc.gov) and 888.225.5322, or
- The *Louisiana Public Service Commission (PSC)* at <http://www.lpsc.louisiana.gov> and 800.256.2397

We want to thank you for being an AT&T customer and for your patience as we upgrade our network.

Sincerely,  
AT&T



<Date>

<First Name> <Last Name>

<Company Name>

<Address 1>

<Address 2>

<City>, <State> <Zip>

## Important changes to your AT&T Phone Service – *Action Required!*

Re: <BTN>

Hi <First Name>,

There are some important changes coming to your AT&T telephone service. Today, your AT&T phone service comes to your home over our traditional network that uses copper wires. We'll be **retiring the copper wire technology in your area on or about <Retirement Date>** and replacing it with new fiber optic technology.

### Here's what will happen

We'll need to **transfer your service to the new fiber optic technology**, so that your phone service isn't disconnected. The change will be made at **no cost to you** and you'll have the same plan with the same price and features, unless you ask us to change your current service.

We'll contact you to set up an appointment for a tech to come to your home to **install some new fiber optic equipment**, so we can move your service to the new network. Or you can call us at **877.971.9983** to schedule with one of our reps. **Just let us know you live in the <Area> area.**

The average installation takes about 2-4 hours. During that time, you'll experience a **temporary interruption of your phone service**, including your **ability to call 911 emergency services**. It will also affect any other devices or services that are connected to your phone line.

### What will change?

Most of the basic functions of your phone service will remain the same. You'll still be able to use all your phones, just as you do now. However, there are a few changes you should know about:

- The new fiber optic equipment will use your electrical power to operate and will need a battery backup to continue working in the event of a power outage. We'll provide an initial 8-hour battery for the fiber optic equipment free of charge, but you'll need to buy and care for any batteries after that. If the backup battery becomes depleted, your phone service won't work during a power outage. For more information on backup batteries, go to [att.com/batterybackup](http://att.com/batterybackup) or call 800.288.2747.

*Over, please*

- If you have a **security system, health alert device, TTY/Caption device, or utility meter monitoring equipment** that's connected with your home phone line, these devices should continue to work. However, they won't work if your phone service stops working during a power outage.
- Your new fiber optic connection can provide additional services, such as digital phone, high-speed Internet and video entertainment services. If you're interested in any of these services, please go to **att.com** or call us at **800.288.2020** to learn more.

## What do you need to do?

Arrangements to transfer your service to the new network must be made *no later than* **<Response Date>** to make sure that you don't lose service when we retire the copper wire on **<Retirement Date>**. We'll contact you soon to make an appointment. Or, if you like, you can call us at **877.971.9983** and let us know you live in the **<Area>** area.

Here are a couple tips to make installation day go smoothly:

- > *On the day of the installation, be sure that you have another way to make and receive calls, such as a wireless phone, because your phone service will be temporarily interrupted.*
- > *If you have a security system, health alert device, or utility meter monitoring equipment* connected to your home phone line, you may want to **notify your service provider** before we install the fiber optic equipment at your home to let them know that there will be a temporary interruption of your phone service during the installation.

## Questions?

We'll call you soon to schedule an appointment. In the meantime, if you have any questions, you can call us at **877.971.9983**, or go online to **att.com/ncnotice** for more information, including a list of frequently asked questions. You can also reach us at:

AT&T  
 <Campaign Name> Notification  
 <Address>  
 <Address 2>  
 <City>, <State> <Zip>

If you require further assistance, you may also contact the:

- *Federal Communications Commission (FCC)* at **www.consumercomplaints.fcc.gov** and **888.225.5322**
- *Louisiana Public Service Commission (PSC)* at **www.lpsc.louisiana.gov** and **800.256.2397**

Thanks for choosing us and for your patience as we upgrade our network.

AT&T





<Date>

## Important changes to your AT&T Service – *Action Required!*

<First Name> <Last Name>

<Company Name>

<Address 1>

<Address 2>

<City>, <State> <Zip>

Re: <BTN>

Dear <First Name> <Last Name>,

We want to let you know about some important changes coming to your area. Today, your AT&T service comes to your home over our traditional network that uses copper wires. We'll be **retiring the copper wire technology in your area on or about <Retirement Date> and replacing it with new fiber optic technology.**

### Here's what will happen

We'll need to **transfer your service to the new fiber optic technology before that date**, so that your service isn't disconnected. The change will be made at **no cost to you.**

- If you have home phone service from AT&T, you'll have the same phone plan with the same price and features, unless you ask us to change your current service.
- If you have AT&T Internet service, your current Internet plan will not be available, but you'll have options for lower cost services with the same or better features, like faster Internet speeds. We'll help you choose a new plan that's close to what you have now.
- If you have U-verse TV service with us, your current TV plan will not change and you can still use all your same equipment.

We'll contact you to set up an appointment for a tech to come to your home to **install some new fiber optic equipment**, so we can move your service to the new network. Or you can call us at **877.971.9983 to schedule with one of our reps. Just let us know you live in the <Area> area.**

The average installation takes about 2-4 hours. During that time, you'll experience a **temporary interruption of your phone service**, including your **ability to call 911 emergency services**. It will also affect any other devices or services that are connected to your phone line or Internet service. If you have our U-verse video service, just know that service will not work during the transfer.

*Over, please*

## What will change?

Most of the basic functions of your services will be the same. You'll still be able to use all your existing phones, and devices just as you do now. However, there are a few changes you should know about:

- The new fiber optic equipment will use your electrical power to operate and will need a battery backup to continue working in the event of a power outage. We'll provide an initial 8-hour battery for the fiber optic equipment free of charge, but you'll need to buy and care for any batteries after that. If the backup battery becomes depleted, your phone service won't work during a power outage. For more information on backup batteries, go to [att.com/batterybackup](http://att.com/batterybackup) or call 800.288.2747.
- If you have a **security system, health alert device, TTY/Caption device, or utility meter monitoring equipment** that's connected with your home phone line, these devices should continue to work. However, they won't work if your phone service stops working during a power outage.
- Your new fiber optic connection can provide additional services, such as digital phone, high-speed Internet and video entertainment services. If you're interested in any of these services, please go to [att.com](http://att.com) or call us at 800.288.2020 to learn more.

## What do you need to do?

Arrangements to transfer your service to the new network must be made *no later than* <Response Date> to make sure that you don't lose service when we retire the copper wire on <Retirement Date>. We'll contact you soon to make an appointment. Or, if you like, you can call us at 877.971.9983 and let us know you live in the <Area> area.

Here are a couple tips to make installation day go smoothly:

- *On the day of the installation, be sure that you have another way to make and receive calls, such as a wireless phone, because your phone service will be temporarily interrupted.*
- *If you have a security system, health alert device, or utility meter monitoring equipment connected to your home phone line or Internet connection, you may want to let your service provider know before we install the fiber optic equipment at your home that there will be a temporary interruption of your phone service during the installation.*

## Questions?

We'll call you soon to schedule an appointment. In the meantime, if you have any questions, you can call us at 877.971.9983, or go online to [att.com/ncnotice](http://att.com/ncnotice) for more information, including a list of frequently asked questions. You can also reach us at:

AT&T  
<Campaign Name> Notification  
<Address>  
<Address 2>  
<City>, <State> <Zip>

If you require further assistance, you may also contact the:

- *Federal Communications Commission (FCC)* at [www.consumercomplaints.fcc.gov](http://www.consumercomplaints.fcc.gov) and 888.225.5322
- *Louisiana Public Service Commission (PSC)* at [www.lpsc.louisiana.gov](http://www.lpsc.louisiana.gov) and 800.256.2397

Thanks for choosing us and for your patience as we upgrade our network.

AT&T

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