



AT&T  
P.O. Box 430  
Bedminster, NJ 07921-0430

March 26, 2007

Mr./Mrs./Ms. Customer  
1234 Address  
Anywhere USA 00000

Dear Customer Name,

We want to update you on some important and positive changes underway at the new AT&T that may require you to take some action. As you may know, in November 2005, AT&T Corp. and SBC Communications Inc. joined together to form what is today the new AT&T. As a result of this merger, local services for residential customers will be provided by AT&T Wisconsin, one of the AT&T family of companies. In an effort to pass the full benefits of this union on to our customers, we are integrating the best of our combined services to provide you with the best service and technology available.

Beginning April 30, 2007, your **local residential telephone service provider, a pre-merger AT&T operating company**, will stop offering local residential telephone service in Wisconsin. You will need to make a choice as to your new service. This transition means you have three options to consider:

- **Call AT&T Wisconsin to select your new plan** – Take this opportunity to contact an AT&T Wisconsin customer care representative who stands ready to answer your questions, assess your current calling plan, and recommend a new plan based on your communications and entertainment needs. Let us tell you how our customized bundles may save you money and simplify your life. Simply call toll free 1-866-746-4717 and reference program code BB by April 22, 2007. There are no costs associated with transferring your local service to AT&T Wisconsin.

For your convenience, we have enclosed a list of current AT&T services, applicable rates, terms and conditions. You may be eligible for some customized bundled packages that can include your voice and entertainment needs as well as wireless phone service, AT&T Yahoo! High Speed Internet and DISH Network. Best of all, by bundling your services, you may qualify for even greater savings. We also invite you to visit our website, [att.com](http://att.com), to view available products and services in your area before calling AT&T Wisconsin for your free, personal consultation.

- **You always have the right to select another local telephone service provider** – You are a valued customer and we sincerely hope you will continue to remain with the AT&T family, but you do have the option of selecting another local telephone service provider. If you select another provider, that carrier will be able to provide you with a list of their services and charges. They can also tell you if there are 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 do want to select another service provider, you should make that selection before April 22, 2007, to avoid automatic transfer of your account to AT&T Wisconsin.
- **If you do not choose a new provider, your local service will be automatically transferred to AT&T Wisconsin** – You can decide to take no action, in which case we will transfer your local service automatically to AT&T Wisconsin during a transition period from April 30 through May 15, 2007. We will transfer you to an AT&T Wisconsin service plan that is most comparable to your current telephone service plan (as shown in the attached list). In most cases, upon transfer, your monthly recurring charges will automatically be equal to or less than what you pay now. In cases where your monthly telephone service charges would be higher, you will receive a special transition discount so that you do not see an increase over what you pay now. This special discount will end on or after December 31, 2007. The AT&T Wisconsin service plan may also include features or services not included in your current 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 Wisconsin.

**Important Information:**

- **Long Distance Service**  
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. Not doing so may result in a change in the rates applied to your long distance calls.

- **Billing, Payments and Refunds**

Once your service has been transitioned to **AT&T Wisconsin or another carrier**, you will receive a final bill from your previous local provider, AT&T Communications of Wisconsin I, L.P. 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.

If you currently 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 four to six weeks after receipt of your final bill.

**Additional information if you are automatically transferred to, or choose AT&T Wisconsin:**

- **AT&T long distance customers**

**As an AT&T Wisconsin 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 Wisconsin. 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 Wisconsin as your local provider. We appreciate your business and look forward to continuing to serve you.

- **Frozen or blocked accounts**

You will be transferred automatically to AT&T Wisconsin unless an alternate local provider selection is made. Contact AT&T Wisconsin toll free at 1-866-746-4717 if you would like to re-establish a freeze/block for your account after the transition period.

- **Reprogramming of calling features**

Once the transition to AT&T Wisconsin has been established, you will need to reprogram your Call Forwarding, Speed Dialing and other features.

- **Update banking/bill payment information**

If you currently make payments via your bank, on-line bill pay, or credit card, please update your records to reflect your new AT&T Wisconsin account information. This will ensure proper payment. Your new billing account information will be your **10 digit billing telephone number plus a three digit customer code** that will appear on your new AT&T Wisconsin bill.

If you had signed up for automatic payments with the pre-merger AT&T company, you will need to re-apply for automatic bill payment through AT&T Wisconsin once your service is transferred.

- **Questions about new service**

If you have any questions regarding your new service(s), contact AT&T Wisconsin toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm, Monday-Friday; 7:00 – 5:30pm Saturday).

If you have other services not provided by AT&T Communications of Wisconsin I, L.P. that use your local telephone line, for example an alarm service, you should contact the provider(s) of those services to inform them of the change to your local telephone service provider and determine if any actions are necessary.

If at any time you have questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new suite of products and services, we invite you to contact AT&T Wisconsin toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm Monday-Friday; 7:00 – 5:30pm 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 Wisconsin I, L.P.

Customer Service  
AT&T Wisconsin

Enclosure