



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

YOUR LOCAL SERVICE WILL BE TRANSFERRED TO AT&T CONNECTICUT UNLESS YOU CHOOSE A NEW LOCAL TELEPHONE SERVICE PROVIDER BEFORE AUGUST 23, 2007.

July 5, 2007

Mr./Mrs./Ms. Customer

Re: Telephone Number: (XXX) XXX-XXXX

1234 Address
Anywhere USA 00000

Dear Customer Name,

This is your second notice regarding some important and positive changes underway at the new AT&T that may require you to take action. If you have already responded or made a decision regarding your local telephone service since receiving the first notice, please disregard this letter.

As you may know, in November 2005, AT&T Corp. and SBC Communications Inc. joined together to form what is now the new AT&T. Today, local services for residential customers in the State of Connecticut are provided by AT&T Connecticut, one of the AT&T family of companies.

Your current local service provider, *AT&T Communications of New England, Inc.*, will no longer provide residential local telephone service in Connecticut after August 23, 2007. Many customers were transitioned to a different local service provider back in 2003. Our records indicate that you were not transitioned at that time, and that you have continued to receive local service from AT&T Communications of New England, Inc. In addition, our records reflect that you have not received a monthly bill for your AT&T local service for an extended period of time. Nevertheless, you will not be back-billed for the AT&T local service you have been receiving at no charge. **However, your action is required at this time.**

You have three options to consider:

- **Call AT&T Connecticut to select your new services** – You will be pleased to learn about all of the new products & services we have introduced lately. Take this opportunity to contact an AT&T Connecticut customer care representative who stands ready to answer your questions and recommend new packages and bundles designed to meet all of your communications and entertainment needs. Simply call toll free 1-866-263-2208 before August 23, 2007. There are no costs associated with changing your local provider to AT&T Connecticut.
- **You always have the right to select another local telephone service provider** – 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. A listing of available local service providers may be found in your AT&T White Pages Directory. You need to make that selection before August 23, 2007 to avoid automatic transfer of your account to AT&T Connecticut. If you select another provider after August 23, 2007, your choice can only be put into effect after the change to AT&T Connecticut and will therefore take additional time after that date. If you select another provider, you may incur additional charges from that provider.
- **If you do not choose a new provider or do not call us, you will be automatically transferred to AT&T Connecticut** – You can decide to take no action, in which case we will transfer you automatically to AT&T Connecticut during a transition period from August 29 through August 31, 2007. You will be better served if you give us a call so that we can ensure you have the products and services that are right for you. If you don't call us, we will switch you to the AT&T Connecticut basic local plan that includes a Flat Primary Residential LineSM and unlimited local calling with a monthly recurring charge that varies depending on your address. **We will cancel any optional calling features and non-published or unlisted telephone number directory listings you currently have. As a result, your name, telephone number, and address will be listed in the telephone directory and available through directory assistance unless you contact AT&T Connecticut immediately following transition of your service to request a non-published or unlisted telephone number.** Following transition, you may also contact AT&T Connecticut at any time to enroll in any optional calling features you might wish to have. Your new AT&T Connecticut local service bill should arrive within 60 days after the transition period. Feel free to call should you have any questions when you receive your first bill at the number provided on the bill. There are no costs associated with this change to AT&T Connecticut.

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.

Additional information if you are automatically migrated to, or choose AT&T Connecticut:

- **Frozen or blocked accounts**
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 Connecticut. You will need to contact AT&T Connecticut toll free at 1-866-263-2208 if you would like to re-establish a freeze/block for your account after the transfer of your service.
- **Update banking/bill payment information**
If you wish to make payments via your bank, on-line bill pay, or credit card, please update your records to reflect your new AT&T Connecticut 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 Connecticut bill.
- **Questions about new service**
If you have any questions regarding your new service(s), contact AT&T Connecticut toll free at 1-866-263-2208 (Monday –Friday 7:00 am – 9:00 pm ET and Saturday 8:00 am – 5:00 pm ET). If at any time you have questions or concerns regarding this transition, contact AT&T Communications of New England customer care toll free at 1-800-288-2747.

Sincerely,

Customer Care
AT&T Connecticut

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

Monthly rates for telephone line charges in the state of Connecticut vary depending on the area in which you live. The Connecticut Department of Public Utility Control approves the company's telephone line rates, which are listed in the company's tariffs. All rates and charges are subject to change.

Basic Line Services

AT&T Connecticut offers *Flat Rate* and *Per Call* line service. Rates are based on the number of telephone lines in a specific serving area and do not include taxes, the Connecticut E-911 surcharge, state and federal Service Fund charges, or the Federal Subscriber Line Charge. Customers will be transferred to basic flat rate line service described below.

Flat Rate service provides you with unlimited local calling within your local service area for a basic monthly rate. For residential customers, the monthly rates range from \$10.53 to \$16.50.

Per Call Service best serves customers who make very few outgoing local calls. Per Call Service includes a basic access charge, touch-tone service, and usage and time-of-day discounts on local calls made within the local calling area, i.e., each local call is billed based upon the rates in effect for the time period(s) of the call. The basic access charge per line is \$7.45 per month; per-minute rates are 3.5 cents 8 a.m. to 8 p.m., Monday through Friday, and 30% off all other times and certain holidays.

Optional Services

In addition to basic line service, AT&T Connecticut offers many new money-saving service options. Call AT&T Connecticut customer service center toll free at 1-866-263-2208 to find your best option or access our website at att.com for more optional calling services, package availability and prices.

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 Connecticut customer. AT&T Connecticut rates, terms and conditions will apply as of the date your services are transferred. Following your transfer of service, AT&T Connecticut will notify you by mail of any changes in the applicable rates, terms and conditions of your service.

For your convenience, below is a chart that identifies the new AT&T local service plan to which you will be automatically transferred if you do not choose a new provider or do not call us to request an alternate plan.

Service Plan, Features, and Pricing

Post Transfer Service Plan	Features and Components	Price
Flat Rate Primary Line SM	Basic Access Line with unlimited local calling	\$10.53 to \$16.50 depending on your service address