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

[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 Mississippi. 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 South Central States, LLC, will now be provided by AT&T Mississippi--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 Mississippi during a transition period from November 26 through December 28, 2007.*** Your current service plan will be switched to an AT&T Mississippi service plan that is comparable to your current telephone service plan (as shown on the enclosed list). Your new AT&T Mississippi 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 Mississippi. *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 60 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 Mississippi, 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 60 days of the date of this letter** to avoid automatic transfer of your account to AT&T Mississippi.

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 Mississippi 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 Mississippi. 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 Mississippi as your local provider.

AT&T Voice Mail Customers
If you have AT&T Voice Mail service, your 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 Mississippi. If you wish, you may call AT&T Mississippi 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/info 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.**

Next Steps

The transition period of your local service to AT&T Mississippi is scheduled **from November 26 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 60 days of the date of this letter**.
- If you wish to switch to another local service provider, contact that provider **within 60 days of the date of this letter**.
- If you have AT&T Voice Mail service, 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 Mississippi, 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 Mississippi services.

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

- **a final bill** from AT&T Communications of the South Central 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 Mississippi 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 Mississippi 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 Mississippi.)**
Automatic Bill Payment, Online Bill Pay, or Credit Card Bill Payment	➢ **Update your banking/bill payment information** to reflect your new AT&T Mississippi 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 Mississippi bill.) ➢ **Re-apply for automatic bill payment through AT&T Mississippi** if you signed up for automatic payments with AT&T Communications of the South Central 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 *98 from your home phone** to get detailed instructions on how to use your new mailbox. ➢ **Reset your password and greetings**.

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 Mississippi toll-free at 1-866-412-4977 (7:00am-6:00pm CST, Monday-Friday; 7:00am-4:00pm CST 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 South Central States, LLC
and AT&T Mississippi

Enclosure

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RATES, TERMS, AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

Monthly rates for telephone line charges in the state of Mississippi vary depending on the area in which you live. The Mississippi 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 Mississippi offers single-line flat rate voice communications 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 local calling service. For residential customers, the monthly rates for flat rate service range from $16.20 - $19.01.

Lifeline service, which provides monthly assistance for qualifying low income residential households, is also available to AT&T Mississippi customers. The line charge for flat rate Lifeline service ranges from $9.20 - $12.01.

Optional Services

In addition to the basic line service, AT&T Mississippi 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 packages are also provided on the back of this page. For more information on other optional calling services, package availability and prices, please contact the AT&T Mississippi 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 in the AT&T White Pages, which you will receive as a new AT&T Mississippi customer. AT&T Mississippi rates, terms, and conditions for single-line flat rate voice communications service will be governed by the Tariff on file with the Mississippi Public Service Commission. An AT&T Customer Service Agreement, which contains the terms and conditions for your optional services and packages, will be sent to you at the time your services are transferred. You can view a copy of the Customer Service Agreement and all other information related to your optional services and packages on our website at **att.com/serviceagreement**. You will receive written notification of all changes to the rates, terms, and conditions of your AT&T Mississippi services.

Feature	Price
Call Block	$5.95
Call Forwarding Busy Line	$1.44
Call Forwarding Don't Answer	$1.44
Preferred Call Forwarding	$5.95
Remote Access to Call Forwarding	$7.00
Call Forwarding Don't Answer with Ring Control	$1.44
Call Forwarding (CF) Variable	$5.95
Call Return	$6.95
Call Tracing	$5.95
Call Waiting	$6.95
Call Waiting Deluxe	$7.95
Caller ID Basic	$8.00
Caller ID Deluxe	$9.99
RingMaster® I Service	$5.00
RingMaster® II Service	$7.00

Feature	Price
Customer Control Call Forwarding Busy Line	$3.50
Customer Control Call Forwarding Don't Answer	$4.00
Call Selector	$5.95
Privacy Director® Service	$7.95
Repeat Dialing	$5.95
Speed Calling 8	$5.40
Speed Calling 30	$5.95
Three-Way Calling	$6.00
Inside Wire Maintenance	$6.95
Equipment Maintenance Plan (EMP)	$4.75
EMP with Inside Wire Full Coverage	$8.90
Voice Mail Premium Package	$4.95
Voice Mail Companion Features	$2.00
Privacy Director Service w/AT&T Complete Choice℠ Plan	$3.95

AT&T Mississippi

For your convenience, below is a chart that identifies 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 Mississippi 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**			
• **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	$25.00
• **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	$32.00
• Additional features	AT&T Complete Choice℠ Plan	Access Line with unlimited local calling and 22 features	$35.00
AT&T One Rate® State **AT&T Call Plan Unlimited 3 Feature Package**			
• **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	$32.00
• Additional features	AT&T Complete Choice Plan	Access Line with unlimited local calling and 22 features	$35.00
AT&T Call Plan Deluxe **AT&T Employee Plan**	AT&T Complete Choice Plan	Access Line with unlimited local calling and 22 features	$35.00
AT&T Call Plan Unlimited Plus **AT&T Call Plan Unlimited**			
• 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	$25.00
• 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	$32.00
AT&T One Rate® Advantage Plan **AT&T One Rate USA℠** **AT&T One Rate® MultiLine**	AT&T Complete Choice Plan	Access Line with unlimited local calling and 22 features	$35.00

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

Note: Customers in Hernando, Mississippi, will be transferred to the Area Calling Plan or the AT&T Complete Choice with Area Calling Plan.

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