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May 2, 2014

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

Re: **Section 63.71 Application Of AT&T Services, Inc. on behalf of SNET America, Inc. d/b/a AT&T Long Distance East To Discontinue Domestic Telecommunications Services (“214 Discontinuance Application”), WC Docket No. 14-60, Comp. Pol. File No. 1151**

Dear Ms. Dortch:

AT&T Services, Inc. on behalf of SNET America, Inc. (“SAI”), files this letter in response to the comments filed by thirteen customers: Anthony Albino, Gayle Tiedermann-Grillo, Lucile Blanchard, Joan Duell, Victor Kudrin, John Ratches, Andrea Carey, Edna Hillary, Stephanie Moore, Psy.D., Rosemary Lanz, John Carlson, Charles McKay and Stephan Levy Financial Services.

Eleven of the thirteen commenters mistakenly believed that SAI was discontinuing prepaid calling cards and thought they were in jeopardy of losing the unused minutes on their cards.¹ AT&T resolved these concerns by contacting each customer and explaining SAI’s proposed discontinuance of the All-Distance Calling card, which is a post-paid card. Each of these customers concerns was relieved after they learned that their prepaid calling cards would not be affected by SAI’s discontinuance.

AT&T also contacted the remaining two of the thirteen commenters to address the concerns that were raised in their comments. AT&T spoke with Mr. Ratches who wanted to keep a calling card for emergency purposes. AT&T explained that there are other calling card

¹ The following customers were concerned about the loss of prepaid minutes: Mr. Albino, Ms. Tiedermann-Grillo, Ms. Blanchard, Ms. Duell, Mr. Kudrin, Ms. Carey, Ms. Hillary, Ms. Lanz, Mr. Carlson, Mr. McKay (When speaking with Mr. McKay, AT&T learned that he also mistakenly believed that prepaid cards were being discontinued although comments did not specifically mention prepaid cards; after learning that prepaid cards were not affected, Mr. McKay admitted that the concerns expressed in his comments were not valid), and Stephen Levy Financial Services.

options available in the market that will meet his needs and sent a pre-paid card for him to use on a trial basis.²

AT&T attempted to contact Dr. Moore several times but, to date, has been unable to speak directly with her. Since AT&T was unable to speak with Dr. Moore, on April 29, 2014 AT&T sent a letter to explain that although SAI plans to discontinue its All Distance Calling Card, AT&T has other calling card options that are available to her. In addition, AT&T's letter provided the instructions to follow if she wishes to replace her SAI All Distance card with an AT&T Worldwide Calling Card.³

As AT&T stated in the 214 Discontinuance Application, there are many alternatives to the SAI All Distance Calling Card in the market such as pre-paid calling cards, alternate billing services and post-paid calling cards offered by other carriers, therefore, the public convenience and necessity is not impaired by SAI's discontinuance of service. Accordingly, AT&T respectfully requests the Commission approve its application to discontinue service under the Commission's streamlined procedures. If you have any further questions, please do not hesitate to contact me or Dave Talbott on (202) 457-3039.

Sincerely,

/s/ Terri L. Hoskins

cc: Kimberly Jackson, FCC- WCB

² Based on SAI's records, Mr. Ratches does not have an SAI All Distance Calling Card, but AT&T made efforts to resolve his concerns nonetheless.

³ See Attachment A.

ATTACHMENT A



1 ATT Way Rm. 4B
Bedminster, NJ 07921

April 29, 2014

Dr. Stephanie D. Moore
P.O. Box 403
Old Saybrook, CT 06475-0403
860-439-1980

RE: 3/30/14 FCC Response to SNET America Inc. §63.71 Calling Card Withdrawal

Dear Dr. Moore,

This letter is in response to comments you submitted to the FCC regarding a pending application to withdraw SNET America calling card service. I have also left you voicemail messages regarding this topic.

AT&T will continue to offer other calling options for its Connecticut customers, including its AT&T Worldwide Calling Card ('AWCC') for business customers, provided by AT&T Corp. This card service is similar to your current SNET card (i.e., dial a Toll-Free number; enter a PIN and the number being called).

After reviewing your card use for the past year, we believe the AWCC card will fully address your concern of having access to a cost-effective analog phone connection whenever and wherever you need. Furthermore, the AWCC card may result in reduced charges.

However, we would need to speak with you in order to start the process to replace your existing calling card with the AWCC card. We want to ensure you have your new card ready to use as soon as possible.

Please contact me directly at 877-210-0030 between 8-5 Eastern Time, Mon. - Fri. so I may initiate the order process for you.

I look forward to speaking with you soon.

Respectfully,

Tiffany Sheriff
AT&T Corporate Calling Card Care Center

cc: Kimberly Jackson, Attorney, Federal Communications Commission