



AT&T Kentucky
601 W. Chestnut Street
Room 407
Louisville, KY 40203

T: 502.582.8219
F: 502.582.1573
mary.keyer@att.com

C
SA

August 21, 2007

RECEIVED

AUG 22 2007

PUBLIC SERVICE
COMMISSION

Ms. Beth O'Donnell
Executive Director
Public Service Commission
211 Sower Boulevard
P. O. Box 615
Frankfort, KY 40602

Re: Notice of AT&T Communications of the South Central States, LLC and BellSouth Telecommunications, Inc. d/b/a AT&T Kentucky of Partial Discontinuance of Local Residential Service and Request for Waiver PSC 2007-00215

Dear Ms. O'Donnell:

The Commission's July 23, 2007, Order found that the proposed plan and notices filed in this proceeding by AT&T Communications of the South Central States, LLC ("AT&T South Central") and BellSouth Telecommunications, Inc., d/b/a AT&T Kentucky ("AT&T Kentucky"), comply with the FCC's Bulk Transfer regulations, as provided in 47 C.F.R. § 64.1120(e). In accordance with Ordering Paragraph 2 of the July 23 Order, AT&T Kentucky is providing the Commission for filing five copies of the Notification Letter in large print and one copy in Braille as demonstrative evidence of compliance with the FCC's Bulk Transfer rules regarding advance customer transfer notices to blind and visually impaired customers. Additional copies of the Braille version will be provided if the Commission wishes to have more than one copy. The content of the Notification Letter in these formats is substantially similar to the Notification Letter attached as Exhibit A to the Notice of Partial Discontinuance of Local Residential Service and Request for Waiver filed by AT&T South Central and AT&T Kentucky in this case on May 31, 2007.

Thank you for your assistance. Please let me know if you have any questions.

Sincerely,


Mary K. Keyer

Enclosures

688462

RECEIVED

AUG 22 2007

PUBLIC SERVICE
COMMISSIONAT&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 that 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 Kentucky. 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 Kentucky--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 Kentucky during a transition period from October 29 through December 28, 2007.** Your current service plan will be switched to an AT&T Kentucky service plan that is comparable to your current telephone service plan (as shown on the enclosed list). Your new AT&T Kentucky 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 Kentucky. *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 30 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 Kentucky, 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 30 days of the date of this letter** to avoid automatic transfer of your account to AT&T Kentucky.

*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 Kentucky 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 Kentucky. 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 Kentucky 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 Kentucky. If you wish, you may call AT&T Kentucky 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 Kentucky is scheduled **from October 29 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 30 days of the date of this letter.**
- If you wish to switch to another local service provider, contact that provider **within 30 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 Kentucky, 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 Kentucky services.

Once your service has been established with AT&T Kentucky 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 Kentucky will happen automatically. However, there are some actions that 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 Kentucky 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 Kentucky.)

If you have:	You should:
Automatic Bill Payment, Online Bill Pay, or Credit Card Bill Payment	<ul style="list-style-type: none"> ➤ Update your banking/bill payment information to reflect your new AT&T Kentucky 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 Kentucky bill.) ➤ Re-apply for automatic bill payment through AT&T Kentucky 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)	<ul style="list-style-type: none"> ➤ 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	<ul style="list-style-type: none"> ➤ 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 Kentucky toll-free at 1-866-412-4977 (7:00am-6:00pm CT, Monday-Friday; 7:00am-4:00pm CT Saturday or 8:00am-7:00pm ET, Monday-Friday; 8:00am-5:00pm ET 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 Kentucky

Enclosure

© 2007 AT&T Knowledge Ventures. All rights reserved. AT&T, AT&T logo, and BellSouth are trademarks of AT&T Knowledge Ventures and/or AT&T affiliated companies.

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

Monthly rates for telephone line charges in the Commonwealth of Kentucky vary depending on the area in which you live. The Kentucky Public Service Commission approves the Company's rates for basic local exchange service. These rates are listed in the Company's Tariffs. All rates and charges are subject to change.

Basic Local Exchange Service

AT&T Kentucky offers *Flat Rate* line 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 entitled "Package List, Pricing, and Features" (pages 3-5) will be transferred to Flat Rate Basic local exchange service with unlimited local calling. For residential customers, the monthly rates for Flat Rate service range from \$15.20 - \$18.40.

Lifeline service is also available to qualified AT&T Kentucky customers. Lifeline service provides monthly assistance for qualifying low income residential households in the form of a \$13.50 credit per month on your local service charges.

Optional Services

In addition to the basic local exchange service, AT&T Kentucky offers optional calling services. Prices for some of the most popular optional calling features are set forth in the table on the back of this page. These services are also available in cost saving packages. The rates for some of these packages are also provided on pages 3-5. For more information, contact the AT&T Kentucky 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 and your rights as a customer in the AT&T White Pages, which you will receive as a new AT&T Kentucky customer. AT&T Kentucky rates, terms and conditions for standalone Flat Rate local exchange service will be governed by the Tariff on file with the Kentucky Public Service Commission. An AT&T Customer Service Agreement, which contains the terms and conditions for the optional services and packages to which you may subscribe, 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 combinations 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 Kentucky services.

AT&T Kentucky

Feature	Price	Feature	Price
Anonymous Call Rejection	\$5.95	RingMaster® II Service	\$7.00
Call Block	\$5.00	Customer Control Call Forwarding Busy Line	\$3.50
Call Forwarding Busy Line	\$1.50	Customer Control Call Forwarding Don't Answer	\$4.00
Call Forwarding Don't Answer	\$1.50	Call Selector	\$5.00
Preferred Call Forwarding	\$5.00	Privacy Director® Service	\$6.95
Remote Access to Call Forwarding	\$7.00	Repeat Dialing	\$5.00
Call Forwarding Don't Answer with Ring Control	\$1.50	Speed Calling 8	\$4.50
Call Forwarding (CF) Variable	\$5.00	Speed Calling 30	\$5.00
Call Return	\$6.00	Three-Way Calling	\$6.00
Call Tracing	\$5.00	Inside Wire Maintenance	\$6.95
Call Waiting	\$6.00	Equipment Maintenance Plan (EMP)	\$4.75
Call Waiting Deluxe	\$7.50	EMP with Inside Wire Full Coverage	\$8.90
Caller ID Basic	\$8.00	Voice Mail Premium Package	\$4.95
Caller ID Deluxe	\$9.00	Voice Mail Companion Features	\$2.00
RingMaster® I Service	\$5.00	Privacy Director w/AT&T Complete Choice SM Plan	\$3.95

AT&T Kentucky

For your convenience, below is a chart that identifies the most common 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 Kentucky 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 <ul style="list-style-type: none"> • Caller ID/Caller ID Deluxe and Call Waiting/Call Waiting Deluxe • 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 • Additional features 	2 Pack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, and Voice Mail Companion features	\$25.00
	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	\$30.00
	AT&T Complete Choice SM Plan	Access Line with unlimited local calling and 22 features	\$34.50

AT&T Kentucky

Current Service Plan	New AT&T Kentucky Service Plans	Features and Components	Statewide Price
AT&T One Rate® State AT&T Call Plan Unlimited 3 Feature Package <ul style="list-style-type: none"> • 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 • Additional features 	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	\$30.00
	AT&T Complete Choice Plan	Access Line with unlimited local calling and 22 features	\$34.50
AT&T One Rate® Advantage Plan AT&T One Rate USASM AT&T Call Plan Deluxe AT&T Employee Plan	AT&T Complete Choice Plan	Access Line with unlimited local calling and 22 features	\$34.50

AT&T Kentucky

Current Service Plan	New AT&T Kentucky Service Plans	Features and Components	Statewide Price
AT&T Call Plan Unlimited Plus <ul style="list-style-type: none"> A la carte features Caller ID/Caller ID Deluxe and Call Waiting/Call Waiting Deluxe 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 	2 Pack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe., and Voice Mail Companion features	\$25.00
	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	\$30.00

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

© 2007 AT&T Knowledge Ventures. All rights reserved. AT&T, AT&T logo, and other marks contained herein are trademarks of AT&T Knowledge Ventures and/or AT&T affiliated companies.