IMPORTANT CUSTOMER NOTICE

April 9, 2013

Notice of Change in Payphone Service for AT&T 22 States

Effective April 15, 2013, AT&T 22-State Region will implement a process enhancement for Payphone Provisioning requests. AT&T will utilize Tracking Numbers for each Payphone request received in the Birmingham Local Service Center, as well as, the Alliance Local Service Center. The Tracking Numbers will be sent to Payphone Providers via an automated notification upon receipt of the Payphone Providers request. The Tracking Numbers should be used to communicate with AT&T about a specific request.

This does not present any changes to how Payphone Requests are submitted to AT&T and will continue to be performed in the same manner as outlined below.

Payphone provisioning requests for Southeast and East will be processed by the Birmingham Local Service Center (LSC). The Birmingham LSC can be reached in one of the following ways:

Email: Specialty.centers@att.com

Fax: 205-321-2191

Phone: 800-786-7619, Option 1

U.S. Mail: Birmingham Local Service Center
Attention PSPSC
600 N. 19th St.
14th Floor
Birmingham, AL 35243

Any questions may be directed to the Birmingham LSC.

Payphone provisioning requests for the AT&T West, Southwest, and Midwest Regions will be processed in the Ft. Worth, Texas Alliance Local Service Center (LSC). The Alliance LSC can be reached in one of the following ways:

Email: payphones@att.com

Fax: 800-805-3555

Phone: 800-924-3666

U.S. Mail: Alliance Local Service Center
Attention PSPSC
5501 Alliance Gateway Parkway
Fort Worth, TX 76177

Any questions may be directed to the Alliance LSC.