IMPORTANT CUSTOMER NOTICE

August 8, 2012

Payphone Service Provider Contact Information

Dear Payphone Service Provider:

Listed below are your current contacts for ordering and maintenance. Please note that contacts will vary by AT&T Local Exchange Carrier region:

AT&T East Region:	AT&T Connecticut
AT&T Midwest Region:	AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, & AT&T Wisconsin
AT&T Southeast Region:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, & AT&T Tennessee
AT&T Southwest Region:	AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, & AT&T Texas
AT&T West Region:	AT&T California & AT&T Nevada

Collectively, these regions are called **AT&T 22-STATE**.

Local Service Center
The Local Service Center (LSC) is the designated point of contact for PSPs. The LSC coordinates and facilitates PSP customer service requests involving the installation of AT&T 22-STATE services. The LSC provides the following functions:

- Coordination of service requests involving installation, removal, and relocation of network service
- Changes to existing service
- Confirmation and/or notification of the receipt of service requests
- Notification if a due date needs to be modified
- First contact point for resolution of service issues associated with installation before completion
- Retention of Letters of Authorization

LSC Midwest, Southwest, West Regions Ordering:

- 800 924-3666
- Fax number: 800 805-3555

Completed order forms can also be e-mailed to payphones@att.com
For escalation, ask for a manager.

LSC Southeast and East Regions Ordering:

- 800 786-7619
- Fax number: 205 321-2191

Completed order forms can also be e-mailed to payphones@att.com
For escalation, ask for a manager.

LSC Mailing Address

Midwest, Southwest, West Regions:

AT&T Local Service Center
5501 Alliance Gateway Freeway
Floor 1
Fort Worth, TX 76177

Southeast and East Regions:

AT&T Local Service Center
600 N. 19th St.
14th Floor
Birmingham, AL 35203

LSC Hours of Operation

Midwest, Southwest & West Regions:

7:00 a.m. – 6:00 p.m. CST
Monday through Friday

Southeast & East Regions:

7:00 a.m. – 5:00 p.m. CST
Monday through Friday

Payphone Repair Service

On installation date:

Midwest, Southwest & West Regions: 800 924-3666

Southeast & East Regions: 800 786-7619

After installation date:

Midwest Region: 800 994-1919

Southwest Region: 800 286-8313

West Region – Nevada: 877 469-2355

West Region – California: 800 332-1321

Southeast Region: 800 247-2020

East Region: 800 246-8464

Billing Inquiries

Payphone billing inquiries for services provided by the AT&T-22 State Local Exchange Carriers will be processed in the Syracuse, New York - Billing Customer Care work center. Billing inquiries should be sent to the following email address:

Email: billingcustcare@rdsmail.ims.att.com

In order to route your inquiry appropriately, please include **CoinSyr** in the subject line of your email.

Phone: 877-811-4040, Extension 24179

This change in process is applicable to all new billing claims as of 8/8/2012.

Sr. Account/Network Project Manager

The Account Manager implements complex projects to ensure PSPs receive quality customer service. The Account Manager also serves as the team leader in developing service process improvements, negotiating, managing and implementing ICB Contracts and identifying new opportunities for PSPs.

- Tina Wong
  415 774-1987