# IMPORTANT CUSTOMER NOTICE

**July 5, 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
- Response to billing inquiries

**LSC Midwest, Southwest, West Regions Ordering & Billing:**

- 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 & Billing:**

- 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

**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