



December 28, 2010

Gregory [REDACTED]

Re: Conference Calling Restrictions

In a recent review of your account, we have noticed that you are using your unlimited minutes for conference calling purposes. The terms of your rate plan prohibit this practice as follows:

"Unlimited voice services are provided primarily for live dialog between two individuals. If your use of unlimited voice services for conference calling or call forwarding exceeds 750 minutes per month, AT&T may, at its option, terminate your service or change your plan to one with no unlimited usage components. Unlimited voice services may not be used for monitoring services, data transmissions, transmission of broadcasts, transmission of recorded material, or other connections which do not consist of uninterrupted live dialog between two individuals. If AT&T finds that you are using an unlimited voice service offering for other than live dialog, AT&T may, at its option, terminate your service or change your plan to one with no unlimited usage components. AT&T will provide notice that it intends to take any of the above actions, and you may terminate the agreement."

You may retain service with AT&T and continue to use your unlimited minutes if they are primarily used for conversations between two individuals. We will monitor your usage and if you discontinue the current practices that are in violation of our terms and conditions, your account will be returned to normal status and you will not hear from us again on this matter.

However, if you plan to continue to use in excess of 750 unlimited wireless minutes per month for non-voice to voice communications such as conference calling or call forwarding, **you will need to choose another provider for the line(s) that are violating the rate plan terms.** AT&T will terminate your service on or after February 27, 2011, **so please start your porting process quickly if you wish to keep your current wireless number(s).** You will not have to pay an early termination fee.

We are available to answer any questions you have and help you through this process by contacting us at 888-860-6789 during business hours Monday-Friday, 7am-9pm or Saturday, 8am-7pm CT and referencing keyword: "On-Network OV1".

Sincerely,

AT&T