



March 2011

To our valued Suppliers:

The purpose of this letter is to inform you of AT&T's position concerning supplier-initiated Customer Satisfaction Surveys. AT&T respectfully requests that suppliers do not initiate surveys with the employees of AT&T.

AT&T's Supplier Performance Management organization has several programs in place to manage supplier performance and quality improvement. As part of these programs, AT&T will administer, if warranted, an internal Customer Satisfaction Survey regarding specific supplier performance. Those surveys are initiated internally and ask key AT&T employees to assess suppliers on quality and performance for specific products or services. Our supplier quality feedback program provides suppliers the opportunity to review those survey results and to use that data within their organizations. The AT&T Supplier Satisfaction Survey Program is the only approved survey process within AT&T.

Supplier-generated surveys create an undue distraction and work effort for our employees. By using our AT&T Supplier Satisfaction Survey Program, we are able to maintain a consistent survey instrument and a means to control the quantity and timing of surveys distributed within AT&T.

We appreciate your cooperation and compliance with AT&T's guideline.

Sincerely,

A handwritten signature in black ink that reads "Tim Harden". The signature is written in a cursive, flowing style.

Tim Harden  
President  
Supply Chain & Fleet Operations  
AT&T Services Inc.