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Margaret R. Berry  
District Manager

295 North Maple Avenue  
Basking Ridge, NJ 07920  
908 221-6400

November 5, 2002

Sandy Rios  
Concerned Women for America  
1015 Fifteenth Street, N.W.  
Suite 1100  
Washington, DC 20005

Dear Ms. Rios:

We appreciate hearing your concerns about adult programming content, and value your point of view. This programming is available only to customers who seek it out, individually order it, and pay a fee for it.

AT&T Broadband does offer a wide variety of programming choice to its customers, including adult programming. All programming decisions are made based on customer demand for the product. In the competitive multi-channel market, customer demand for certain programming services must be taken into account or consumers will find the programming they seek from other providers.

Our customers tell us that in addition to more choice, they want better control over the services and information that enter their homes. We have taken many steps to meet consumer demand for a wide range of programming services, and give consumers control over the programming viewed in their homes.

Parents who are concerned about the ability to choose content appropriate for their children can be assured that AT&T Digital Cable is a completely scrambled level of service. It offers customers a Parental Control feature, and allows you to lock out any network or program you choose. The Parental Control feature is easy-to-use and allows you to block programming that you believe is inappropriate for your family. You will not have to worry about what the kids are watching because it allows you to block programs by rating, channel, or title. With AT&T Digital Cable, you can guide your children's viewing habits even when you are not home.

As has been our practice for many years, analog cable customers can request that we completely block access to any channel, and we will do so at no charge.

I hope this explanation helps you better understand our offerings and how we help our customers control programming.

For your additional information, AT&T will spin off its cable television business by the end of the year. Therefore, AT&T will no longer be in the cable television business nor involved in any way with the issue that you have brought to our attention.

We appreciate your business and hope you will continue to choose AT&T for your communications needs.

Sincerely,

*Margaret R. Berry*

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