

# The News Register

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My fellow retirees, this message will bring you up to date as far as what AT&T and Hewitt will/won't do to prevent a reoccurrence of the 2008 enrollment debacle.

After the poor way Hewitt handled this past year, a suggestion was made that AT&T should send an apology letter to every retiree and employee. While AT&T understands our viewpoint, I don't see a written apology coming.

Tom Cotton suggested that Hewitt do a test run and send a confirmation of benefits to ALL to see if, indeed, the kinks are out of the system. Hewitt would not commit to that; they suggested a sample of the population instead.

I must share with you that I do not have a warm feeling about Hewitt and their ability to dramatically improve their performance over the next six months. But, just know that the entire AT&T Retiree Coalition will expect much better results in the next enrollment period and will be watching this very closely. Our friends at AT&T have been meeting weekly with Hewitt. Hewitt has paid a fine to AT&T for not meeting their measurements. They are on notice.

Tom Cotton and I met Bill Blasé, Senior Executive HR Vice President, after the Shareholders Meeting. We expressed our appreciation for the assistance AASBCR<sub>SM</sub> received from Bill's vice president of HR and his entire team. The AT&T HR folks were as overwhelmed with the number of issues as we were. Bill assured us that he expects much better of Hewitt in the future. I am so appreciative of the warm and sincere reception from the AT&T HR personnel. We will continue to monitor and make AT&T aware when we have less than acceptable results.

Carole Lovell,  
President, AASBCR<sub>SM</sub>