

Public Comment  
non agenda  
Item

ATTACHMENT 1 PROPOSED NOTICE TO CUSTOMERS A.23-03-003

to be sent via email or mail

First Name, Last Name, Street Address, City, State, Zip

Notice of Pending Regulatory Application Application # 23-03-003

AT&T California has submitted an application to the California Public Utilities Commission that, if approved, would remove AT&T's obligation under California law to provide traditional landline phone service in a large portion of our service territory in California. This message explains what's in AT&T's application and how to find out more information.

This letter describes an application that has not yet been approved by the CPUC. No changes are being made to your service at this time. We will let you know when and if any changes will affect your service.

Summary of AT&T's Application for Relief from Carrier of Last Resort Obligation

AT&T's role as the default landline phone service provider (also known as the Carrier of Last Resort or COLR) means that we must provide traditional landline phone service to any potential customer in our service territory. In our application, AT&T has asked the CPUC to remove our role as the COLR in a large portion of AT&T's service territory in California.

If the CPUC approves AT&T's application as proposed, it would mean:

For Traditional Landline Phone Service Customers:

AT&T would continue providing traditional landline phone service to existing customers until all federal and state regulatory processes are completed. AT&T has also committed to providing service to existing traditional landline phone customers for at least six months after the CPUC approves the application.

AT&T would communicate with traditional landline phone customers about the process of changing your existing service to either a different voice service available from AT&T, or a voice service offered by another provider in your area.

AT&T would remain the COLR in areas where no alternative voice services are yet available and would continue to provide traditional landline phone service to our customers until proven alternatives become available.

For Voice Over Internet Protocol (VoIP) Customers

Customers with VoIP service could be affected in the future since approval of this application

will be a first step towards AT&T transitioning to IP-enabled wireless and fiber networks.

*IMPORTANT: This letter describes an application that has not yet been approved by the CPUC. No changes are being made to your service at this time. We will let you know when and if any changes will affect your service.*

*AT&T would communicate with VoIP customers prior to changing your existing service, if a change is necessary.*

*If you have questions about which type of VoIP service you have and whether you could be impacted in the future, please call customer service at 800.288.2020.*

**For Wireless Customers:**

- Wireless service would not be affected by this application.

**A map of your zip code showing affected areas is included with this notice, and an online version of the map is available with address lookup here: <http://pub.att.com/COLRmap>**

The map depicts 1) areas in AT&T California's service territory in which AT&T seeks to withdraw as a COLR, and 2) areas where AT&T may seek to withdraw as a COLR in the future using a proposed streamlined advice letter process.

**The CPUC's Review Process**

AT&T's application is subject to approval by the CPUC. Multiple parties oppose this application. The Commission will evaluate the evidence from all parties, as well as public input, before deciding whether to approve the application. At the end of the process, the CPUC is expected to issue a final decision and vote on whether to approve the application.

**Options to Provide Feedback on This Application to the CPUC**

The CPUC plans to gather public input about AT&T's application, and it has scheduled public participation hearings in February and March 2024. You can find more information about upcoming public participation hearings here: <https://www.cpuc.ca.gov/pph>

Customers may also share concerns with the CPUC in writing. Please visit [apps.cpuc.ca.gov/c/A2303003](https://apps.cpuc.ca.gov/c/A2303003) to submit a public comment in this proceeding's Docket Card. You may also mail written comments to **the CPUC's** Public Advisor's Office at the address below. If you mail comments, please include the proceeding number A.23-03-003 on the envelope.

For more information about participating in the public participation hearings, submitting comments, to request special assistance, to request a non-English or Spanish language interpreter, or if you have questions about the process, you can contact the CPUC's Public Advisor's Office at:

**CPUC Public Advisor's Office**

505 Van Ness Avenue, San Francisco, CA 94102

Phone: 1.866.849.8390 (toll-free) or 1.415.703.2074

Email: [Public.Advisor@cpuc.ca.gov](mailto:Public.Advisor@cpuc.ca.gov)

[PublicAdvocates.cpuc.ca.gov](https://PublicAdvocates.cpuc.ca.gov)

Please reference **Application 22-03-003** in any communications you have with the CPUC regarding this *matter*.

