

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA



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Application of AT&T Corp. (U 5002 C) to
Discontinue Providing Residential Service in
Frontier Territory and Relinquish Eligible
Telecommunications Carrier Designation.

A. _____
(Filed May 14, 2021)

**APPLICATION OF AT&T CORP. (U 5002 C) TO DISCONTINUE
PROVIDING RESIDENTIAL SERVICE IN FRONTIER TERRITORY AND
RELINQUISH ELIGIBLE TELECOMMUNICATIONS CARRIER DESIGNATION**

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May 14, 2021

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Pursuant to Industry Rule 8.5 of General Order 96-B, Article 2 of the Rules of Practice and Procedure California Public Utilities Commission (“CPUC” or “Commission”), and the Mass Migration Guidelines adopted in Decision (D.) 06-10-021, as modified in D.10-07-024, AT&T Corp. (U 5002 C) respectfully submits this application for authority to discontinue residential service in Frontier California (U 1002 C) territory, and to relinquish its designation as an Eligible Telecommunications Carrier Designation (“ETC”) and discontinue AT&T Corp.’s status as a California LifeLine service provider.

I. INTRODUCTION

AT&T Corp. plans to discontinue residential service in Frontier territory and to relinquish its designation as an ETC on September 27, 2021 (or as soon thereafter as the Commission permits). AT&T Corp.’s residential service includes local voice, local usage, and custom calling features. Long distance service will not be affected. Residential service customers will continue to receive long distance service from their current long distance service provider, whether that is AT&T Long Distance or a different provider. At the time of filing, the number of residential service customers is approximately 2,700 with a total of 3,000 lines. AT&T Corp. will continue to provide business service.

AT&T Corp. provides Lifeline service in Frontier’s territory but will no longer do so upon discontinuance of residential service. AT&T Corp. will have no residential customers or LifeLine service in California upon the granting of this application. In preparation to discontinue provision of residential service and to relinquish its ETC designation, Frontier, the underlying Network Service Provider (“NSP”) and Carrier of Last Resort (“COLR”) in the territory, has agreed to be the Arranged Carrier. Furthermore, AT&T Corp. does not anticipate the migration to affect the service quality for residential service customers. Frontier currently provides, and

will continue to provide, technical and repair services for AT&T Corp. customers as part of an ongoing agreement between AT&T Corp. and Frontier.

AT&T Corp. will continue to provide residential service and Lifeline service until this application is approved by the Commission. Accordingly, AT&T Corp. requests that the Commission adopt a decision authorizing AT&T Corp. to discontinue residential service in Frontier territory and to relinquish AT&T Corp.'s ETC designation no later than the Commission's Voting Meeting on September 23, 2021.

II. BACKGROUND

AT&T Corp. is a competitive local exchange carrier ("CLEC") providing both residential and business service in the State of California. On February 23, 1996, the Commission granted AT&T Communications of California's ("AT&T Commns.") (U 5002 C) petition for authority to resell the local exchange service of Pacific Bell and GTE California (later renamed Verizon California, Inc.) within their service territories.¹ On May 23, 2005, the Commission granted AT&T Commns. ETC status in the service territories of SBC Communications and Verizon California, Inc. (now Frontier).²

On October 31, 2012, as part of an internal corporate reorganization, the operations of AT&T Commns., including AT&T Commns.' customer base and certificates of public convenience and necessity ("CPCN"), merged into AT&T Corp. (U 6346 C).³ On November 1, 2012, AT&T Corp. replaced AT&T Commns. as the provider of the services that had been provided by AT&T Commns. prior to the transaction. On March 20, 2013, via

¹ D.96-02-072.

² Res. T-16909 (May 23, 2015).

³ See AT&T Corp. Advice Letter 54 (Sep. 7, 2012).

advice letter, AT&T consolidated utility identification numbers as a result of this internal corporate reorganization.⁴ The full legal name of the surviving entity is AT&T Corp., and the surviving utility identification number is U 5002 C.⁵

III. COMPLIANCE WITH MASS MIGRATION GUIDELINES

AT&T Corp.'s Exit Plan and proposed customer notices comply with the Mass Migration Guidelines adopted in D. 06-10-021, as modified in D.10-07-024. The specific requirements set forth in the Mass Migration Guidelines are discussed below.

A. Commission Notice

Pursuant to D. 06-10-021 and the Mass Migration Guidelines adopted therein, as modified in D.10-07-024, and by this Application, AT&T Corp. hereby notifies the Commission of its intention to discontinue providing residential service in Frontier territory and requests authority to do so.⁶ AT&T Corp.'s proposed Exit Plan in connection with this application is provided as **Attachment A**. This application and Exit Plan are filed more than 120 days in advance of AT&T Corp.'s proposed service termination date of September 27, 2021.

B. Industry Notice

AT&T Corp. is serving a copy of this application on Frontier, the underlying NSP, COLR in the territory, and Arranged Carrier. In addition, AT&T Corp. is serving a copy to the Communications Division of the Commission and will also serve this application on any other carriers requested by the Commission.

⁴ See AT&T Corp. Advice Letter 4272 (March 20, 2013).

⁵ *Id.*

⁶ On May 7, 2021, AT&T Corp. socialized a draft of this Application and attachments with Communication Staff.

C. Customer Notice

D.10-07-024 requires initial notice to be provided to customers 60 days in advance of the final service termination date. AT&T and Frontier will jointly provide an initial notice to residential service customers on June 28, 2021, more than 60 days in advance of the final service termination date. The initial notice will be sent to customers in the language used to sell the services as required by D.96-10-076's in-language requirement. A copy of the initial notice is provided as **Attachment B**.

Compliant with the Mass Migration Guidelines, the initial notice includes:

- Information regarding Frontier, the Arranged Carrier;
- Statement on customer's right to choose an alternative carrier and reference to a directory for listings of alternative carriers;
- Statement regarding customer's need to take prompt action in selecting a carrier, or the customer will be assigned to Frontier, the Arranged Carrier;
- Clear instructions regarding the choice of an alternative provider, including a list of the services impacted by the change in service provider;
- Toll-free numbers for AT&T Corp. and Frontier;
- Deadlines for customer action in accordance with the Commission's Mass Migration Guidelines (August 27, 2021);
- Information on long distance service and whether it may be impacted by the cutover;
- Statement on customer's responsibility for payment of telephone bills during the migration period;
- Changes, if any, in rates, charges, terms, or conditions of service; and
- Notice requirements of the Federal Communications Commission ("FCC") as set forth in 47 C.F.R. § 63.71(1)-(4) and (5)(i).

The second notice will be sent to residential service customers on July 28, 2021. A copy of the second notice is provided as **Attachment C**. In addition to the two letters, AT&T Corp. will provide follow up notices via bill page messages and recorded outbound phone calls.

D. Customer List

AT&T Corp. will submit its customer list to the Commission at least 60 days prior to the projected cutover date, subject to applicable laws and regulations relating to public disclosure of records, confidential trade-secret status, and privacy protections. At the time of filing, the number of residential customers is approximately 2,700 with a total of 3,000 lines.

AT&T Corp. expects that this discontinuance of residential service will be a simple matter and that the Commission Staff's involvement will not be necessary due to the small number of affected customers and the ample amount of time being provided for the migration process.

E. CSR Data Elements and Progress Reports

The specific CSR data elements required to migrate a customer are:

- Type of service configuration information (e.g., resale, UNE-Platform, UNE-Loop, full facilities, etc.);
- Class of service;
- Complete customer billing name and address (including floor, suite, unit, etc.);
- Customer directory listing information, including address, listing type, and stand-alone listings, if applicable;
- Complete Customer service address;
- Billing telephone number and associated telephone numbers (e.g., working telephone number);
- If applicable, circuit IDs;
- Current PICs (inter/intraLATA toll), including freeze status;
- Local freezes (if applicable);
- All vertical features (e.g., custom calling, hunting, etc.);
- Options (e.g., Lifeline, 900 blocking, toll blocking, remote call forwarding, off premises extensions, etc.);
- Tracking number or transaction number (e.g., purchase order number);
- Identification of the Network Service Provider(s); and

- Identification of any line sharing/line splitting on the migrating end-user's line.

AT&T Corp. will provide all CSR data elements necessary to seamlessly migrate the limited number of residential service customers to Frontier.

Additionally, AT&T Corp. will track the progress of the migration and provide Commission Staff with its first progress report on or around June 28, 2021. Subsequent progress reports will be provided every two weeks. The progress reports will also include a status update on LifeLine customers.

F. NXX Code Transfers and E-911 Database

AT&T Corp. does not have its own numbering resources. Phone numbers are provided by Frontier, the underlying NSP. Because Frontier is the underlying NSP in the territory and Arranged Carrier, it is not necessary for AT&T Corp. to unlock the E-911 database.

G. Program Manager

AT&T provides the following contact information for its project manager:

JAMES ARCHER
Sr. Product Marketing Manager
Tel: (908) 901-2718
Email: james.archer@att.com

The program manager for Frontier is as follows:

SEAN M. MURPHY
MGR, Project Manager - OSC
Tel: (727) 772-3091
Email: sean.m.murphy@ftr.com

IV. ETC RELINQUISHMENT

AT&T Corp. respectfully requests relinquishment of its ETC designation in California pursuant to 47 U.S.C. § 214(e)(4) and § 54.205 (a) and (b), effective September 27, 2021.

In order for an ETC to relinquish its designation, AT&T Corp. must satisfy the following

requirements: the service area must be served by another ETC; b) the ETC must provide advance notice to the state commission of its request; c) the ETC must ensure that all the customers it serves in the relevant service area will continue to be served by another ETC/s; and d) if applicable, the ETC must provide sufficient notice to permit the purchase or construction of adequate facilities by any remaining ETCs.⁷

In California, AT&T Corp. provides Lifeline-only ETC service only in Frontier's territory. The area included in this request is currently served by Frontier, the Arranged Carrier, as well as other ETC wireline and wireless providers. Additionally, the California LifeLine website (www.californialifeline.com) indicates that at least one other wireline ETC offers Lifeline services in AT&T Corp.'s designated service area. As there is already at least one other ETC in all areas in which AT&T Corp. is currently designated as an ETC and this ETC provides residential service, the Commission is required by federal law to permit AT&T to relinquish its ETC designation.

As mentioned above, the timeline for customer notification is set forth in in AT&T Corp.'s Exit Plan in Attachment A. Additionally, to the best of AT&T's knowledge, no purchase or construction of facilities by other providers will be necessary because other ETCs currently serve the entire area in which AT&T is designated as an ETC in California. The Commission, therefore, does not need to provide notice to those carriers to permit them to purchase or construct facilities to ensure that AT&T's customers will continue to receive service.

⁷ 47 U.S.C. § 214(e)(4); 47 C.F.R. § 54.205 (a)-(b).

V. PROCEDURAL REQUIREMENTS

H. Compliance with Rule 2.1(a)

Pursuant to Rule 2.1(a) of the Commission's Rules of Practice and Procedure, AT&T Corp.'s full legal name is AT&T Corp. AT&T Corp. is a corporation created under the laws of New York and is located at One AT&T Way, Bedminster, NJ 07921.

I. Compliance with Rule 2.1(b)

Pursuant to Rule 2.1(b) of the Commission's Rules of Practice and Procedure, AT&T Corp. provides the following contact information:

MARK BERRY
AT&T Services, Inc.
Director – Regulatory
430 Bush Street, 5th Floor
San Francisco, CA 94108
Tel: (415) 417-5018
Email: mark.berry@att.com

ANDY A. UMAÑA
AT&T Services, Inc.
Director – Legal Counsel
430 Bush Street, 6th Floor
San Francisco, CA 94108
Tel: (415) 268-5304
Email: andy.umana@att.com

J. Compliance with Rule 2.1(c)

Pursuant to Rule 2.1(c) and Rule 7.1 of the Commission's Rules of Practice and Procedure, this Application should be categorized as a rate-setting proceeding. There is no need for either a pre-hearing conference or an evidentiary hearing. The sole issue to be considered is whether AT&T shall be authorized to discontinue providing residential service in Frontier territory, and relinquish its ETC designation as explained herein. The proposed schedule is:

Date:	Event:
May 14, 2021	AT&T Files Application
September 23, 2021	Commission Grants Application
September 27, 2021	AT&T Discontinues Residential Service in Frontier Territory

K. Compliance with Rule 2.2

As allowed by Rule 2.2. Organizing Documents and Qualification to Transact Business in California, AT&T Corp.’s corporate certificate and a copy of AT&T’s qualification to transact business in the State of California as a foreign corporation were provided to the Commission in various proceedings, in which the Commission issued D.95-12-057, D.96-02-072, D.97-08-060, and D.98-01-055.^{8, 9}

VI. CONCLUSION

For the reasons stated herein, AT&T Corp. respectfully requests that the Commission grant this Application allowing AT&T to discontinue residential service in Frontier territory, and to relinquish its Lifeline-only ETC designation and right to receive federal universal service funding in California by September 23, 2021.

⁸ AT&T Corp. registered with the California Secretary of State on June 26, 1950.

⁹ As noted above, AT&T Commns. was a subsidiary of AT&T Corp. On October 31, 2012, the operations of AT&T Commns., including AT&T Commns.’s customer base and certificates of public convenience and necessity (“CPCN”), merged into AT&T Corp. *See* Res. T-16909 (May 23, 2015); AT&T Corp. Advice Letter 54 (Sep. 7, 2012); and AT&T Corp. Advice Letter 4272 (March 20, 2013).

VERIFICATION

Barbara A. Monte, under penalty of perjury, certifies as follows:

I am an officer, Assistant Secretary, of AT&T Corp. and make this verification for and on behalf of said corporation.

I have read the foregoing **APPLICATION OF AT&T CORP. (U 5002 C) TO DISCONTINUE PROVIDING RESIDENTIAL SERVICE IN FRONTIER TERRITORY AND RELINQUISH ELIGIBLE TELECOMMUNICATIONS CARRIER DESIGNATION** and the contents thereof, and the facts therein stated, are true to the best of my knowledge, information and belief.

Dated at Bedminster, New Jersey this 14th day of May 2021.

_____/s/_____
Barbara A. Monte

ATTACHMENT A

(EXIT PLAN)

**EXIT PLAN OF AT&T CORP. (U 5002 C) IN CONNECTION WITH
APPLICATION TO DISCONTINUE PROVIDING RESIDENTIAL SERVICE IN
FRONTIER TERRITORY AND RELINQUISH ELIGIBLE TELECOMMUNICATIONS
CARRIER DESIGNATION**

AT&T Corp. (U 5002 C) respectfully submits this Exit Plan pursuant to Commission Decision (D.) 06-10-021 and the Mass Migration Guidelines adopted therein, as modified in D.10-07-024. This Exit Plan by AT&T Corp., a competitive local exchange carrier (“CLEC”), covers residential access lines only. AT&T Corp. will continue to provide business services in Frontier California (U 1002 C) (“Frontier”) territory. AT&T Corp. has arranged with Frontier, the underlying Network Service Provider (“NSP”) and Carrier of Last Resort (“COLR”) in the territory, to be the Arranged Carrier for residential service customers. AT&T Corp. residential service customers who have not made an alternative selection will be migrated to Frontier beginning on August 27, 2021. Further, AT&T Corp. plans to discontinue residential service in Frontier’s territory and to relinquish its designation as an ETC on September 27, 2021 (or as soon thereafter as the Commission permits).

Exit Plan requirements are discussed below.

1. A sample of the initial letter to be sent to the customers.

On June 28, 2021, AT&T Corp. will provide its initial notice to customers. The initial notice will be sent to customers in the language used to sell the services as required by D.96-10-076’s in-language requirement. A sample of the initial notice to be sent to customers can be found in **Attachment B** to AT&T Corp.’s Application.

2. Plans for follow-up notification arrangements such as a second letter, phone calls, bill inserts, e-mails, etc.

If an AT&T Corp. residential service customer has not selected a new carrier by July 28, 2021, AT&T will provide a follow-up notice. Follow-up notices will be sent via letter, bill messages, and recorded outbound phone calls. Follow-up notices will be provided in the

language used to sell the services as required by D.96-10-076's in-language requirement.

A sample of the follow-up notice to be sent to customers can be found in **Attachment C** to AT&T Corp.'s application.

3. A cutoff date when customers must select a carrier.

The cutoff date is August 27, 2021. If an AT&T Corp. customer has not selected a new carrier by the cutoff date, AT&T Corp. will begin migrating the customers to the Arranged Carrier. AT&T Corp. has arranged with Frontier to be the Arranged Carrier for residential service customers.

4. A proposed final termination date.

The proposed termination date is September 27, 2021.

5. If resolving the application within 90 days is urgent, a declaration stating that fact.

AT&T Corp. proposes to resolve the application by September 23, 2021, 149 days after the filing date of this application.

6. Contact names and telephone numbers for the cutover coordinator, the regulatory contact and any other pertinent contacts such as customer service records (CSR) and/or provisioning contacts, if separate.

Cutover Coordinator: **James Archer**
Sr. Product Marketing Manager
Tel: (908) 901-2718
Email: james.archer@att.com

Regulatory Contact: **Mark Berry**
Director -- Regulatory
Tel: (415) 417-5018
Email: mark.berry@att.com

CSR/Provisioning Contact: **Terese Kendricks**
Area Manager – Customer Service
Tel: (916) 484-7777
Email: terese.robinson@att.com

7. A description of the customer service arrangements the exiting CLEC has made with the Arranged Carrier(s), if any.

AT&T Corp. has arranged with Frontier, the underlying NSP and COLR in the territory, to be the Arranged Carrier. AT&T Corp. residential service customers who have not made an alternative selection will be migrated to Frontier beginning on August 27, 2021.

AT&T Corp. does not anticipate the migration to affect the service quality for residential service customers. Frontier currently provides, and will continue to provide, technical and repair services for AT&T Corp. customers as part of an ongoing agreement between AT&T Corp. and Frontier.

8. Steps to be taken with the number code and/or pooling administrator to transfer NXX or thousand number blocks (if applicable) while preserving number portability for numbers within the code.

AT&T Corp. does not have its own numbering resources for provision of residential services. These numbers are provided by Frontier, the underlying NSP.

9. The current customer serving arrangements and the underlying service provider, e.g., UNE-P (x carrier), resale (y carrier), UNE-L (x carrier) or Full Facilities.

AT&T Corp. provisions all residential service via a UNE-P arrangement with Frontier.

10. The arrangements made with underlying Network Service Providers for transfer of underlying service, where the exiting CLEC has made customer service arrangements directly with another carrier.

AT&T Corp. has arranged with Frontier to be the Arranged Carrier. Residential service customers who have not made an alternative selection will be migrated to Frontier beginning on August 27, 2021.

11. The number of customers impacted.

At the time of filing, the number of customers is approximately 2,700 with a total of 3,000 lines.

12. Identification of customers where the exiting CLEC is the only provider of facilities to a customer or group of customers.

Frontier is the NSP and COLR in the territory where AT&T Corp. will discontinue to provide residential service. All of AT&T Corp.'s residential service is provided via a UNE-P arrangement with Frontier.

13. A summary of how (in what format) the CSRs are being kept, a statement of what data elements are in these CSRs, and a statement about how the CSRs will be made available to other carriers. (The data elements required to migrate a customer are specified below in Section VI.)

The Customer Service Records ("CSR") are maintained in an electronic database and will be made available to Frontier, the Arranged Carrier, during the migration process beginning on August 27, 2021.

Additionally, AT&T Corp. will track the progress of the migration and provide Commission Staff with its first progress report on or around June 28, 2021. Subsequent progress reports will be provided every two weeks. The progress reports will also include a status update on Lifeline customers.

14. Anticipated need for a Default Carrier. A statement addressing how information to perform customer credit checks will be provided to the Default Carrier.

AT&T Corp. does not anticipate a need for a Default Carrier because all of AT&T Corp.'s residential service customers are in Frontier territory, and AT&T Corp. has arranged with Frontier to be the Arranged Carrier.

15. Any transfer of assets or control that requires Commission approval.

There will be no transfer of assets or control in connection with AT&T Corp.'s application to discontinue providing residential service.

16. Plans to modify/cancel tariff(s).

AT&T Corp. will cancel all applicable tariffs, as soon as practicable, and after obtaining Commission approval to exit the residential market in Frontier territory.

17. Plans for handling customer deposits, credits, and/or termination liabilities or penalties.

Customer deposits, credits, and/or termination liabilities or penalties will be handled through existing procedures. Applicable matters will be finalized within 1 to 2 billing cycles of the disconnect date, and will be reflected on the final bill.

18. Plans for unlocking the E-911 database, including the letter detailed in Section VIII.

Frontier is the underlying NSP in the territory. Therefore, is not necessary for AT&T Corp. to unlock the E-911 database.

19. If bankruptcy proceedings are pending, existing bankruptcy court requirements.

AT&T Corp. does not have any pending bankruptcy proceedings or bankruptcy court requirements.

ATTACHMENT B

(FIRST NOTICE)



**AT&T RESIDENTIAL LOCAL PHONE SERVICE IS BEING DISCONTINUED
ACT BEFORE AUGUST 27, 2021 OR YOUR HOME PHONE SERVICE WILL
BE TRANSITIONED TO FRONTIER**

June 28, 2021

[Customer Name]

Address

City, CA zip

Dear Customer Name:

We want to make sure you are aware that, pending regulatory approval where such approval is required, your **AT&T Residential Local Service** will be discontinued in California and your service will be transitioned to Frontier on or after **August 27, 2021**.

To maintain continuity of service, **AT&T has made arrangements to transition your home phone service to Frontier on or after August 27, 2021**. You will not incur any charges for transferring your service to Frontier. We will work with you and Frontier to help make sure your home phone number will remain the same and your existing local service and Lifeline discount, if applicable, are transferred to Frontier. Please note, calling features like Caller ID and Voicemail will not transfer automatically. You will need to make separate arrangements with Frontier to continue to receive these features. Call Frontier at 800-921-8101 before August 27th to make your own service choices.

You are responsible for payment for all bills from AT&T during this transition. Once your service is transitioned to Frontier, Frontier will send you a confirmation letter including the pricing and features included with your new service. To view Frontier's terms and conditions, please visit:

<https://frontier.com/corporate/terms>.

If you do not want your service transferred to Frontier, here are your options:

- **You must select a new home phone provider before August 27, 2021.** If you wait to select another provider after **August 27, 2021**, your service will be delayed as your home phone service will automatically be changed to Frontier. If you select another provider, you may incur additional charges. You are responsible for payments to your new provider during this transition.
- **If you no longer want any home phone service**, please contact us to disconnect service.

After selecting a new home phone provider, if you decide to keep your long-distance service with your current provider, you should also contact that provider to ensure your current plan will remain the same.

Questions for us? Please call us at 800.250.8949, Monday to Friday 5 a.m. to 5 p.m. PT. Questions for Frontier? Call 800-921-8101.

Thank you,

AT&T Corp.
1 AT&T Way
5C100 Drop In
Bedminster, NJ 07921

AT&T is required by the FCC to provide the following statement:

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the section 63.71 of AT&T Corp. Comments should include specific information about the impact of this proposed discontinuation (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

SERVICE TRANSFER FROM AT&T CORP. TO FRONTIER CALIFORNIA

If you do not make an alternative arrangement, your **AT&T Residential Local Service** will be discontinued in California and your local home voice service will be transitioned to Frontier on or after **August 27, 2021**. Your current AT&T Corp. local voice home service will be transitioned to Frontier as follows:

<u>From:</u> AT&T Local Residential Service	<u>To:</u> Frontier Local Residential Service
Call Plan Unlimited: \$39.95/mo. Unlimited Local Calling, Standard Listing, no calling features <i>If applicable:</i> Lifeline Flat Rate Service: As above, \$19.22/mo.	Flat Rate Service: \$22.50/mo. Unlimited Local Calling, Standard Listing, no calling features* <i>If applicable:</i> Lifeline Flat Rate Service: As above, \$8.84/mo.*
Call Plan Unlimited with 2 Feature: \$43.95/mo. Unlimited Local Calling, Standard Listing, 2 Calling Features	
Call Plan Unlimited with 3 Features: \$45.95/mo. 3 Calling Features	

*Individual Calling Features are available from Frontier on an individual basis such as Caller ID (\$11.75), Call Waiting (\$9.00), Voice Mail (\$6.99) and more. **Contact Frontier at 800-921-8101 before August 27, 2021 to move your local service and make your own Calling Feature selections**, otherwise your transferred service will be local voice service only.

Consider Choosing to Move your Long-Distance Service to Frontier

While your Long Distance Service will not be affected by the Local Service transition above, you might consider choosing to move your Long Distance Service to Frontier and taking advantage of package pricing for Local, Calling Features, and Long Distance Services:

<u>From:</u> AT&T Local and Long Distance Packages (you may have Long Distance from another provider)	<u>To:</u> Frontier Local and Long Distance Package
One Rate Local / One Rate State / One Rate USA / One Rate Advantage: \$47.95 to \$73.95 /mo. Included services vary, but generally includes unlimited local calling and domestic long distance, 2-4 features	Frontier Unlimited Voice Service for residential customers provides a complete telephone package of unlimited local, domestic US, Canada and Mexico calling and the most popular calling features that include Voice Mail, Caller ID Name & Number with Call Spam Alert, Call Waiting / Cancel Call Waiting, and Anonymous Call Rejection. \$43 per line / mo.

Note that you must call Frontier at 800-921-8101 before August 27, 2021 to elect to move your Long Distance Service to Frontier, otherwise your transferred service will be local voice service only.

ATTACHMENT C

(SECOND NOTICE)



SECOND NOTICE: YOUR HOME PHONE SERVICE WILL BEGIN TRANSITIONING TO FRONTIER ON AUGUST 27, 2021

July 28, 2021

Customer Name
Address
City, CA zip

Dear Customer Name:

We want to remind you that, pending regulatory approval where such approval is required, your **AT&T Residential Local Service** will be discontinued in California and your service will be transitioned to Frontier on or after August 27, 2021.

To maintain continuity of service, **AT&T has made arrangements to transition your home phone service to Frontier on or after August 27, 2021.** You will not incur any charges for transferring your service to Frontier. We will work with you and Frontier to help make sure your home phone number will remain the same and your existing local service and Lifeline discount, if applicable, are transferred to Frontier. Please note, calling features like Caller ID and Voicemail will not transfer automatically. You will need to make separate arrangements with Frontier to continue to receive these features. Call Frontier at 800-921-8101 before August 27th to make your own service choices.

You are responsible for payment for all bills from AT&T Corp. during the transition. Once your service is transitioned to Frontier, Frontier will send you a confirmation letter including the pricing and features included with your new service. To view Frontier's terms and conditions, please visit: <https://frontier.com/corporate/terms>.

If you do not want your service transferred to Frontier, here are your options:

- **You must select a new home phone provider before August 27, 2021.** If you wait to select another provider after **August 27, 2021**, your service will be delayed as your home phone service will automatically be changed to Frontier. If you select another provider, you may incur additional charges. You are responsible for payments from your new provider during this transition.
- **If you no longer want any home phone service**, please contact us to disconnect service.

After selecting a new home phone provider, you should also contact your current long distance provider to ensure your current plan will remain the same.

Questions for us? Please call us at 800.250.8949, Monday to Friday 5 a.m. to 5 p.m. PT. Questions for Frontier? Call 800-921-8101.

Thank you,
AT&T Corp.

SERVICE TRANSFER FROM AT&T CORP. TO FRONTIER CALIFORNIA

If you do not make an alternative arrangement, your **AT&T Residential Local Service** will be discontinued in California and your local home voice service will be transitioned to Frontier on or after **August 27, 2021**. Your current AT&T Corp. local voice home service will be transitioned to Frontier as follows:

From: AT&T Local Residential Service	To: Frontier Local Residential Service
Call Plan Unlimited: \$39.95/mo. Unlimited Local Calling, Standard Listing, no calling features <i>If applicable:</i> Lifeline Flat Rate Service: As above, \$19.22/mo.	Flat Rate Service: \$22.50/mo. Unlimited Local Calling, Standard Listing, no calling features* <i>If applicable:</i> Lifeline Flat Rate Service: As above, \$8.84/mo.*
Call Plan Unlimited with 2 Feature: \$43.95/mo. Unlimited Local Calling, Standard Listing, 2 Calling Features	
Call Plan Unlimited with 3 Features: \$45.95/mo. 3 Calling Features	

*Individual Calling Features are available from Frontier on an individual basis such as Caller ID (\$11.75), Call Waiting (\$9.00), Voice Mail (\$6.99) and more. **Contact Frontier at 800-921-8101 before August 27, 2021 to move your local service and make your own Calling Feature selections**, otherwise your transferred service will be local voice service only.

Consider Choosing to Move your Long-Distance Service to Frontier

While your Long Distance Service will not be affected by the Local Service transition above, you might consider choosing to move your Long Distance Service to Frontier and taking advantage of package pricing for Local, Calling Features, and Long Distance Services:

From: AT&T Local and Long Distance Packages (you may have Long Distance from another provider)	To: Frontier Local and Long Distance Package
One Rate Local / One Rate State / One Rate USA / One Rate Advantage: \$47.95 to \$73.95 /mo. Included services vary, but generally includes unlimited local calling and domestic long distance, 2-4 features	Frontier Unlimited Voice Service for residential customers provides a complete telephone package of unlimited local, domestic US, Canada and Mexico calling and the most popular calling features that include Voice Mail, Caller ID Name & Number with Call Spam Alert, Call Waiting / Cancel Call Waiting, and Anonymous Call Rejection. \$43 per line / mo.

Note that you must call Frontier at 800-921-8101 before August 27, 2021 to elect to move your Long Distance Service to Frontier, otherwise your transferred service will be local voice service only.