



**Frontier** FILED  
COMMUNICATIONS 09/14/21  
10:07 AM

**YOUR AT&T RESIDENTIAL LOCAL PHONE SERVICE IS BEING DISCONTINUED, AND YOUR SERVICE WILL BE AUTOMATICALLY TRANSFERRED TO FRONTIER COMMUNICATIONS.**

**IF YOU PREFER, ACT BY OCTOBER 30, 2021, TO CHOOSE A DIFFERENT SERVICE PROVIDER.**

**September 30, 2021(Tentative Date)**

[Customer Name]  
Address  
City, CA zip

Phone number ending in: <<XXXX>>

Dear Customer Name:

**Your AT&T Residential Local Phone Service** will be discontinued and your service will be transitioned to Frontier Communications on or after October 30, 2021, pending regulatory approval. **This change only affects your home phone service, and no other form of service: your long-distance, internet, TV, etc., will remain the same.**

**You should not experience any change in your ability to use your home telephone.** After October 30, 2021, Frontier Communications, rather than AT&T, will be your home phone service provider, and Frontier already provides all of the telephone wiring and network hardware outside of your home.

**Costs** for Frontier's services are found in a comparison on the third page of this Notice. You will not incur any additional charges when your service is transferred to Frontier.

**Your home phone number will remain the same.** Your **LifeLine discount**, if applicable, will be transferred to Frontier, and you will not need to recertify for the LifeLine discount (the LifeLine administrator will recertify LifeLine participants using your assigned anniversary date, which will not be affected).

**If you want to switch** to another service provider instead of Frontier, you must do so before October 30, 2021 -- the second page of this Notice has information to learn how to make a switch.

**Calling features** like Caller ID and Voicemail will not transfer automatically, and you will need to make separate arrangements with Frontier to continue to receive these features. To make your calling feature choices, call Frontier at 800- 921-8101 by October 30, 2021.

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.

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

- **You must select a new home service provider** by October 30, 2021. If you wait to select another provider after this date, 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 want a home service provider other than Frontier, make arrangements by calling your choice of home service provider to have your service transferred to that provider: this is the best way to ensure you can keep your phone number, receive the calling features of your choice, and keep your LifeLine discount.**
  - **The best source of alternative home telephone carriers is this website: [https://www.californialifeline.com/en/provider\\_search](https://www.californialifeline.com/en/provider_search). This website contains both a list of all home phone carriers and a list of LifeLine home phone service in your area.**

## **If you no longer want home phone service, call AT&T to disconnect: 800-250-8949.**

If you are enrolled in the **Telephone Protection Plan or Complete Maintenance Plan** provided by Asurion Warranty Protection Services, LLC, which covers device mechanical or electrical failures, effective **October 30, 2021**, your coverage will terminate and the feature will be removed from your account. You may cancel this optional feature at any time prior to the termination date. You may file a claim with a loss date occurring up to 30 days after coverage termination (before November 30, 2021) by calling 866-844-5144.

**Questions for AT&T? Call 800-250-8949, Monday to Friday 5 a.m. to 5 p.m. PT.**

**Questions for Frontier? Call 800-921-8101.**

To view Frontier's terms and conditions, please visit: <https://frontier.com/corporate/terms>.

Thank you,

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

**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 **30 days from the date of this notice**. Your current AT&T Corp. local voice home service will be transitioned to Frontier as follows:

<b><u>From:</u> AT&amp;T Local Residential Service</b>	<b><u>To:</u> Frontier Local Residential Service</b>
Call Plan Unlimited: <b>\$39.95/mo.</b> Unlimited Local Calling, Standard Listing, no calling features  <i>If applicable:</i> Lifeline Flat Rate Service: As above, <b>\$19.22/mo.</b>	Flat Rate Service: <b>\$22.50/mo.</b> Unlimited Local Calling, Standard Listing, no calling features*  <i>If applicable:</i> Lifeline Flat Rate Service: As above, <b>\$8.84/mo.*</b>
Call Plan Unlimited with 2 Feature: <b>\$43.95/mo.</b> Unlimited Local Calling, Standard Listing, 2 Calling Features	
Call Plan Unlimited with 3 Features: <b>\$45.95/mo.</b> 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 within 30 days from the date of this notice 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:

<b><u>From:</u> AT&amp;T Local and Long Distance Packages</b> (you may have Long Distance from another provider)	<b><u>To:</u> Frontier Local and Long Distance Package</b>
One Rate Local / One Rate State / One Rate USA / One Rate Advantage: <b>\$47.95 to \$73.95 /mo.</b>  Included services vary, but generally includes unlimited local calling and domestic long distance, 2-4 features	<b>Frontier Unlimited Voice Service</b> 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. <b>\$43 per line / mo.</b>

**Note that you must call Frontier at 800-921-8101 within 30 days from the date of this notice to elect to move your Long Distance Service to Frontier**, otherwise your transferred service will be local voice service only.