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Notice of Pending Regulatory Application

Application 23-03-003

January 22, 2024

AT&T California has submitted an application to the California Public Utilities Commission (CPUC) 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.

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.

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.
- Before making any changes to traditional landline phone customers' services, AT&T would provide advance notice about choices for changing existing service to either a different voice service available from AT&T, or a voice service offered by another provider in the area.
- AT&T would remain the COLR in areas where no alternative voice services are yet available and continue to provide traditional landline phone service to our customers until proven alternatives become available.

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

cpuc.ca.gov/pao

Please reference **Application 23-03-003** in any communications you have with the CPUC regarding this matter.

To hear this in other languages

如需有關本文的粵語資訊，請致電：800.570.8868，然後按照提示繼續。

如需有關本文的國語資訊，請致電：800.303.8788，然後按照提示繼續。

Để biết thông tin về bài viết bằng tiếng Việt, xin gọi số 800.573.8828 và làm theo các hướng dẫn.

한글 보도자료 정보는 800.560.8878번으로 전화하여 녹음 안내를 받으십시오.

Para sa impormasyon tungkol sa artikulo sa Tagalog, mangyaring tumawag sa: 800.546.5006 at sundin ang mga dikta.

日本語版の文書をご希望の方は、800.523.1153に電話してプロンプトに従ってください。

Для получения информации о статье на русском языке звоните по телефону 866.538.6122 и следуйте указаниям.

Aby uzyskać informacje o artykule w języku polskim, należy zadzwonić pod numer: 866.538.5284 i postępować zgodnie z odpowiedziami.

Your language. Delivered. Plus 240 more. Call 800.288.2020.

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