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Connecting California

Here's the latest

Dear California Leaders,

I want to update you about AT&T's work to upgrade home phone service for our California customers who use traditional copper-based landlines. I want you to hear it from me—**no customer is being left without service.**

We are not cancelling home phone service in California. Our customers will not lose access to a home phone.

Last year, AT&T submitted an application with the California Public Utilities Commission (CPUC) asking them to change outdated regulatory requirements that effectively require us to provide an antiquated traditional copper-based landline to anyone in our service territory. You may have heard from customers who were unfortunately left with a wrong impression after receiving CPUC-required notices last month.

I'm writing to you to set the record straight.

Our commitment is that no customer will be left without service in this transition

We want to modernize the home phone—not take it away—so our customers have better ways to connect. **Any assertion to the contrary is false.**

- **We will** continue to provide service to areas where we are the only provider, including in our rural communities.
- **We will** work to upgrade antiquated copper phone lines to ensure customers have better technologies, either from us or another provider.
- **We will** invest in our modern, high-speed networks to help keep our customers, first responders and communities in California connected.
- **Our customers will** continue to be guaranteed access to 9-1-1.

AT&T has invested in our California communications networks, our people, and local communities for 145 years—**and that is not changing.**

Our plan is to upgrade home phones for our customers

Fewer than 7% of households we serve in California currently use antiquated copper-based technology. Our application to the CPUC asks for changes to outdated regulatory requirements so that we can help those customers upgrade to more modern services like fiber or wireless-based voice options.

This means customers can keep home phone service—we just want to upgrade the technology to be more modern and resilient so that they can continue to make their most important life connections.

Our request to upgrade customers to modern services only applies to customers who currently have alternatives to copper-based traditional landlines, and the CPUC process will examine those alternatives. **If customers do not have alternatives, we will continue to provide them with a copper-based traditional landline.**

- **Here is more from me** about our plan and why it's important to keep Californians connected: [Keeping California on the Cutting Edge - AT&T Connects \(attconnects.com\)](#)
- **Here are more resources** and information for you and your constituents on giving every Californian access to modern communications: [It's Time to Modernize California's Communications Network - AT&T Connects \(attconnects.com\)](#)

Your input, and your constituents' input, is an important part of this process

We welcome and encourage input as part of this process, so I want to share that the CPUC is hosting in-person and virtual public forums regarding AT&T's applications. During the hearings, stakeholders can provide public comments and speak with a CPUC Administrative Law Judge regarding this proceeding. To learn more, visit: <http://cpuc.ca.gov/pph>.

My team is ready and available to meet with you to answer questions or concerns related to AT&T's effort to modernize our networks and expand fiber services across California. Please reach out to **Ursula Moran** at **916-430-7530** or g24731@att.com and she will connect you with an AT&T external affairs representative for your area.

Thank you for your attention to this matter, and I look forward to working with you to develop a brighter, more connected future for all Californians.

Sincerely,

Marc Blakeman

President, AT&T California & Pacific States Region

AT&T California

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