



CPUC Fact Sheet

PUBLIC PARTICIPATION HEARING



AT&T Corp. (U 5002 C)

Application of AT&T Corp. to Discontinue Providing Residential Service in Frontier Territory and Relinquish Eligible Telecommunications Carrier Designation. (A.21-05-007)

November 16, 2021

What Is This Application About?

On May 14, 2021, AT&T Corp. (U 5002 C), a Competitive Local Exchange Carrier (CLEC), filed an application to discontinue residential services in the service territory of Frontier Communications, Inc. (Frontier) and to relinquish its Eligible Telecommunications Carrier (ETC) designation.

AT&T Corp. is requesting the California Public Utilities Commission (CPUC) for permission to transfer the approximately 2,700 impacted customers to Frontier if the impacted customers take no action to choose a different service provider. AT&T Corp. has also sent [notices](#) to the impacted customers to inform them that they can consider choosing a different telephone service provider or be transferred to Frontier if they take no action.

Pending regulatory approval and this Public Forum, AT&T Corp. will transfer its remaining Residential Local Phone Service customers to Frontier on or after December 16, 2021.

AT&T Corp. is a separate entity from its corporate affiliate, AT&T California (U 1001 C), that provides telephone services to millions of customers throughout its service territory in California.

Who Is Impacted by This Application?

- The application covers approximately 2,700 residential telephone service customers served by AT&T Corp. inside Frontier's service territory in California.
- No customers from its corporate affiliate, AT&T California, will be impacted by this application.

How Do I Find Out If I Am Impacted by This Application?

- CPUC has prepared a [map](#) and a [list](#) showing communities and zip codes with AT&T Corp. customers impacted by this application.
- If, after reviewing the map and list, you think you may be impacted by this application, please contact AT&T Corp. at 800-250-8949 to confirm your status and to receive more details about your options.
- If you have trouble accessing the weblinks above, please contact AT&T Corp. at 800-250-8949 to determine if you are impacted by this application.

How Can I Have My Voice Heard?

- Speak at an upcoming CPUC Public Participation Hearing (sometimes referred to as a Public Forum). A list of dates, times, and locations can be found at: <http://www.cpuc.ca.gov/pph>.
- Submit comments electronically to the CPUC using the “Add Public Comment” button on the “Public Comment” tab of the Docket Card for A.21-05-007. You can also review other public comments related to this application: <https://apps.cpuc.ca.gov/c/A2105007>. The public may submit multiple public comments throughout the proceeding.
- Please contact the CPUC’s Public Advisor at:

Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**
TTY: 1-866-836-7258 (toll-free) or 1-415-703-5282

Mail: CPUC Public Advisor’s Office
505 Van Ness Avenue
San Francisco, CA 94102

Email: public.advisor@cpuc.ca.gov

Please reference **AT&T Corp.’s Application No. (A.21-05-007)** in any communications you have with the CPUC regarding this matter.

- The Public Advisor’s Office provides information for the public to get involved in proceedings at <https://www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/public-advisors-office> and you can subscribe to receive documents in A.21-05-007 at: <http://subscribecpuc.cpuc.ca.gov/fpss/Default.aspx>.

Further Information on the Proceeding:

- View AT&T Corp.’s May 14, 2021, application and all filings in this proceeding by the Administrative Law Judge and Commissioner, parties to this proceeding, and the public, as well as hearing transcripts and the proposed decision when it is issued, by going to <https://apps.cpuc.ca.gov/c/A2105007> and selecting the “Documents” tab at the top of the page.
- View AT&T Corp.’s customer notice and the CPUC’s Fact Sheet at <http://www.cpuc.ca.gov/pph>.
- The Public Advocates Office is an independent consumer advocate within the CPUC who will review, audit, and submit formal testimony on AT&T Corp.’s application. Its website is: <https://www.publicadvocates.cpuc.ca.gov/>.