




October 29, 2021



A 90066-6726



Phone number ending in: 

YOUR AT&T CORP. RESIDENTIAL LOCAL PHONE SERVICE IS BEING DISCONTINUED, AND YOUR LANDLINE SERVICE WILL AUTOMATICALLY TRANSFER TO FRONTIER COMMUNICATIONS—BUT WILL NOT BE TERMINATED! YOU MAY CHOOSE A DIFFERENT PROVIDER BY DECEMBER 16, 2021. A PUBLIC FORUM WILL BE HELD ON NOVEMBER 16, 2021.

Dear 

AT&T Corp. is discontinuing your Residential Local Phone Service and your service will transfer to Frontier Communications (Frontier) on or after December 16, 2021, pending regulatory approval and a Public Forum.

The Public Forum will be held on **November 16, 2021, at 6 p.m.**

This Public Forum is part of a formal proceeding that will be documented and placed into the formal record so the California Public Utilities Commission (CPUC) can make a decision about AT&T Corp.'s request. You may make comments and raise concerns to the CPUC Administrative Law Judge overseeing this application.

You can access the hearing by dialing 800-857-1917 and entering passcode 1673482#. To make a public comment, press *1. You can also view the hearing at: www.adminmonitor.com/ca/cpuc/.

If you need a language interpreter, please contact the CPUC's Public Advisor's Office at least five business days in advance of the forum at the contact information below.

You may also provide written public comments at any time during the proceeding online at: apps.cpuc.ca.gov/c/A2105007.

For questions about the forum, you can contact the CPUC Public Advisor's Office at: 1-866-849-8390, Public.Advisor@cpuc.ca.gov, or by mail at CPUC Public Advisor's Office, 505 Van Ness Avenue, San Francisco, CA 94102.

Additional information can be found online at: www.cpuc.ca.gov/A2105007

AT&T Corp. will not charge you a disconnection fee, and Frontier will not charge you a connection fee.

This transfer only affects certain features of your home phone service. **However, you should not experience any change in your ability to make calls using your home telephone (basic voice service will not be impacted).** If AT&T Corp. provides other services to you (long-distance, internet, TV, etc.), these services will stay the same and remain with AT&T Corp. **Your home phone number will remain the same.** However, your custom calling features, including Voice Mail, and your home phone insurance, will be discontinued because only basic voice service will be automatically transferred to Frontier (unless you choose to switch to a different service provider). Contact Frontier to request custom calling features at 800-921-8101. **You will not incur any service order, installation, or any one-time charges for adding your custom calling features, including Voice Mail.**

At the end of this notice is a comparison between AT&T Corp. and Frontier for some of the services and custom calling features, including cost. For information on services and custom calling features not listed, please contact Frontier at 800-921-8101.

You are responsible for payment of all bills from AT&T Corp. during this transfer. Once your home phone service transfers to Frontier, Frontier will send you a confirmation letter showing the price of basic voice service and any additional features you requested. See Frontier pricing information in the section below, titled: "TRANSFER TO FRONTIER – BASIC VOICE SERVICE AND OTHER RATES." You will be responsible for all bills from Frontier after your transfer to Frontier.

LifeLine Subscribers: Your LifeLine discount, if applicable, will automatically be transferred to Frontier, or to the carrier of your choice. For more information about the California LifeLine program, visit www.californialifeline.com.

Medical Needs: If you rely on your home phone service for medical needs (e.g. a medical device dependent on telephone service), please contact AT&T Corp. before December 16, 2021, at 800-250-8949 to ensure any disruption in service is minimal.

If you want to switch to a different service provider instead of Frontier, you should do so before December 16, 2021. If you wait to select a different provider after this date, your service will be delayed as your home phone service will first be automatically transferred to Frontier. If you select a different provider, you may incur connection charges from that carrier, but AT&T Corp.

will not charge you a disconnection fee. You are responsible for payments to your new provider during this transition.

- If you want a home phone service provider other than Frontier, call the home phone service provider of your choice to have your service transferred before December 16, 2021. This is the best way to ensure you can keep your phone number, receive the custom calling features of your choice, and keep your LifeLine discount.
- A useful source of alternative home telephone carriers is the LifeLine program website: www.californialifeline.com/en/provider_search. You may enter your zip code to find some alternative home phone carriers, including all carriers that provide LifeLine in your area.

If you no longer want home phone service, call AT&T Corp. to disconnect at 800-250-8949 before December 16, 2021.

Telephone Protection Plan or Complete Maintenance Plan provided by Asurion Warranty Protection Services, LLC, which covers device mechanical or electrical failures, will terminate effective December 16, 2021. You may file a claim with a loss date occurring up to 30 days after coverage termination (by January 16, 2022) by calling AT&T Corp. at 866-844-5144. If you are interested in continuing with a telephone protection or maintenance plan, please inquire with Frontier for available plans and pricing offered.

AT&T Corp. está descontinuando su servicio Residential Local Phone y su servicio se transferirá a Frontier Communications a menos que elija un proveedor diferente antes del 16 de diciembre de 2021. Para recibir este aviso y asistencia en español, incluso en letra grande, comuníquese al 800-250-8949.

AT&T Corp. 將停止您的住宅本地電話服務，除非您在 2021 年 12 月 16 日之前選擇其他提供商，否則您的服務將轉為由 Frontier Communications 提供。如需以中文收到此通知和獲得協助（包括以大號字體印刷的通知），請致電 800-250-8949。

Wawakasin ng AT&T Corp. ang inyong Residential Local Phone Service. Lilipatin ang inyong serbisyo sa Frontier Communications maliban kung pipili kayo ng bagong provider bago lumipas ang Disyembre 16, 2021. Upang makuha itong paunawa sa Tagalog, kabilang sa malaking limbag, mangyaring tumawag sa 800-250-8949.

AT&T Corp.의 가정용 지역전화 서비스(Residential Local Phone Service)가 곧 중단됩니다. 2021년 12월 16일까지 다른 서비스제공사를 선택하지 않을 경우, 현재 이용하시는 서비스는 Frontier Communications에서 담당하게 될 것입니다. 이 통지 내용 및 조력을 한국어로 받고 싶으시다면 (대할자본 포함) 800-250-8949번으로 연락해 주시기 바랍니다.

AT&T Corp. ընկերությունը դադարեցնում է Ձեր տեղական հեռախոսային ծառայությունը, և Ձեր ծառայությունը տեղափոխվում է Frontier Communications ընկերություն, եթե մինչև 2021թ. դեկտեմբերի 16-ը այլ մատակարար չընտրեք: Սույն ծանուցումն ու օգնությունը հայերենով, այդ թվում՝ մեծ տպատառերով ստանալու համար, խնդրում ենք կապվել 800-250-8949 հեռախոսահամարով:

**Questions for AT&T Corp.? Call 800-250-8949, Monday through Friday from 5 a.m. to 5 p.m. PT.
Questions for Frontier? Call 800-921-8101, Monday through Friday from 4 a.m. to 8 p.m. PT;
Saturday & Sunday from 5 a.m. to 6 p.m. PT.**

To view Frontier’s terms and conditions, please visit: [frontier.com/corporate/terms](https://www.frontier.com/corporate/terms).

Thank you,

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

TRANSFER TO FRONTIER - BASIC VOIC SERVICE AND OTHER RATES

If you do nothing, your **AT&T Corp. Home Phone Service** will be discontinued and your home phone service will transfer to Frontier on or after **December 16, 2021**. Your home phone service will transfer to the following Frontier service and rate(s):

<u>From: AT&T Corp. Local Residential Service</u>	<u>To: Frontier Local Residential Service</u>
Call Plan Unlimited: \$38.45/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: \$44.95/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, for example, Caller ID (\$11.75), Call Waiting (\$9.00), Voice Mail (\$6.99) and more. **Contact Frontier at 800-921-8101 by December 16, 2021, to select additional Calling Features**, otherwise your transferred service will be local voice service only.

Consider Moving your Long-Distance Service to Frontier

While your Long Distance Service will not be affected by the Home Phone Service transfer, consider moving your Long Distance Service to Frontier to take advantage of package pricing for Local, Calling Features, and Long Distance Services:

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

You must call Frontier at 800-921-8101 by December 16, 2021, to move your Long Distance Service to Frontier, otherwise only local residential service will transfer to Frontier. Please inquire with Frontier for any associated fees for switching your Long Distance Service.