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California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Via Email

Dear President Batjer,

This letter and attachment are in response to your September 23, 2020 inquiry regarding AT&T's retirement of AT&T Legacy ATM-based DSL and AT&T IPDSL services in California. We have attempted to provide as much detail and clarity in our responses as possible within your requested timeframe. Should you or the staff need additional information that can more completely answer your questions, please let us know and we will provide it in supplemental communications.

Before addressing your specific questions, I do want to take this opportunity to again state that AT&T is committed to serving its customers. For decades, AT&T has worked through technology transitions, and we have a thoughtful process in place to care for the small number of AT&T DSL service customers in California – as detailed in the attachment - who will be affected when we eventually transition these services, as described in AT&T's September 4 letter.

As you know, our society continues to undergo rapid change in the digital age, and consumers are demanding newer and more advanced technologies. That is why we have seen a more than 37% decrease in residential DSL customers in California from 2017 through 2019. Broadband infrastructure and the services they support are dynamic. To meet the rapidly growing needs of consumers for more bandwidth and better quality, deployment of newer technologies and advanced services is necessary to replace outdated services and manufacturer-discontinued equipment¹ and to meet customers' needs and demands. AT&T's transition from DSL to fiber and wireless services is part of this process.

As explained in our September 4th letter, existing DSL customers within the AT&T fiber footprint will have an alternative broadband service at a superior speed available to them today. Existing AT&T DSL customers not within AT&T's fiber footprint may continue with their service uninterrupted, although they will not be able to move or make changes to their service. Starting October 1, 2020 AT&T offers AT&T Wireless Home Internet (AWI) service to customers that are within the current DSL footprint but are not within AT&T's fiber footprint. AWI provides equivalent or better service than ATM-based DSL. Customers

¹ AT&T has struggled to locate manufacturer-discontinued parts (often having to buy them on eBay) to maintain these DSL services.

may also seek another wireline or wireless provider for broadband service. As a final point, for those households that fall within our wireline footprint, wireline voice service is unaffected when we stop selling these DSL services.

The responses to the specific questions listed in your letter are provided in the attached document.

AT&T strives to make these service transitions and technology upgrades in a responsible, and transparent way. We take seriously our need to build careful roadmaps that clearly communicate with customers and the Commission around technology transitions or changes. We look forward to working constructively with you and your staff to help meet the needs of consumers and to bring them the most advanced and advantageous services. Broadband networks are constantly evolving, and this will not be the last time AT&T, or other providers migrate to a new service or update the technology by which customers are served, including existing DSL customers.

Thank you for your time and attention. If you should have further questions or would like a briefing, please do not hesitate to reach out to me directly.

Sincerely,



Assistant Vice President, Regulatory Affairs

Cc:

Commissioner Liane M. Randolph
Commissioner Martha Guzman Aceves
Commissioner Clifford Rechtschaffen
Commissioner Genevieve Shiroma
Acting Executive Director Rachel Peterson
Communications Division Director Robert Osborn
Rhonda Johnson, President AT&T California