

OPPOSE AT&T'S ATTEMPTS TO STOP SERVING RURAL AND LOW-INCOME COMMUNITIES

CWA

The California Public Utilities Commission (CPUC) rules require AT&T to serve as the Carrier of Last Resort (COLR) in many parts of the state, which ensures that customers in communities served by AT&T have access to reliable phone service.

Currently, AT&T must respond to every reasonable request for service in its statewide service territory. AT&T must also offer federal and California LifeLine throughout its service territory to make services more affordable for low-income households. **But AT&T has filed two applications at the CPUC asking to be relieved of these service requirements.**

IF THE CPUC GRANTS AT&T'S REQUEST IT WOULD MEAN:

- AT&T could further reduce its California technician and customer support workforce because it would not be obligated to provide service to all customers in its legacy exchange footprint.
- No voice service provider would be obligated to provide a service in AT&T's service area and AT&T could decide not to provide service in as soon as six months after the application is granted.
- For some Californians, landline services are the only safe, affordable, and reliable phone service. Landlines can be more reliable than cell phones for emergencies and disasters, especially during a power outage.
- Low-income households may expect a 200% increase, or more, on their monthly phone bill, according to analysis by The Utility Reform Network (TURN).

SPEAK UP AT A CPUC PUBLIC PARTICIPATION HEARING



IN-PERSON

FEB 22, 2024
2 PM AND 6 PM

Mendocino County
Board of Supervisors
501 Low Gap Road, Room 1070,
Ukiah, CA 95482



IN-PERSON

MAR 14, 2024
2 PM AND 6 PM

Indio City Hall
Council Chambers
100 Civic Center Mall,
Indio, CA 92201



VIRTUAL

MAR 19, 2024
2 PM AND 6 PM

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