REDACTED

Enclosed please find a copy of AT&T's § 63.71 Application, which was filed with the FCC. This courtesy copy is provided in compliance with 47 C.F.R. § 63.71(a).

**Before the**
**FEDERAL COMMUNICATIONS COMMISSION**
**Washington, D.C. 20554**

| | |
|---|---|
| In the Matter of<br><br>Section 63.71 Application of<br><br>AT&T Services, Inc., on behalf of its affiliates; BellSouth Telecommunications, LLC, d/b/a AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee; Indiana Bell Telephone Company, LLC, d/b/a AT&T Indiana; and Southwestern Bell Telephone Company, LLC, d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas.<br><br>For authority Pursuant to Section 214 of The Communications Act of 1934, As Amended, To Discontinue the Provision of Service | **File No.** |

## SECTION 63.71 APPLICATION OF AT&T

AT&T[1] applies for authority under Section 214(a) of the Communications Act, as amended, 47 U.S.C. § 214, and Section 63.71 of the Federal Communications Commission's ("Commission") rules, 47 C.F.R. § 63.71, to discontinue legacy TDM- and IP-based residential voice in portions of 39 different AT&T wire centers where planned road construction or other impending impairments would otherwise require AT&T to move its facilities to continue providing service.

[1] AT&T Services, Inc. files this application on behalf of its affiliates set out in the caption. The FRN associated with this application is 0001857952.

## INTRODUCTION

Through this application, AT&T seeks to discontinue on or after August 11, 2026, the following "Affected Services": AT&T Residential Local Service (residential POTS), AT&T Business Local Exchange Access Line Service (business POTS), AT&T Phone Service (AT&T's residential, wireline VoIP service), and AT&T Phone for Business (AT&T's business, wireline VoIP service). In the areas impacted by this application, the Affected Services are provided to 167 residential customers and 22 business customers (the "Affected Customers") in portions of 33 different wire centers (the "Affected Service Area"). AT&T has previously grandfathered the Affected Services throughout the Affected Service Area.[2]

AT&T seeks to discontinue services in these areas due to planned road work or other impending impairments that would require AT&T to move its facilities to continue providing service. Performing this work would, collectively, cost AT&T approximately $3M and require weeks of labor. It does not make economic sense or serve the public interest for AT&T to spend its time and money to restore such small portions of its legacy network serving relatively few customers, particularly when AT&T plans to retire the vast majority of its legacy copper network, including the facilities in these areas, within the next few years.[3] The public interest is better served by allowing AT&T to redeploy its limited resources toward the next-generation

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[2] *See Accelerating Wireline Broadband Deployment by Removing Barriers to Infrastructure Investment*, WC Docket No. 17-84, Order, DA 25-251 (WCB Mar. 20, 2025) (waiving the requirement to file an application with the Commission to grandfather legacy voice services).

[3] *See* Press Release, AT&T, *AT&T Outlines Strategic Plan to Drive Sustainable Growth and Enhanced Shareholder Returns* (Dec. 3, 2024), https://about.att.com/story/2024/analyst-and-investor-day-2024.html ("[AT&T] is actively working to exit its legacy copper network operations across the large majority of its wireline footprint by the end of 2029.").

networks necessary to compete in today's communications marketplace, especially when replacement services are available.

Previously, AT&T has received streamlined approval to discontinue the Affected Services in other locations within AT&T's ILEC footprint with many times the number of customers impacted here.[4] AT&T also previously has received approval to discontinue legacy voice services in situations just like these where planned road construction or other impending impairments would otherwise require AT&T to move its facilities to continue providing service.[5] In granting those applications, the Commission recognized that AT&T Phone – Advanced and AT&T Phone for Business – Advanced (collectively, "AP-A")[6] are adequate replacements for legacy voice services under the Adequate Replacement Test ("ART") outlined in the Commission's 2016 Tech Transitions Order.[7] Here, as with AT&T's earlier discontinuance applications approved by the Commission, discontinuing the Affected Services will benefit the

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[4] *See* Section 63.71 Application of AT&T, WC Dkt No. 25-228 (filed July 15, 2025); *id.*, WC Dkt No. 25-335 (filed Dec. 1, 2025); *id.*, WC Dkt No. 25-334 (filed Dec. 1, 2025).

[5] *See* Section 63.71 Application of AT&T, WC Dkt No. 25-327 (filed Nov. 24, 2025); *id.* WC Dkt No. 25-346 (filed Dec. 9, 2025); *id.*, WC Dkt No. 26-67 (filed Mar. 12, 2026); *id.*, WC Dkt No. 26-98 (filed Apr. 23, 2026); *id.*, WC Dkt No. 26-143 (filed June 2, 2026).

[6] In 2025, AT&T introduced an updated and renamed version of AT&T Phone for Business – Advanced called AT&T Business Voice ("ABV"). Currently, depending on the market segment, the service may be sold to customers as ABV or AT&T Phone for Business – Advanced. For simplicity's sake, in this application references to "AP-A" include ABV as well as AT&T Phone – Advanced and AT&T Phone for Business – Advanced.

[7] *See generally Technology Transitions*, Declaratory Ruling, Second Report and Order, and Order on Reconsideration, 31 FCC Rcd 8283 (2016) ("Tech Transitions Order"). Although the Adequate Replacement Test does not apply to the discontinuance of VoIP services, AT&T includes VoIP services in this application for administrative ease. AP-A is also the replacement service available to the VoIP customers impacted by this application.

public and serve as an important step toward meeting both AT&T's and the Commission's goal of advancing next-generation communication technologies.[8]

AT&T's request for streamlined treatment of this application rests upon the availability of AP-A as an "Adequate Replacement" service in the Affected Service Area. In addition, mobile wireless service, including from Verizon, which the Commission has found to be an adequate replacement for POTS,[9] is widely available in the Affected Service Area.

## APPLICATION

### I. AP-A Satisfies the Adequate Replacement Test

When the Commission adopted the Adequate Replacement Test, it noted that "a repeat applicant for a 214 discontinuance application in the technology transition context can rely on its successful certification of compliance with all three prongs of the adequate replacement test in a previously approved application involving a substantially similar service."[10] A "substantially similar service" is defined as "one offered by the same applicant relying on the same technology

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[8] *See, e.g., Reducing Barriers to Network Improvements and Service Changes; Accelerating Network Modernization*, Statement of Chairman Brendan Carr, WC Dkt No. 25-209 (rel. July 25, 2025) ("We are looking to unleash the private sector to build the modern networks of the future and ensure that providers are no longer forced to invest billions of dollars in aging technology."); FCC, *Connecting America: The National Broadband Plan* at 59 (Mar. 16, 2010) ("require[ing] certain carriers to maintain POTS…is not sustainable—and…can have a number of unintended consequences, including siphoning investments away from new networks and services").

[9] On June 20, 2025, the Commission granted an application from Qwest Corporation d/b/a CenturyLink QC to retire POTS citing Verizon's mobile wireless voice service as an adequate replacement under the ART. Section 63.71 Application of Quest Corporation d/b/a CenturyLink QC, WC Dkt No. 25-193 (filed May 16, 2025). Although that application only cited to Verizon's service, AT&T's and T-Mobile's mobile voice services do not differ from Verizon's in any way relevant to the ART and, as a practical matter, should also be considered adequate replacements for POTS service as well.

[10] Tech Transitions Order ¶ 82. The Commission noted at the time that "[t]his approach should go a long way to addressing incumbent LEC concerns that the adoption of new requirements for Section 214 discontinuances will slow technology transitions." *Id.* ¶ 83.

and utilizing a comparable network infrastructure."[11] In this application, AT&T cites to AP-A – which the Commission previously has found to satisfy the Adequate Replacement Test – as an adequate replacement for POTS. AP-A in the Affected Service Area uses "a comparable" – in fact, the same – network architecture as in the prior, approved applications.

As reflected in the FCC's National Broadband Map – Mobile, AT&T's LTE network covers Affected Customers in the Affected Service Area.[12] AP-A uses AT&T's LTE network for connectivity; therefore AP-A is available to the Affected Customers.[13] Because AP-A previously has been found to be an adequate replacement for the Affected Services, and because AP-A is available to the Affected Customers, it is an adequate replacement for the Affected Services.[14]

**B. Additional Information Required by 47 C.F.R. §§ 63.71, 63.602 and 63.505**

As required by Sections 63.71, 63.602, and 63.505 of the Commission's rules, AT&T provides the following additional information:

**Name and Address of Carriers:**

BellSouth Telecommunications, LLC, d/b/a AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee;

Indiana Bell Telephone Company, LLC, d/b/a AT&T Indiana;

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[11] *Id.* ¶ 82.

[12] *See* FCC, FCC National Broadband Map, https://broadbandmap.fcc.gov/home.

[13] AP-A can work over any kind of Internet connection, but its primary connectivity is over AT&T's LTE network.

[14] As noted above, Verizon's mobile wireless service also would constitute an adequate replacement service for the Affected Customers, but AT&T does not rely on that service in making the showing necessary for streamlined treatment of this application.

Southwestern Bell Telephone Company, LLC, d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas.

The address for purposes of this application is:

208 South Akard Street
Dallas, TX 75202

**Date of Planned Service Discontinuance:**

Effective on or after September 12, 2026, pending regulatory approval, AT&T's Affected Services will be discontinued.

**Points of Geographic Areas of Service Affected and Description of the Affected Service Area:**

AT&T plans to discontinue the Affected Services in the Affected Service Area in portions of the following AT&T wire centers:

ABRYTXGI, AHVLNCOH, ANDRIN01, BLTNIN01, CDWRKSLU, CHNYKSKI, CHRLNCBO, CLRMOKMA, DVSNNCPO, ELWDIN01, EURKKSEL, FAMTNCMA, FLRNSCMA, FRFTKYMA, HLSTKSTE, HLWDFLWH, HSTNTXCL, KGMTNCMA, KRCYTXKC, KSCYMO04, KSCYMO40, KSCYMO41, LENRNCHA, LGVLGACS, MAVLTNMA, MDSNMSES, MGTNNCGR, MOBLALSE, MRTWTNMA, NWTNKS05, OKCYOKSK, PERUIN01, SHWNOKMA, SOHNMSDC, SPDLARPL, SPPNNCMA, TULSOKTB, WGVLNCMA, and WLMGNCWI.

Maps showing the proposed discontinuance area in each wire center are attached as Exhibit 1.

**Brief Description of Type of Service Affected:**

AT&T Residential Local Service is a TDM-based exchange access line service comprised of the serving central office line equipment and all outside plant facilities needed to connect the serving central office with the network interface at the demarcation point of the customer premises. The service includes optional custom calling features and the End User

Common Line service, which allows the line to facilitate local exchange, intrastate interexchange and interstate voice calling.

AT&T Business Local Exchange Access Line Service provides individual business customers with telecommunications service within a specified geographical area for local calling and access to and from the telecommunications network for long distance service.

AT&T Phone Service is an enhanced voice communication service that converts voice communications into Internet Protocol (IP) packets that are carried over AT&T's IP network — i.e., "voice over IP" or "VoIP." AT&T Phone Service includes direct-dialed calling and certain calling and call management features, as well as additional or advanced features that may be offered at additional costs.

AT&T Phone for Business provides an enhanced voice communication service that converts voice communications into IP packets that are carried over AT&T's IP network. The service includes direct-dialed calling and certain calling and call management features or advanced features associated with the service.

**Brief Description of the Dates and Method of Notice to All Affected Customers:**

Customer notices were sent via U.S. Mail on May 19, 2026 and June 9, 2026.[15] Copies of this Application are being sent via first class U.S. Mail to the governor, public utility commission, federally recognized tribes (if any) in the Affected Service Area, and to the Special Assistant for Telecommunications to the Secretary of Defense, as required by 63.71(a) of the Commission's rules.[16]

[15] Copies of the notices are attached at Exhibit 2.

[16] Section 63.71(a) directs applicants to submit a copy of the application to the Secretary of Defense, Special Assistant for Telecommunications. However, due to restructuring within the Department of Defense, that position no longer exists. Commission staff has advised that a copy of the application be sent instead to the Department of Defense Chief Information Officer.

**Regulatory Classification of Carrier:**

AT&T offers the Affected Services pursuant to non-dominant carrier regulation.

**Public Convenience and Necessity:**

As explained in the Introduction, the public convenience and necessity will not be impaired by the discontinuance of the Affected Services. Planned road work or other impending impairments in the Affected Service Area means that it would cost approximately $3M to continue providing the Affected Services to only 189 customers. Because replacement services are available, including services already found to be adequate replacements for legacy voice services – AP-A and Verizon's mobile wireless service – the public interest is better served by allowing AT&T to redeploy its limited resources toward the next-generation networks necessary to compete in today's communications marketplace.

**Statement Identifying the Application as a Technology Transition (47 C.F.R. § 63.602(a)(2)):**

The proposed discontinuance constitutes a "technology transition,"[17] because Affected Customers with AT&T Residential Service and AT&T Business Local Exchange Access Line Service will be required to replace their TDM-based voice service with a different technology or transmission medium when AT&T discontinues legacy voice service in this area, as there is no other TDM-based voice service available in the Affected Service Area. For the AT&T Phone Service and AT&T Phone for Business customers impacted by this application, this discontinuance technically does not constitute a "technology transition," as AT&T Phone Service

[17] *See* 47 C.F.R. § 63.60(i) (defining a technology transition as "any change in service that would result in the replacement of a wireline TDM-based voice service with a service using a different technology of medium for transmission to the end user, whether internet Protocol (IP), wireless, or another type").

is already a VoIP service. Rather than filing a separate 214 application for these customers, AT&T includes them in this application for administrative ease.

**Information Regarding the Price of the Service for Which Discontinuance Authority Is Sought and the Price of the Proposed Replacement Service (47 C.F.R. § 63.602(a)(3))**[18]

The average price for all customers of AT&T Residential Local Service is approximately $72 per month, plus taxes, surcharges, and fees. AP-A for consumers is available for $45 per month, plus taxes, surcharges, and fees.

On average, AT&T Business Local Exchange Access Line Service costs approximately $1,700 per month, plus taxes, surcharges, and fees.[19] The business version of AP-A is offered as a service that includes the AT&T-owned and managed device installed at the customer's premises, and is available for $99.99 per month, plus taxes, surcharges, and fees.[20]

**Certification that the Information Submitted in this Application Is True and Accurate (47 C.F.R. § 63.602(a)(4)):**

See the attached certification of authorized AT&T representative Kimberly Senior at Exhibit 3.

**Applicable Tariff Listing (47 C.F.R. § 63.505(e)):**

AP-A is not a tariffed service.

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[18] AT&T does not include pricing information for AT&T Phone Service or AT&T Phone for Business in this section, as this discontinuance does not technically constitute a "technology transition" for customers of those services.

[19] The price is before any applicable volume or term discounts. The vast majority of customers pay an effective rate of under $200 per month.

[20] The price is before any applicable volume or term discounts. Customers may obtain their own broadband connectivity or purchase wireless broadband data service from AT&T for an additional charge. The business AP-A service may also be available through wholesale arrangements to business and consumer customers.

**Name of any other carrier or carriers providing telephone service to the community (47 C.F.R. § 63.505(g)):**

No other providers offer legacy TDM-based voice service in the Affected Service Area. However, as set forth above, a number of competitors, as well as AT&T, offer IP-based voice services to Affected Customers.

**Description of any Previous Discontinuance, Reduction, or Impairment of Service to the Community Affected by the Application (47 C.F.R. § 63.605(j)):**

AT&T previously grandfathered the Affected Services in the Affected Service Area.[21]

**Number of Toll Messages (47 C.F.R. § 63.505(l)):**

The amount of toll traffic on AT&T's entire network has steadily decreased as its legacy voice customers have migrated to other wireline and wireless voice service providers. Toll traffic in the Affected Service Area is likely consistent with this overall trend, although AT&T does not track the monthly number of toll messages or toll revenues in the Affected Service Area.

* * *

Questions about this application may be addressed to Megan Mullin, AT&T Services, Inc., AVP – Federal Regulatory, 601 New Jersey Ave NW, Suite 650, Washington, DC, (202) 266-6194.

**CONCLUSION**

For the reasons identified above, the public convenience and necessity will not be adversely affected by the discontinuance of the Affected Services. AT&T respectfully requests the Commission approve its Section 63.71 Application to discontinue services.

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[21] *See supra*, n. 2.

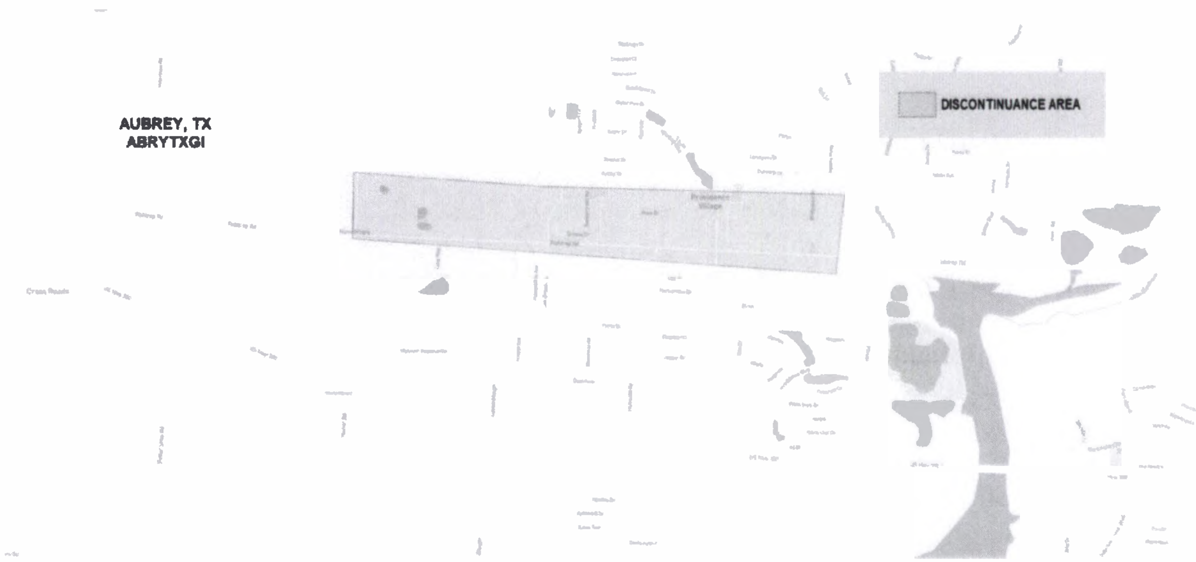
By: /s/ Brett Farley

BRETT FARLEY
DAVID CHORZEMPA
DAVID LAWSON
AT&T SERVICES, INC.
601 New Jersey Ave NW, Suite 650
Washington, DC 20001

July 1, 2026

# Exhibit 1

# AUBREY, TX – ABRYTXGI



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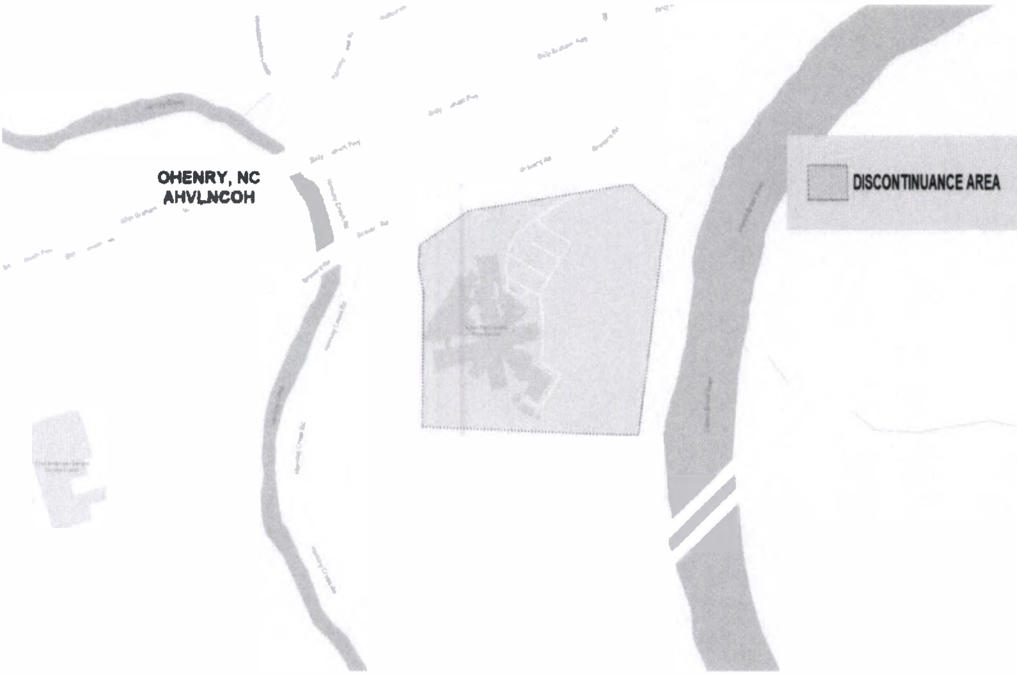
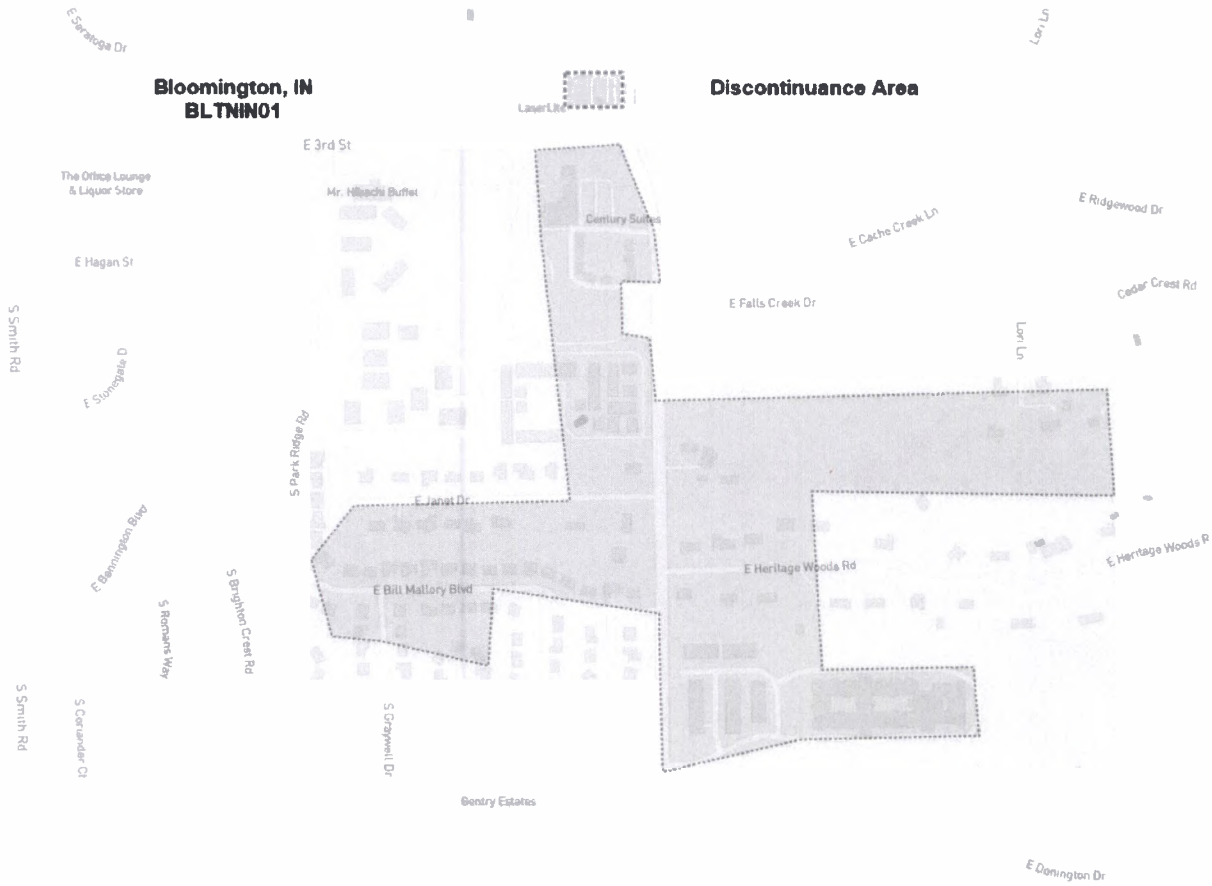


# ANDREWS, IN – ANDRIN01

# BLOOMINGTON, IN – BLTNIN01



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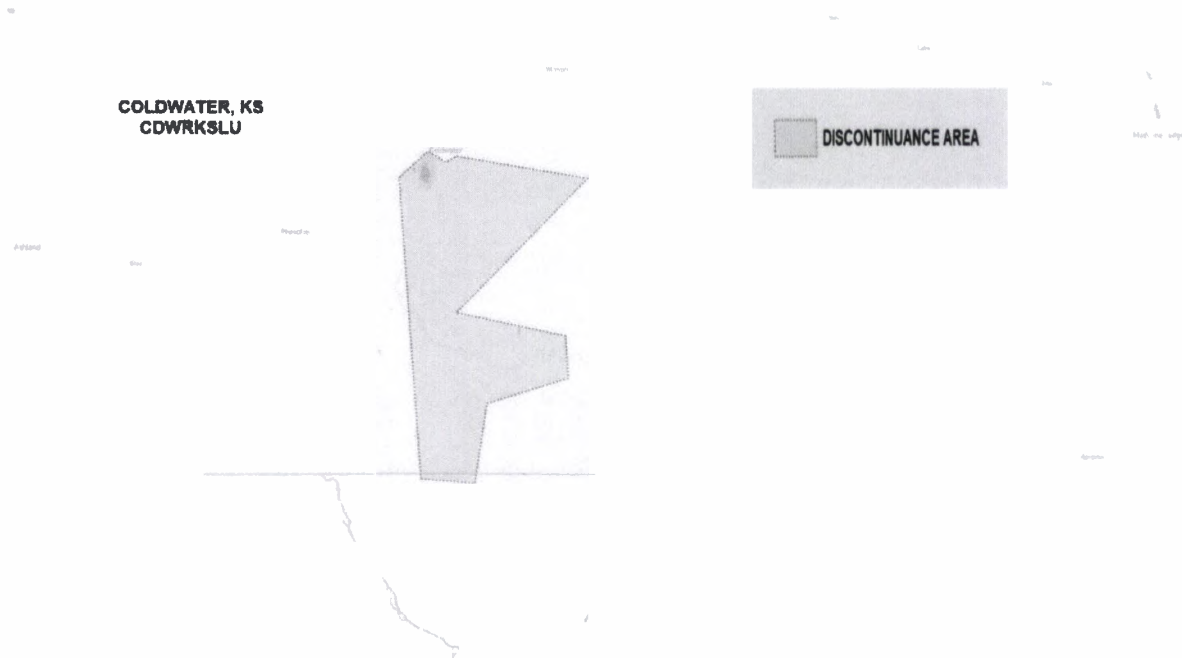
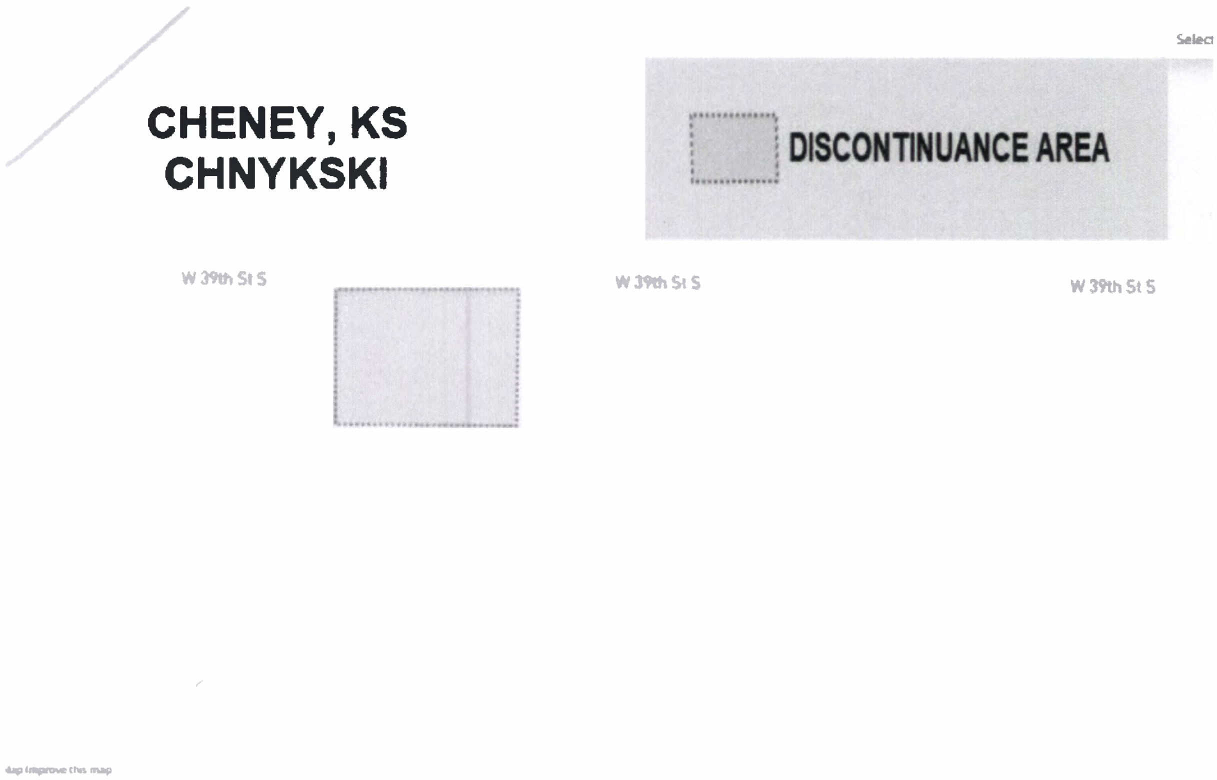
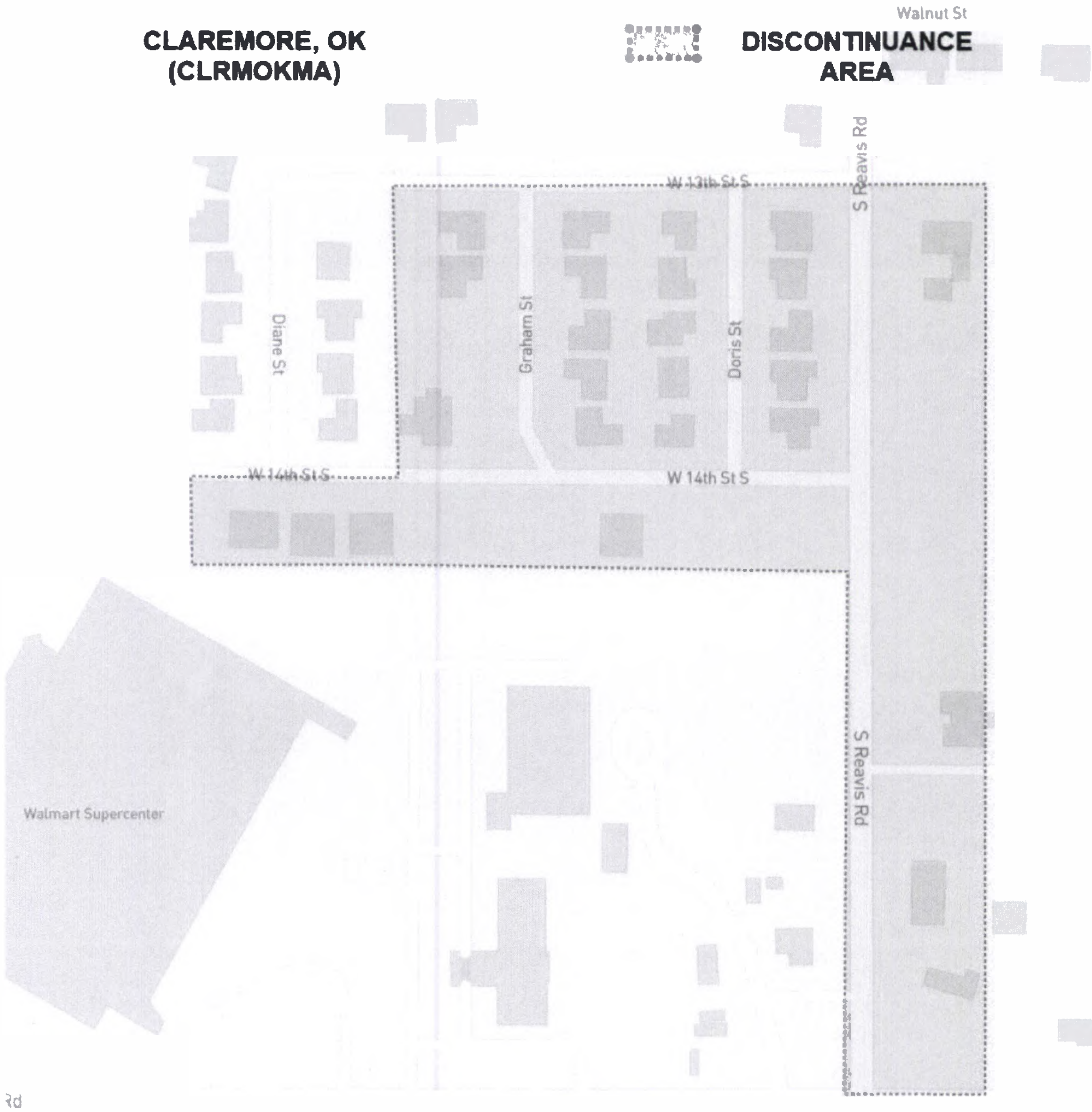


# CHENEY, KS – CHNYKSKI



# SOUTH BEND, NC – CHRLNCBO

## CLAREMORE, OK – CLRMOKMA



# DAVIDSON, NC – DVSNNCPO

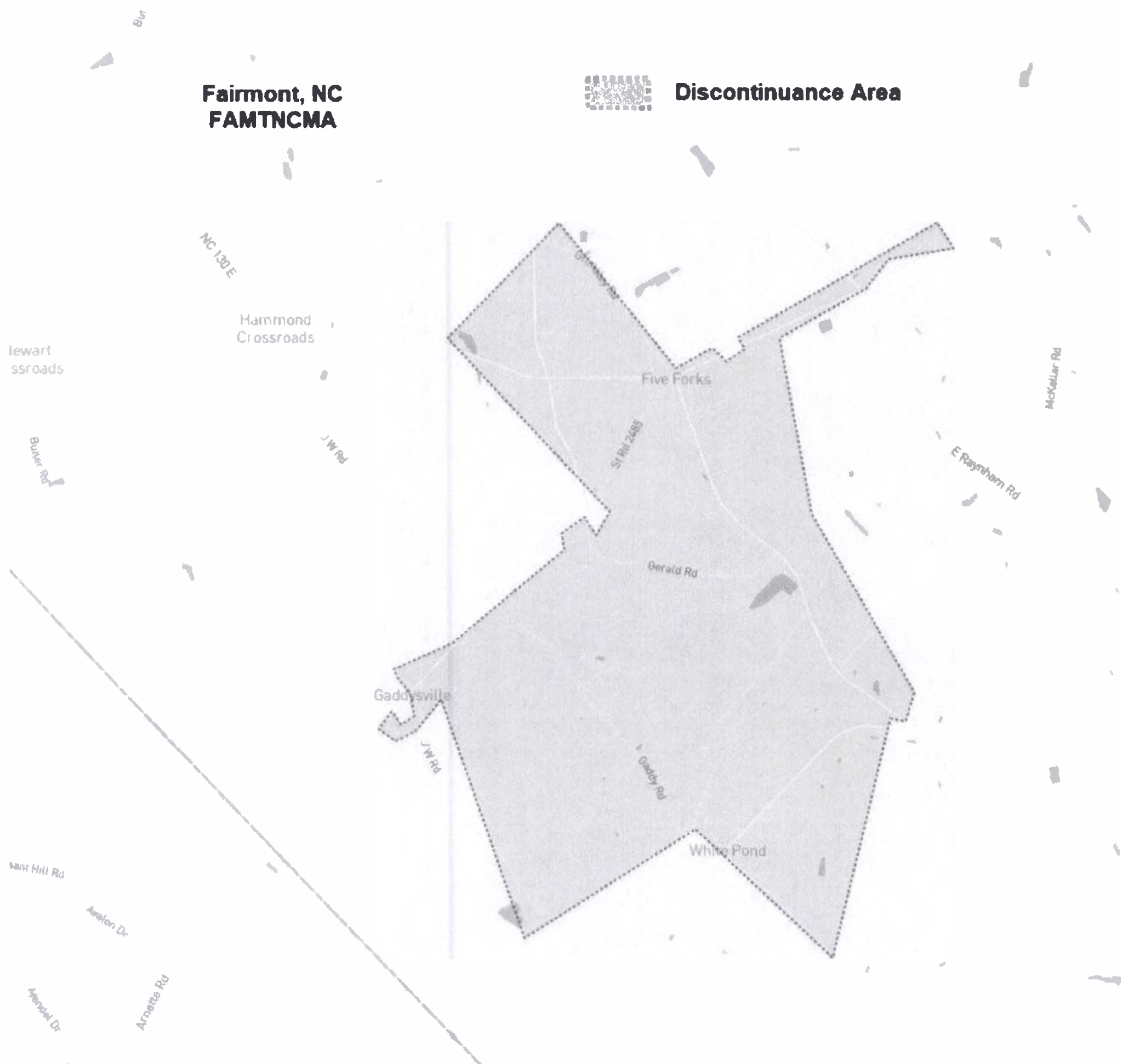

# ELWOOD, IN – ELWDIN01

**Elwood, IN**
**ELWDIN01**

**DISCONTINUANCE AREA**

# EUREKA, KS – EURKKSEL

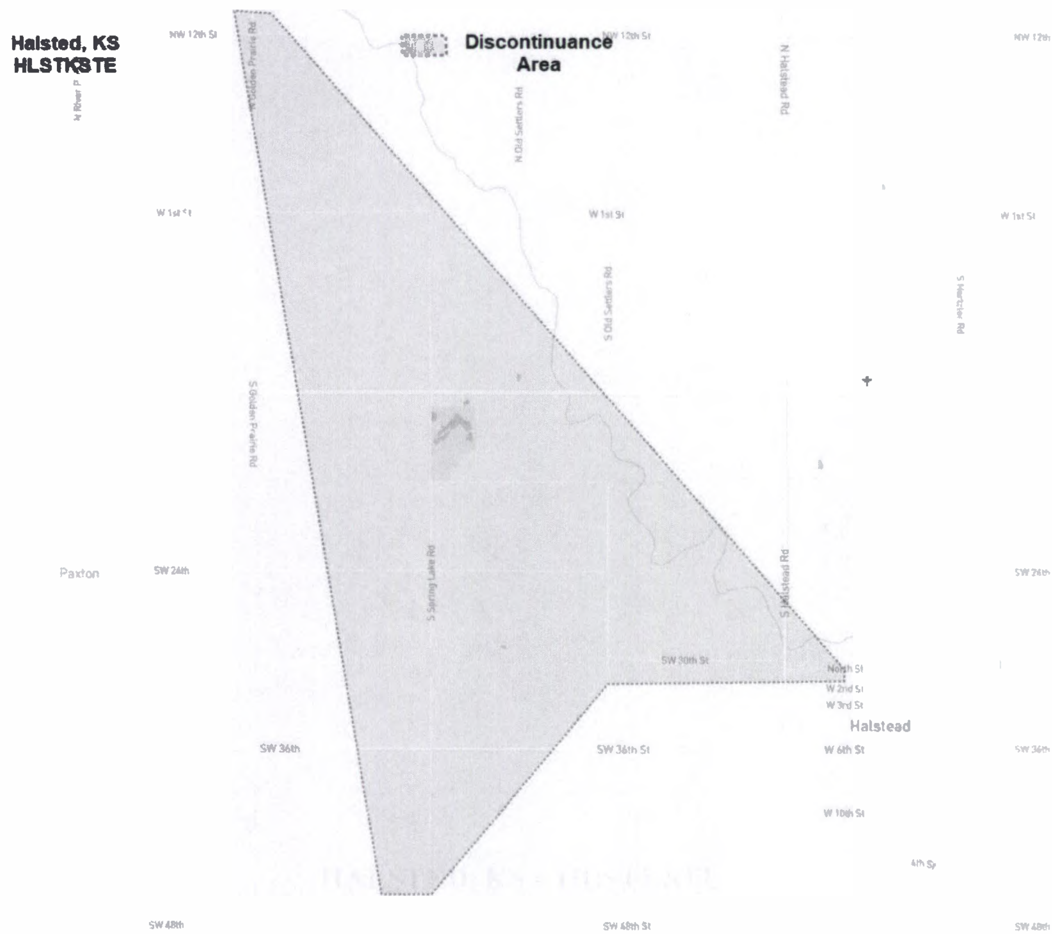
# FAIRMONT, NC – FAMTNCMA



# FLORENCE, SC – FLRNSCMA

# FRANKFORT, KY – FRFTKYMA

# HALSTED, KS – HLSTKSTE



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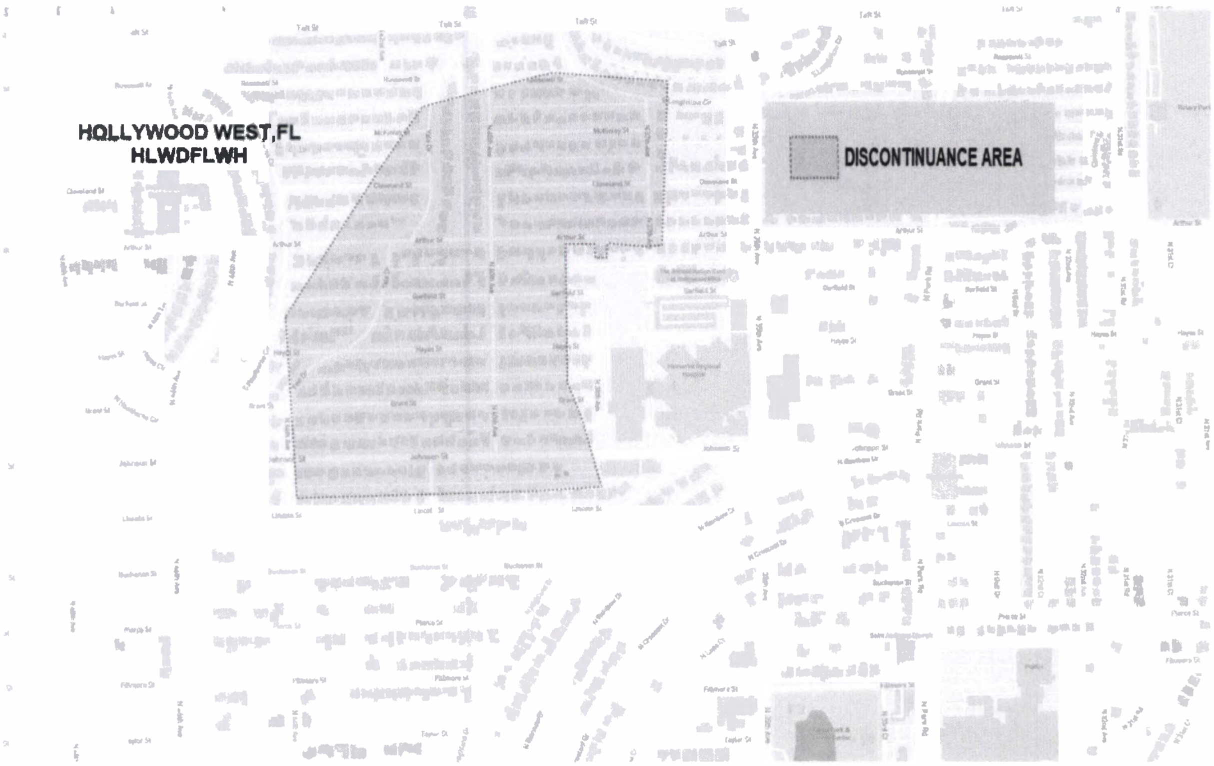

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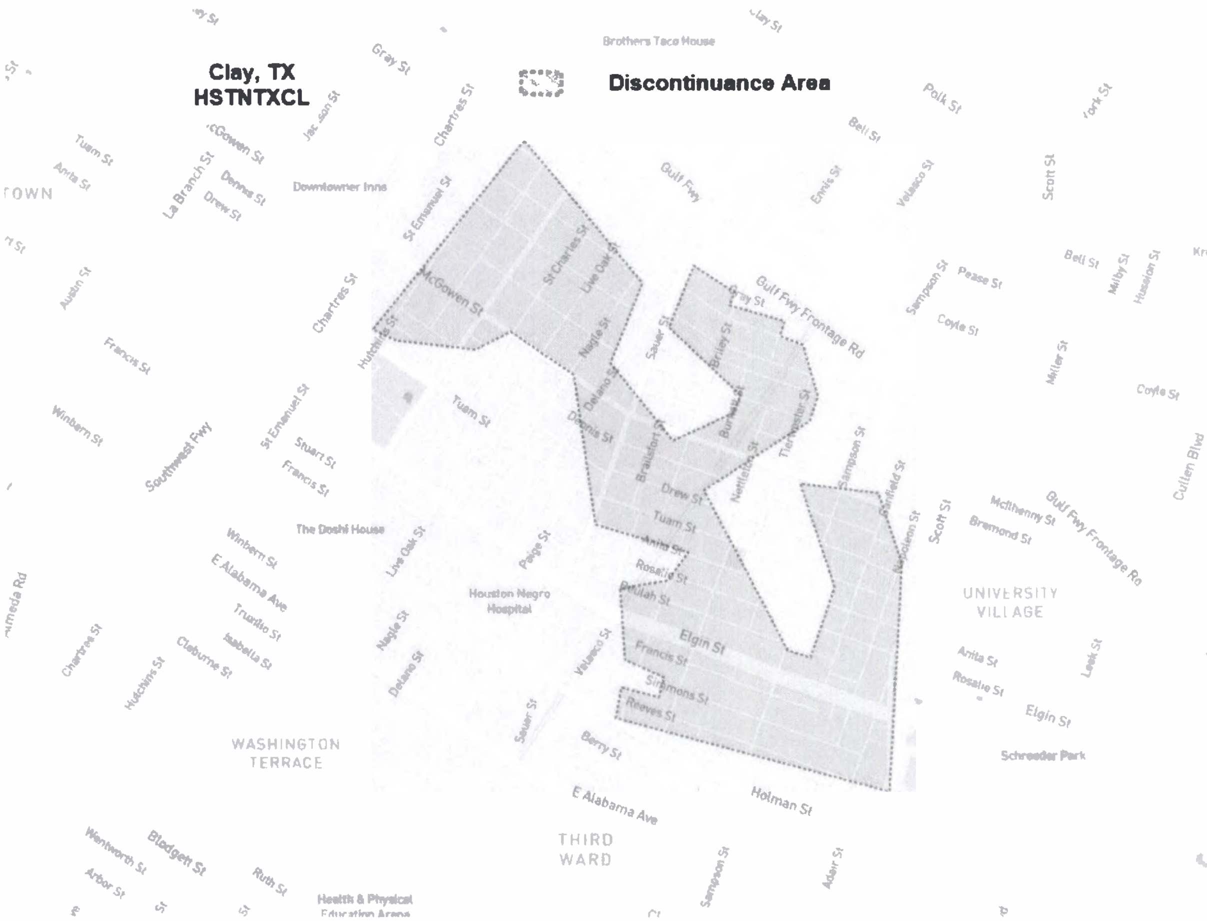

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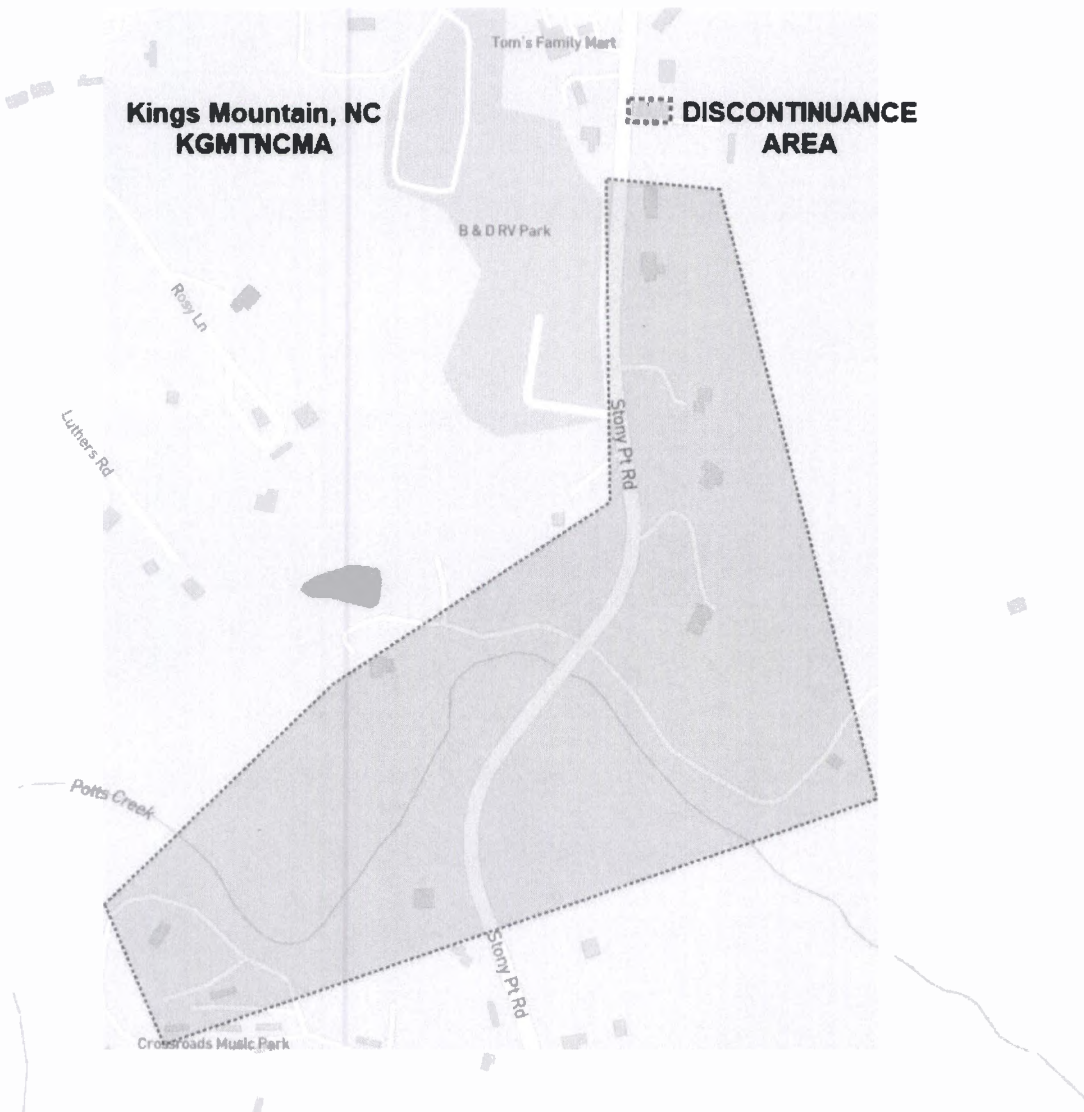

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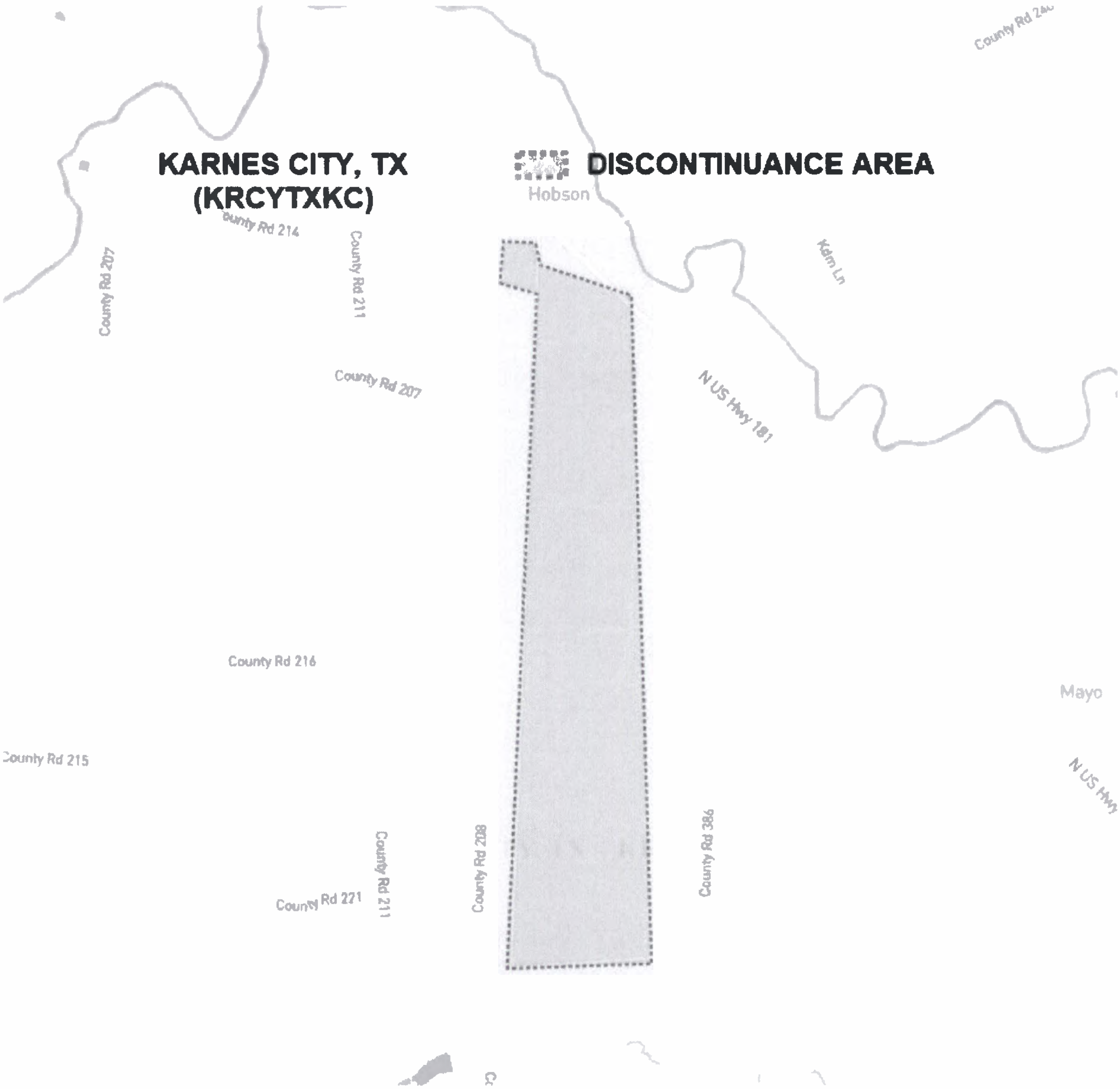

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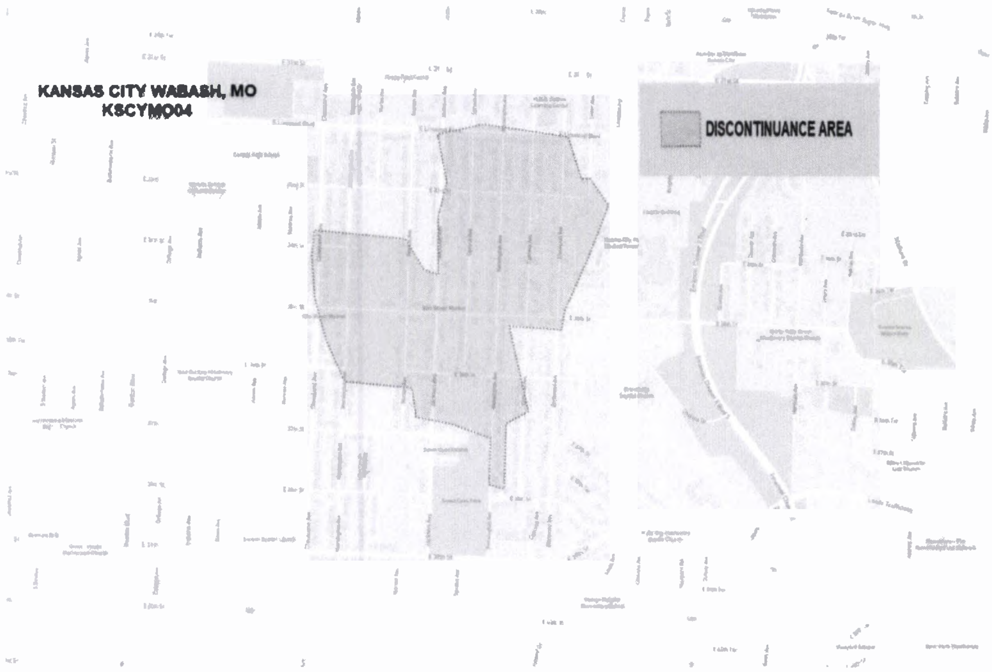


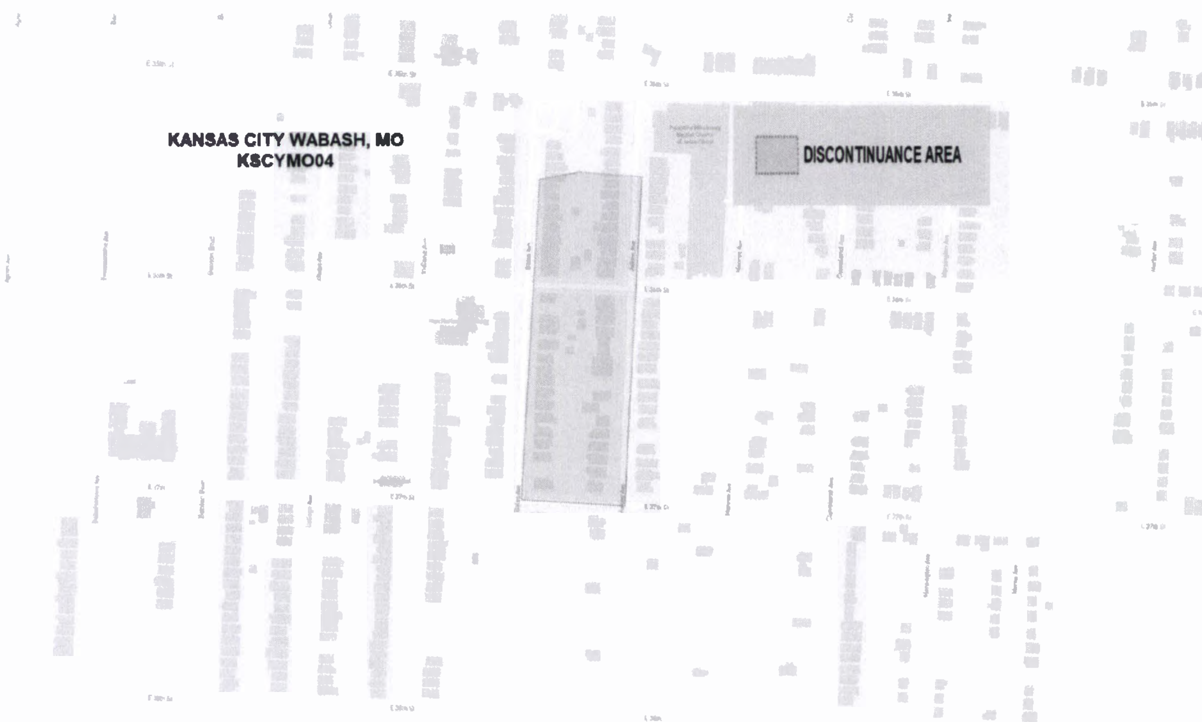

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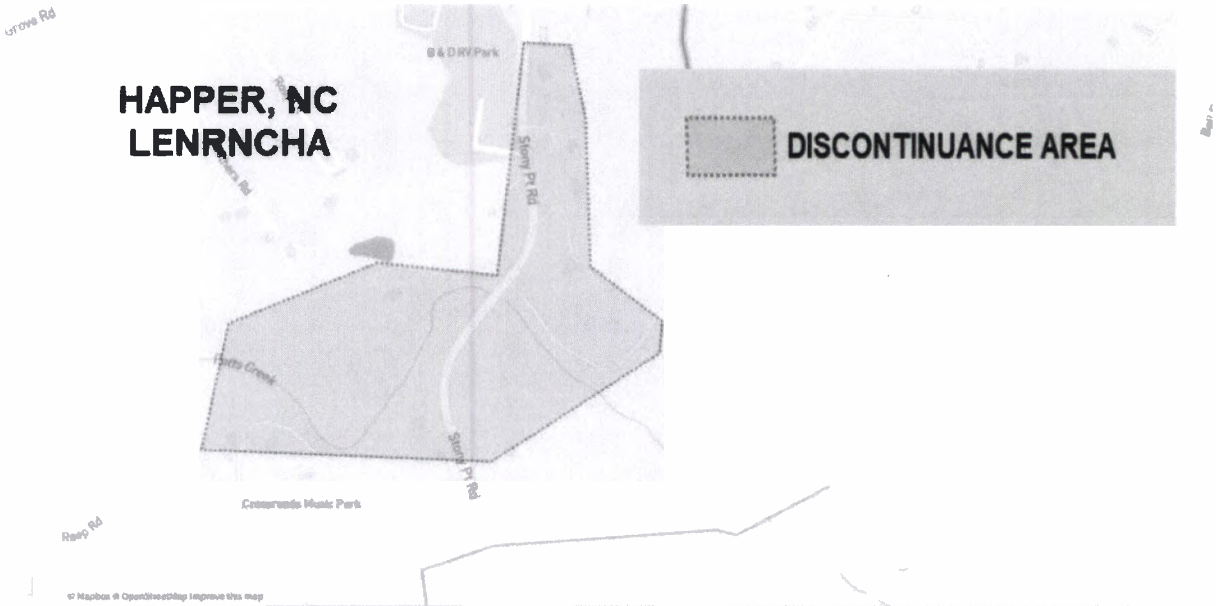

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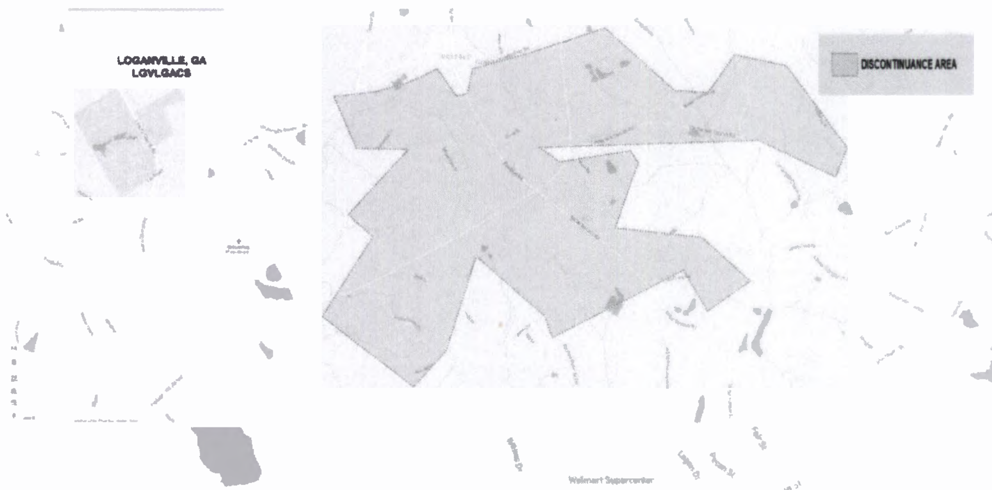
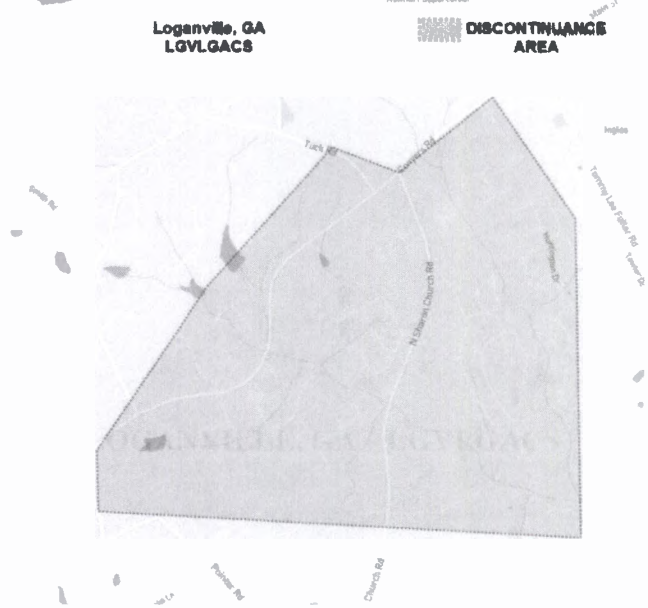
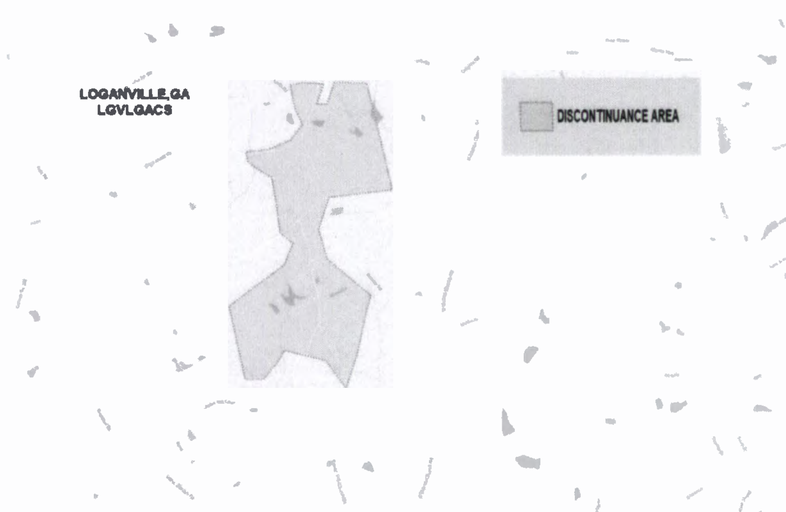


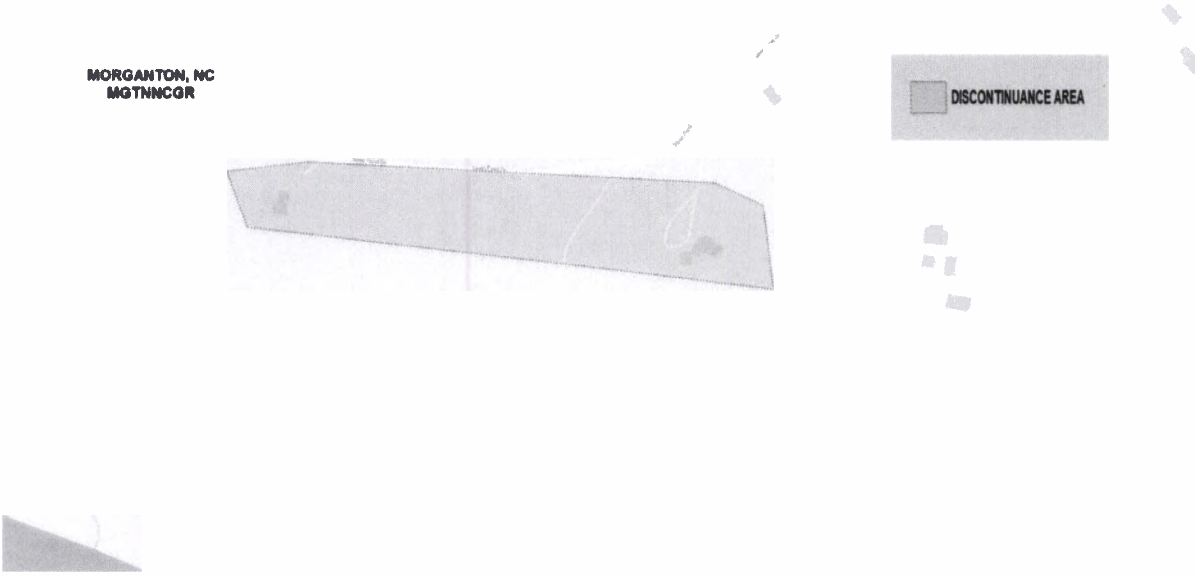



## MARYVILLE, TN – MAVLTNMA

# MADISON, MS – MDSNMSES

# MORGANTON, NC – MGTNNCGR



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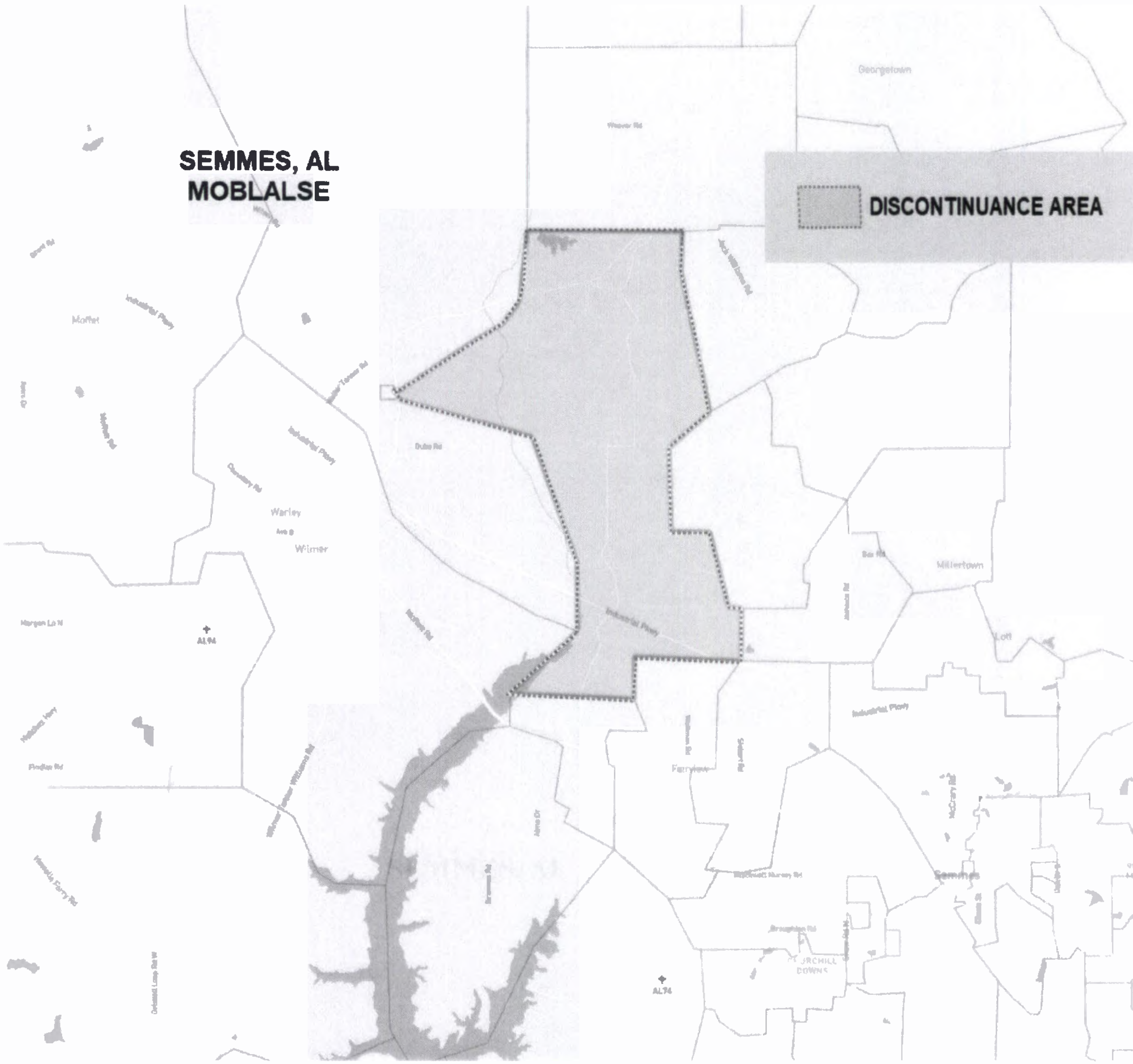

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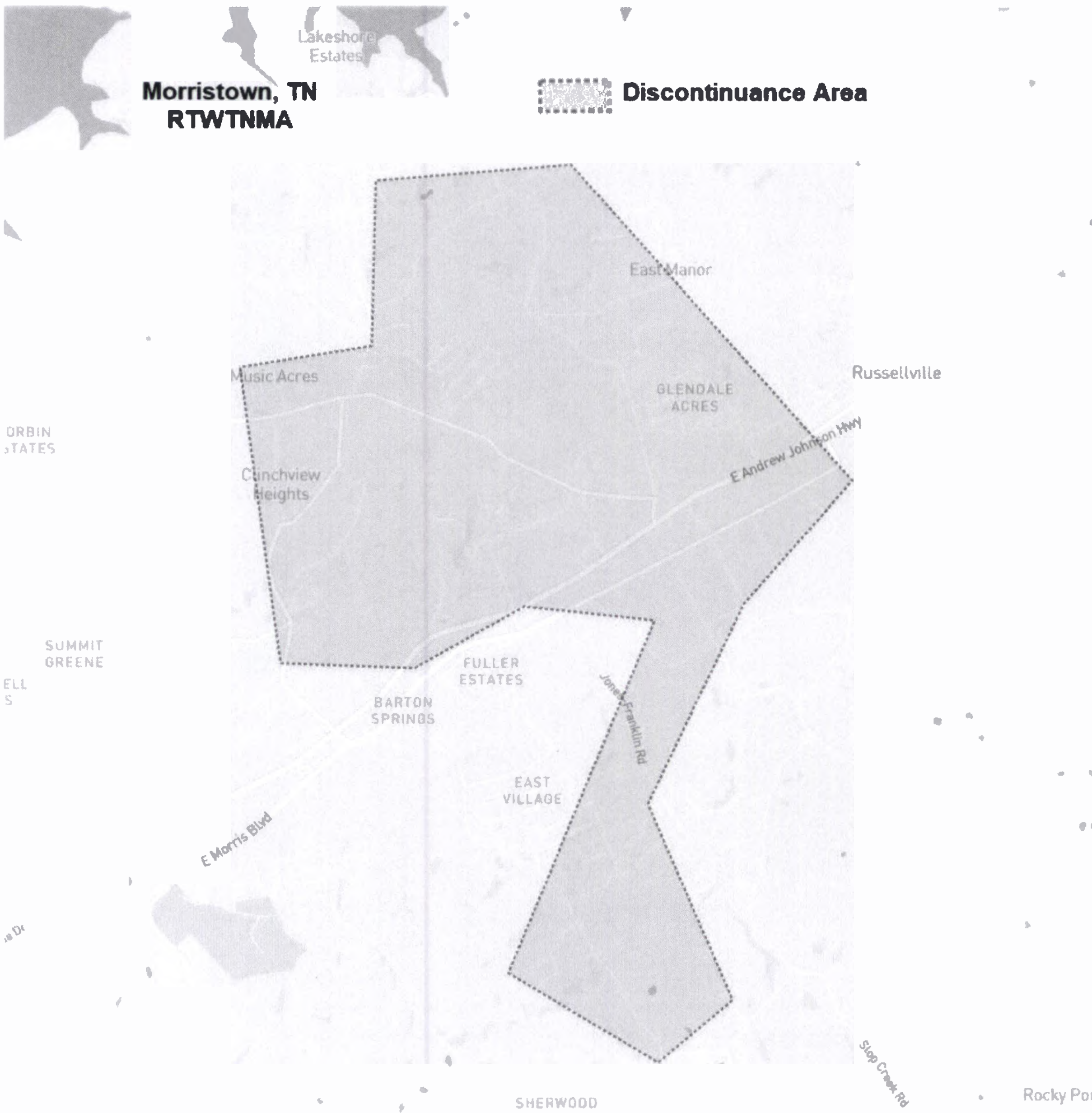

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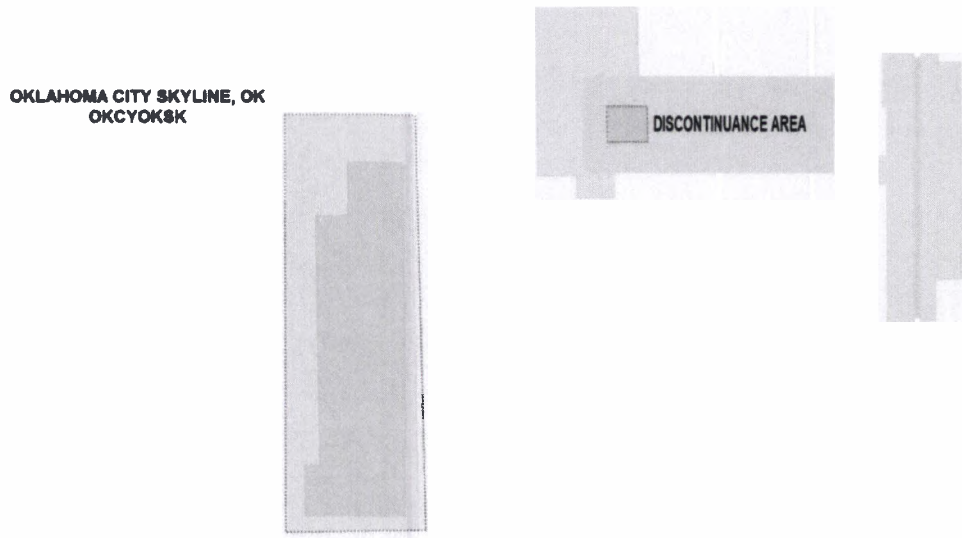
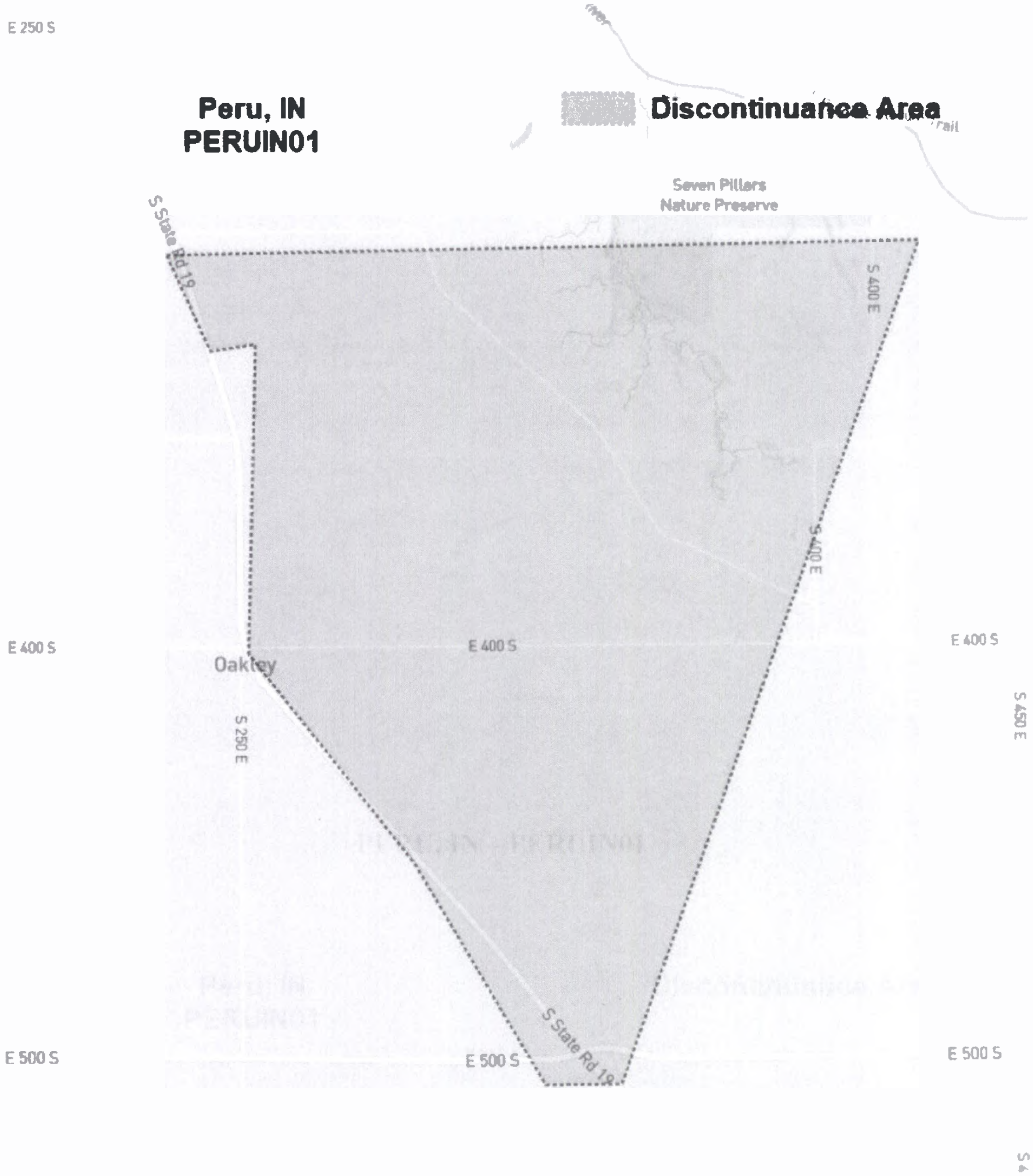
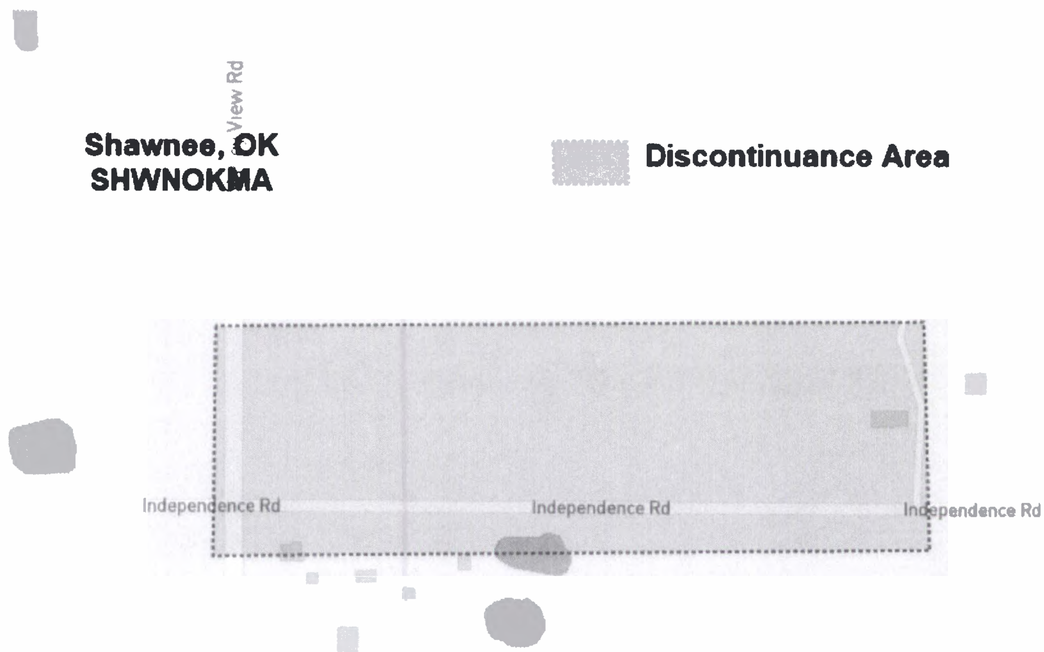


**PERU, IN – PERUIN01**



**SHOWNEE, OK – SHWNOKMA**



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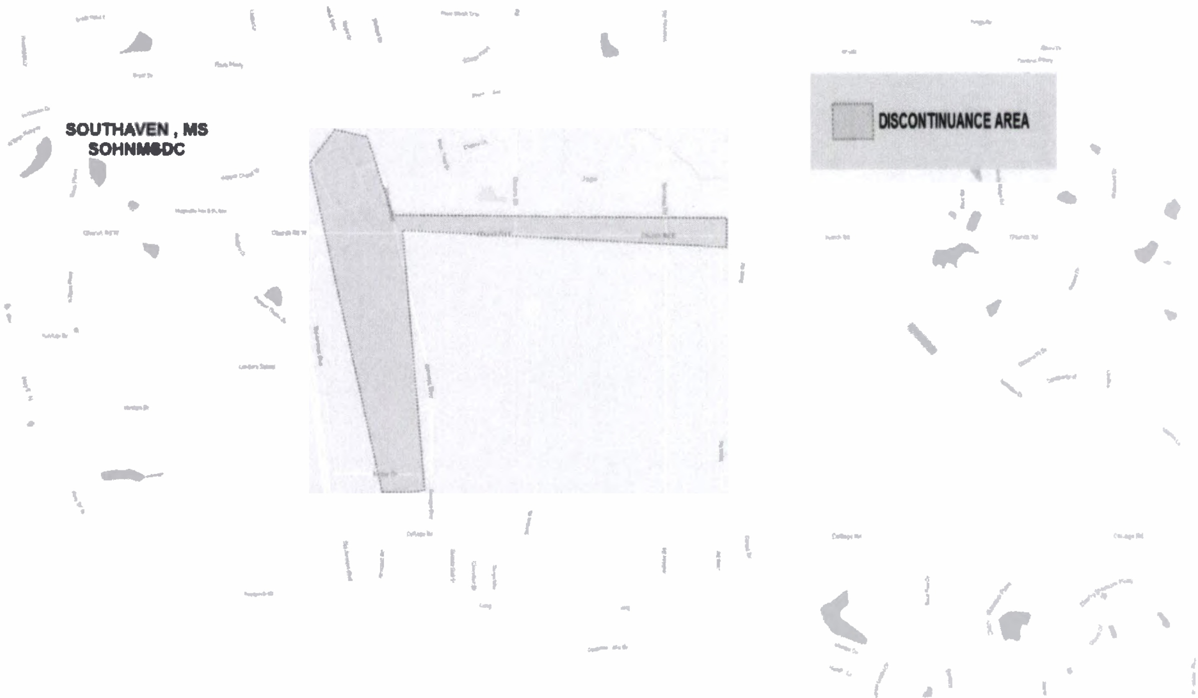

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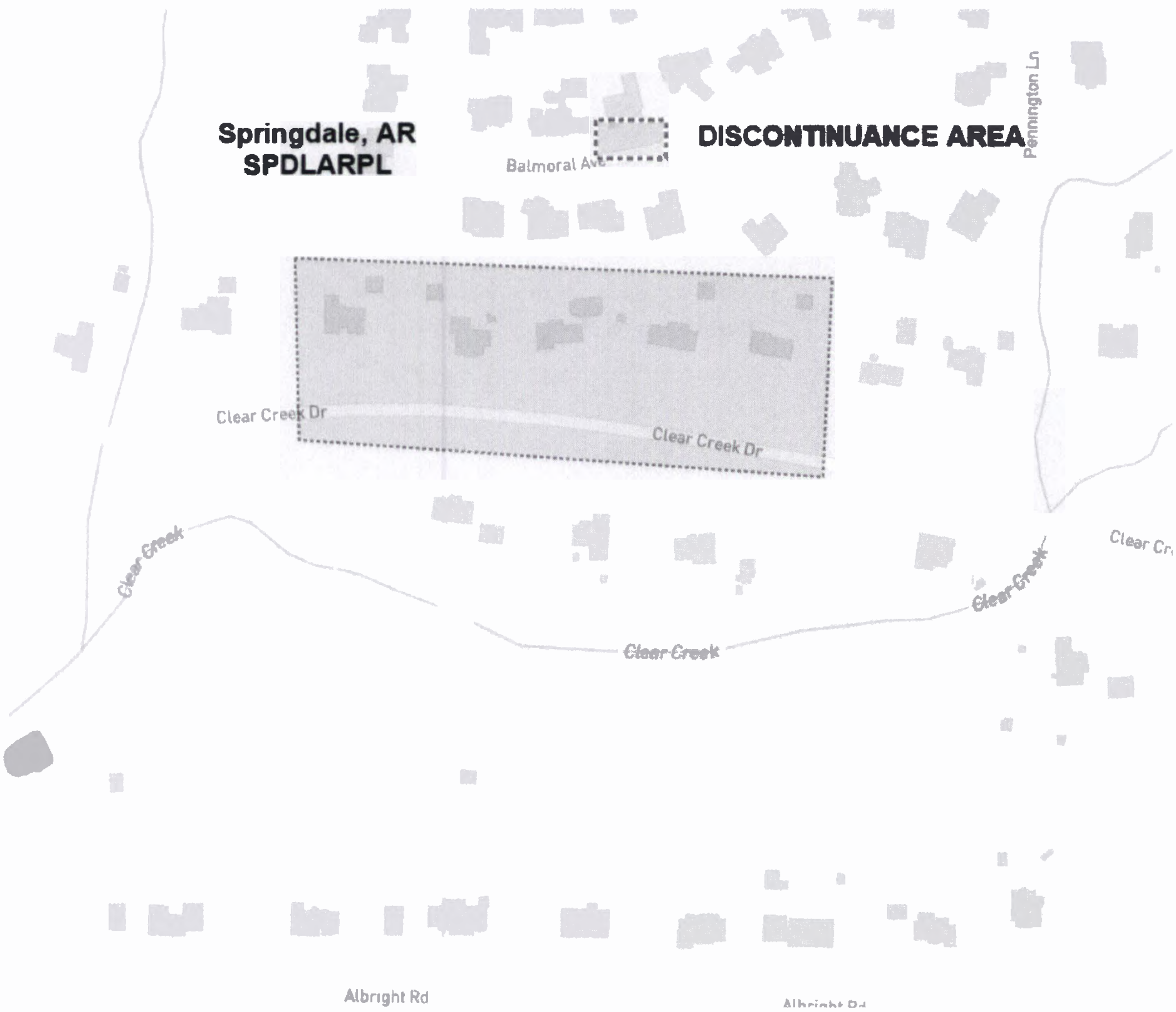

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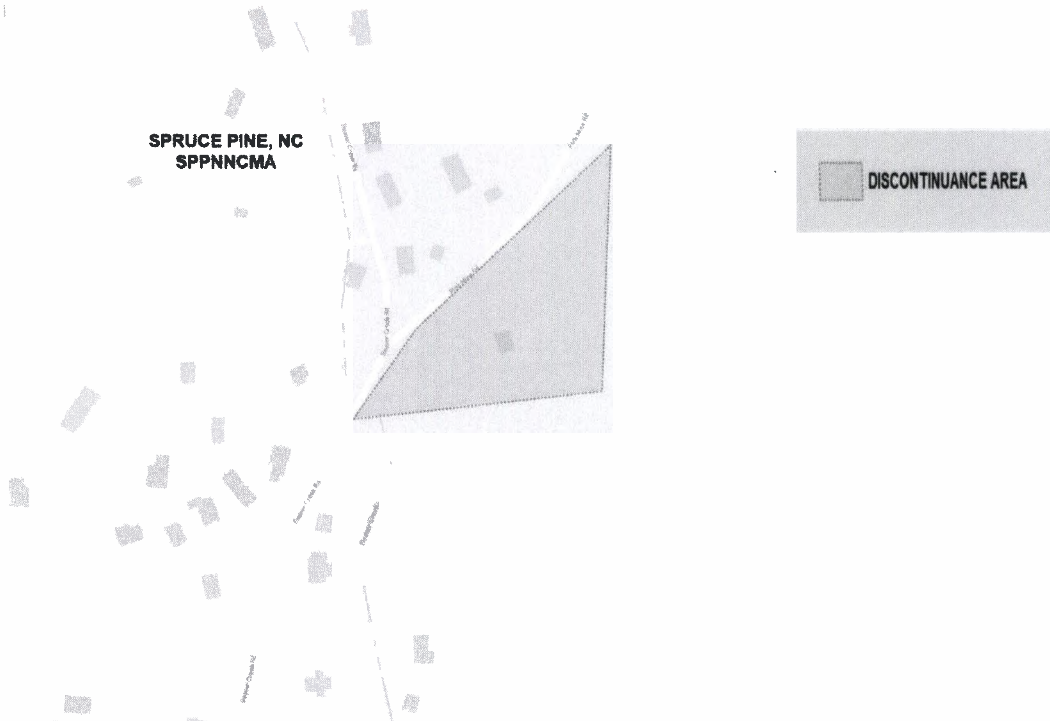
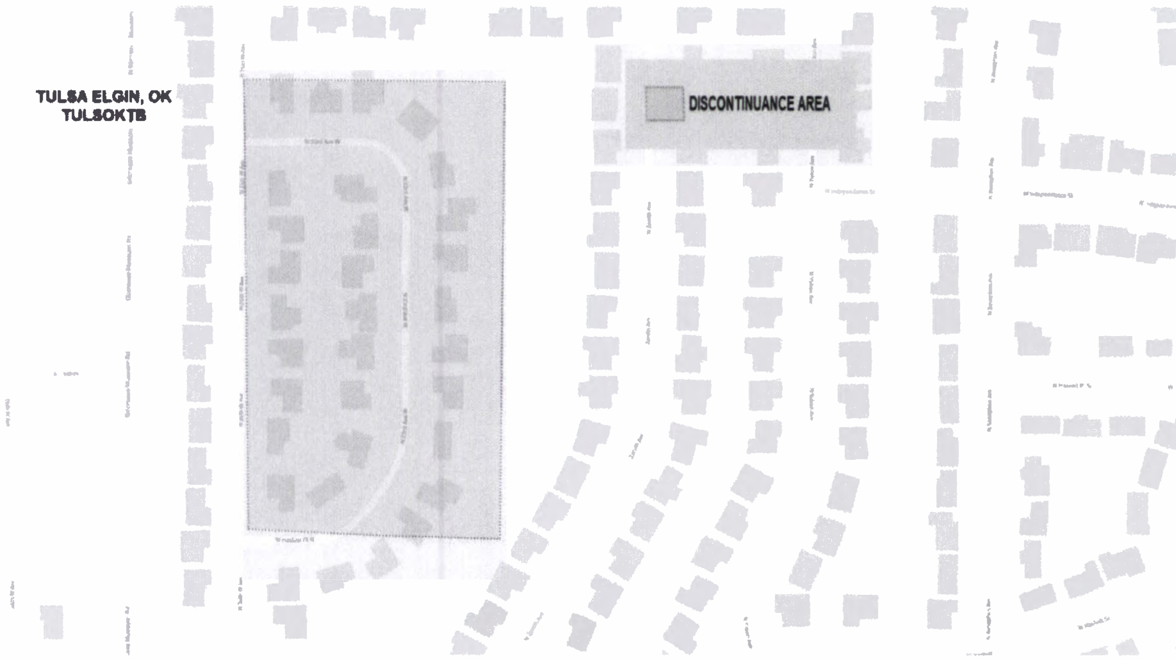
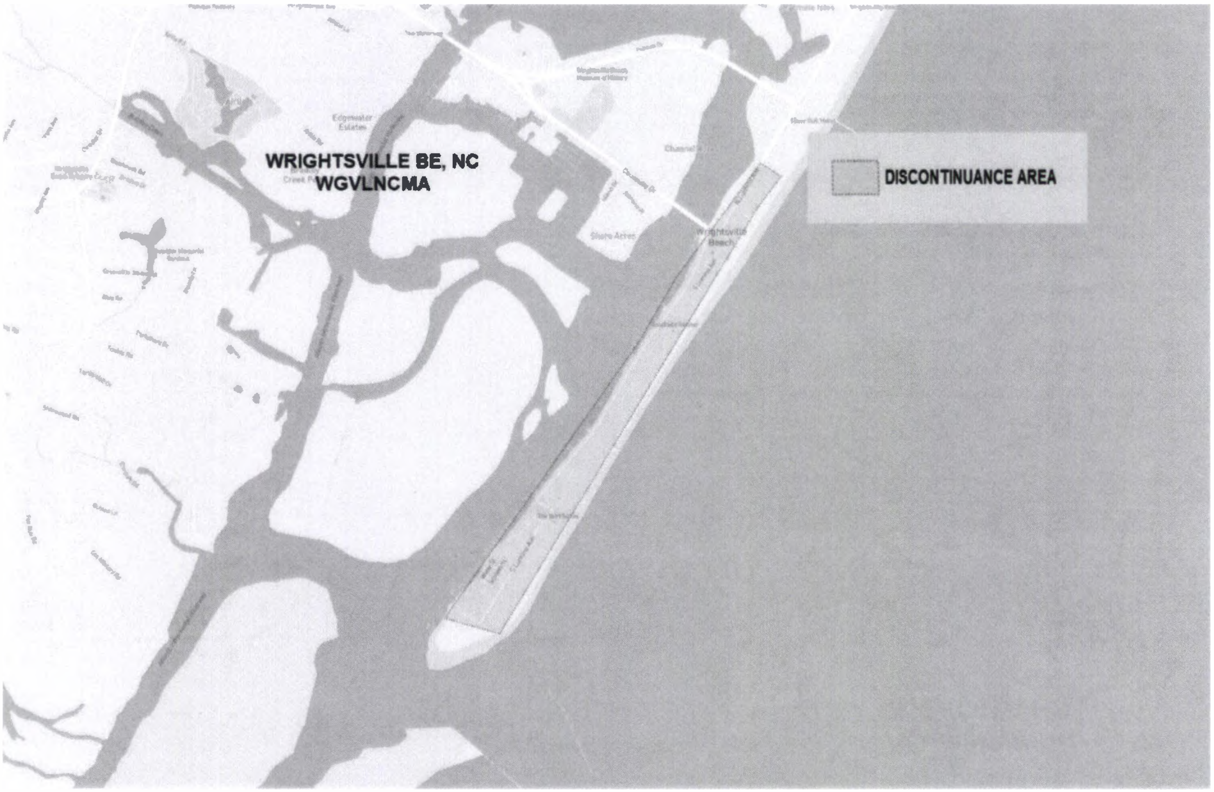


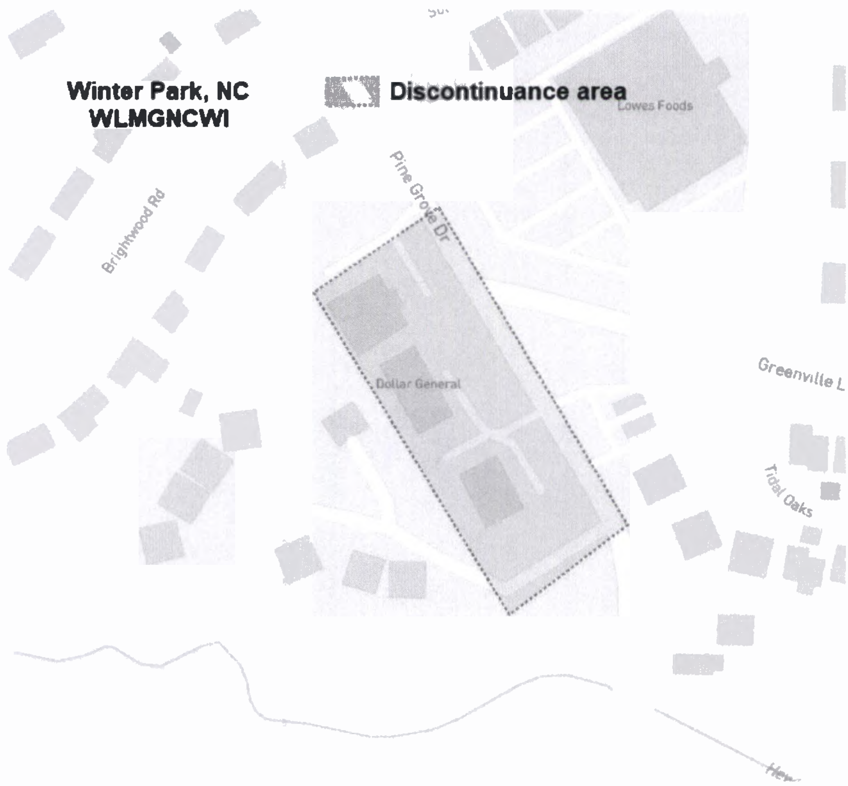
# TULSA ELGIN, OK – TULSOKTB

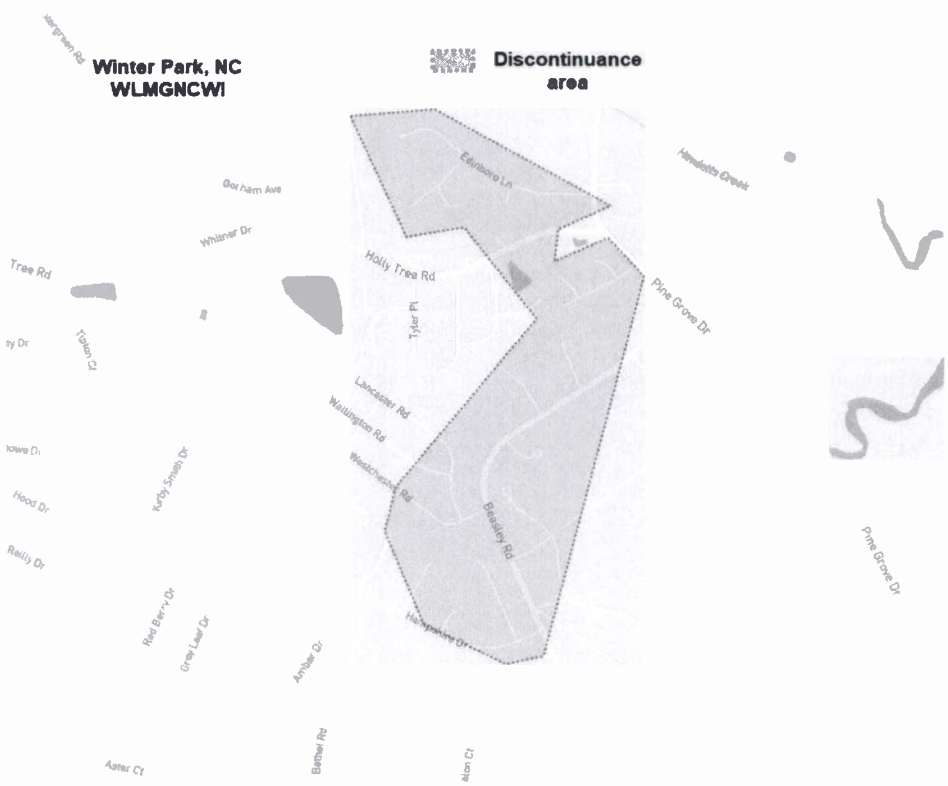


## WRIGHTSVILLE BE, NC – WGVLNCMA



# WINTER PARK, NC – WLMGNCWI



# Exhibit 2

Phone number ending in: [redacted]

[redacted]

## Important Update About Your AT&T Home Phone Service

May 19, 2026

**Hi** [redacted]

At AT&T, we are always looking for ways to improve your experience and bring you the best products in the industry. That's why we're upgrading home phone service in your area to a new, enhanced solution that's **reliable and cost-effective.**

Our upgraded service (AT&T Phone – Advanced) supports your essential needs, including phone calls, fax machines, alarms, medical monitoring, and 911 access, using advanced technology for a seamless experience.

As part of this upgrade, the AT&T Residential Local Service[1] plan you're currently using will be discontinued on or after **September 12, 2026**, pending regulatory approval. We know how important it is for our customers to keep their current phone number and stay connected. We're here to make the transition easy for you.

**To keep your phone number and ensure uninterrupted service**, you have the option to transition to:

- Our new AT&T Phone – Advanced, offering the latest in-home phone technology, or
- An AT&T Wireless plan, designed for flexibility and convenience

Our experts are available to assist you and answer any questions you may have. You can reach us **Monday through Friday, 8:00 AM – 8:00 PM CT, and Saturday, 9:00 AM – 7:00 PM CT**, at **800.288.2020**.

Thank you for being a valued customer. We look forward to serving you and providing a better and reliable experience.

AT&T
1 AT&T Way
Bedminster, NJ 07921-2693

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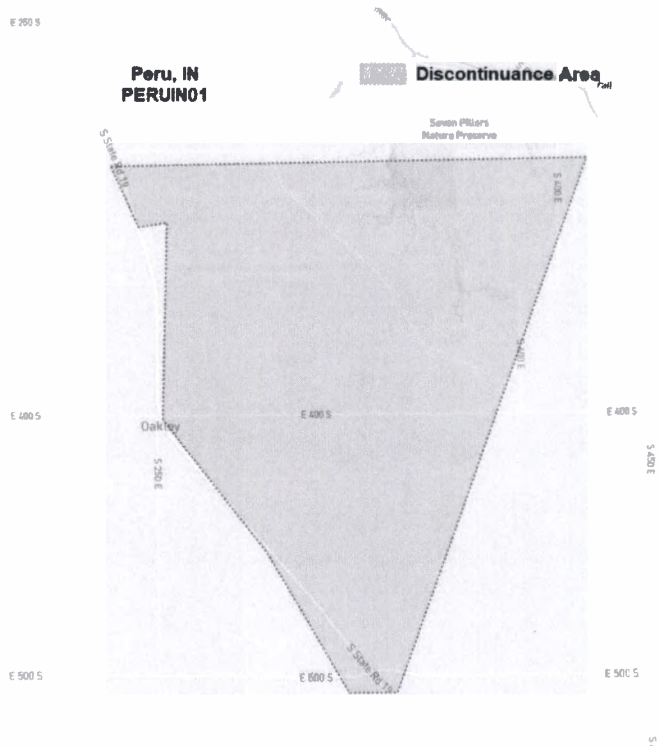
[1] In the areas impacted by this notice, AT&T Residential Local Service is provided by BellSouth Telecommunications, LLC, d/b/a AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee; Indiana Bell Telephone Company, LLC, d/b/a AT&T Indiana; and Southwestern Bell Telephone Company, LLC, d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas. AT&T is taking this action in portions of the following wire centers: ABRYTXGI, AHVLNCOH, ANDRIN01, BLTNIN01, CDWRKSLU, CHNYKSKI, CHRLNCBO, CLRMOKMA, DVSNNCPO, ELWDIN01, EURKKSEL, FAMTNCMA, FLRNSCMA, FRFTKYMA, HLSTKSTE, HLWDFLWH, HSTNTXCL, KGMTNCMA, KRCYTXKC, KSCYMO04, KSCYMO40, KSCYMO41, LENRNCHA, LGVLGACS, MAVLTNMA, MDSNMSES, MGTNNCGR, MOBLALSE, MRTWTNMA, NWTNKS05, OKCYOKSK, PERUIN01, SHWNOKMA, SOHNMSDC, SPDLARPL, SPPNNCMA, TULSOKTB, WGVLNCMA, and WLMGNCWI. A map showing the portion of the wire center relevant to your service is attached to this letter.




**We're required by the FCC to provide the following statement:**
The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the section 63.71 application of **BellSouth Telecommunications, LLC, d/b/a AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee; Indiana Bell Telephone Company, LLC, d/b/a AT&T Indiana; and Southwestern Bell Telephone Company, LLC, d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas.** Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.



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**Important Information Regarding AT&T Phone – Advanced (AP-A)**

***Lack of Line Power***
AT&T Phone – Advanced (AP-A) does not provide line power. However, in the event of a power outage, AP-A has a built-in, rechargeable battery backup that provides up to 24 hours of power on standby.

***Backup Power***

- *Capability to Accept Backup Power.* If there is an electrical power outage that affects the electricity in your home, your AP-A device will continue to function by using its built-in back-up battery.
- *Purchase and Replacement Information, Including Cost.* The AP-A device includes a 24-hour backup battery at no additional cost. If you would like to purchase an additional battery, you may do so through AT&T for $89 before sales tax.
- *Service Limitations with and without Backup Power.* The backup battery will power the AP-A device, but it will not power other equipment like medical and security-monitoring systems. During a power outage, customers should use the AP-A device sparingly to preserve battery life.

***Expected Backup Power Duration***
The internal backup battery will power the AP-A service for 24 hours on standby.

***Proper Usage and Storage Conditions, Including the Impact on Duration of Failing to Adhere to Proper Usage and Storage***
Since the backup battery is integrated into the AP-A device, it should be maintained under the same conditions as the device. The AP-A device should be used inside the home, keeping the internal temperature between 32 °F and 113 °F (0 °C and 45 °C). Storing the device at higher or lower temperatures could adversely impact the duration of backup power available from the battery.
***Subscriber Backup Power Self-Testing and -Monitoring Instructions***
The built-in backup battery is part of the AP-A device. No testing is necessary on the battery as long as the AP-A service is active.
***Backup Power Warranty Details***
The AP-A device carries a one-year warranty, which also covers the built-in backup battery.
***Security Responsibilities and Other Steps You May Take to Ensure Safe Use of AP-A***
As noted above, in the event of a power outage, AP-A has a built-in battery backup device that can provide power for up to 24 hours. However, if the device does not have electrical or battery power, then the AP-A service will not work, including emergency 911 service. The AP-A device should remain plugged in to an electrical power source for the service to continue working and to ensure that the battery remains fully charged.

Account Information
Phone number ending in: [redacted]

[redacted]

## Important Update About Your AT&T Phone Service

May 19, 2026

**Hi** [redacted]

At AT&T, we are always looking for ways to improve your experience and bring you the best products in the industry. That's why we're upgrading home phone service in your area to a new, enhanced solution that's **reliable and cost-effective.**

Our upgraded service (AT&T Phone – Advanced) supports your essential needs, including phone calls, fax machines, alarms, medical monitoring, and 911 access, using advanced technology for a seamless experience.

As part of this upgrade, the AT&T Phone Service[1] plan you're currently using will be discontinued on or after **September 12, 2026**, pending regulatory approval. We know how important it is for our customers to keep their current phone number and stay connected. We're here to make the transition easy for you.

**To keep your phone number and ensure uninterrupted service**, you have the option to transition to:

- Our new AT&T Phone – Advanced, offering the latest in-home phone technology, or
- An AT&T Wireless plan, designed for flexibility and convenience

Our experts are available to assist you and answer any questions you may have. You can reach us **Monday through Friday, 8:00 AM – 8:00 PM CT, and Saturday, 9:00 AM – 7:00 PM CT**, at **800.288.2020**.

Thank you for being a valued customer. We look forward to serving you and providing a better and reliable experience.

AT&T
1 AT&T Way
Bedminster, NJ 07921-2693

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AT&T Business

June 9, 2026

[redacted]

**<u>Important Notice About Your AT&T Business Local Exchange Access Line Service</u>**

Thanks for being a valued customer. We want to provide you with an update about your AT&T Business Local Exchange Access Line Service[1]. At AT&T, we are always looking for ways to improve your experience and bring you the best products in the industry.

As part of upcoming road construction in your area, the AT&T Business Local Exchange Access Line Service you're currently using will be disconnected on or after **September 12, 2026.**

Good news is that we've upgraded business phone service in your area to a new, enhanced solution that's **reliable and cost-effective.** Our upgraded service (AT&T Phone Business – Advanced) supports your essential needs, including phone calls, fax machines, alarms, medical monitoring, and 911 access, using advanced technology for a seamless experience.

**To keep your phone number and ensure uninterrupted service**, you have the option to transition to:

- Our new AT&T Phone Business – Advanced, offering the latest in-home phone technology, or
- An AT&T Wireless plan, designed for flexibility and convenience

We're ready to provide support when and how you need it. To answer any questions, you may have and get the migration started, please give your Account Manager a call or contact us **Monday through Friday, 7:00 AM – 7:00 PM CT at 855-235-0900 for help.**

Also, take a look at https://www.business.att.com for more information.

We know you have a lot of choices in service providers, so thank you for continuing to choose AT&T.

Thank you,
AT&T Business
Dallas, TX 75202

**Service Addresses in Areas Impacted by this Notice:**

| SERVICE ADDRESS | CITY | STATE | ZIP |
|---|---|---|---|
| [redacted] | [redacted] | [redacted] | [redacted] |

[1] In the areas impacted by this notice, AT&T Business Local Exchange Access Line Service is provided by BellSouth Telecommunications, LLC, d/b/a AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee; Indiana Bell Telephone Company, LLC, d/b/a AT&T Indiana; and Southwestern Bell Telephone Company, LLC, d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas. AT&T is taking this action in portions of the following wire centers: ABRYTXGI, AHVLNCOH, ANDRIN01, BLTNIN01, CDWRKSLU, CHNYKSKI, CHRLNCBO, CLRMOKMA, DVSNNCPO, ELWDIN01, EURKKSEL, FAMTNCMA, FLRNSCMA, FRFTKYMA, HLSTKSTE, HLWDFLWH, HSTNTXCL, KGMTNCMA, KRCYTXKC, KSCYMO04, KSCYMO40, KSCYMO41, LENRNCHA, LGVLGACS, MAVLTNMA, MDSNMSES, MGTNNCGR, MOBLALSE, MRTWTNMA, NWTNKS05, OKCYOKSK, PERUIN01, SHWNOKMA, SOHNMSDC, SPDLARPL, SPPNNCMA, TULSOKTB, WGVLNCMA, and WLMGNCWI. A map showing the portion of the wire center relevant to your service is attached to this letter.

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