Ola Oyefusi
Director – Federal Regulatory

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July 1, 2016

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Via Electronic Submission

Ex parte

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Portals II, Room TW-A325
Washington, DC 20554

Re: *Technology Transitions,* GN Docket No. 13-5*; AT&T Petition to Launch a Proceeding Concerning the TDM-to-IP Transition,* GN Docket No. 12-353

Dear Ms. Dortch:

Please find attached two documents, which are AT&T's reports to the Commission on the AT&T Wire Center Trials in Carbon Hill, AL and West Delray Beach, FL[1] (the Reports).[2] These Reports cover the fourth quarter, 2015 (Attachment 1) and the first quarter, 2016 (Attachment 2), and provide the public with information about the transition to modern communications services by consumers and businesses located in the trial communities.

Here are a few highlights from the Reports.

- The voluntary consumer migrations continue the upward trend in the fourth quarter 2015 and first quarter 2016. For example, in the fourth quarter, the report shows the largest quarterly migration of consumers at the Kings Point wire center in the West Del Ray Beach area (990 migrations to U-Verse and wireless combined) since the trials started. Also, migrations to alternative services (i.e. U-Verse and wireless) increased by 44% in the first quarter 2016 compared to first quarter 2015.

[1] *See* AT&T Wire Center Trial Proposal, Wire Center Operating Plan at 53-55, Technology Transitions, GN Docket No. 13-5: *AT&T Petition to Launch a Proceeding Concerning the TDM-to-IP Transition,* GN Docket No. 12-353, (Feb. 27, 2014)

[2] The Reports contain highly confidential information entitled to protection pursuant to the terms of the Protective Order and Second Protective Order in these dockets. *Technology Transitions, AT&T Petition to Launch a Proceeding Concerning the TDM-to-IP Transition*, GN Docket Nos. 13-5, 12-353, Protective Order, DA 14-272 (rel. Feb. 27, 2014); *Technology Transitions, AT&T Petition to Launch a Proceeding Concerning the TDM-to-IP Transition*, GN Docket Nos. 13-5, 12-353, Second Protective Order, DA 14-273 (rel. Feb. 27, 2014).

- Starting with first quarter 2016, AT&T began to offer three-to-six line U-verse voice service thus increasing the number of addressable small business accounts in the trial areas.

- Also, to understand the small business migrations discussed in prior reports, AT&T conducted face-to-face marketing surveys in the first quarter 2016. The result of this campaign are being reviewed to determine how to effectively target this customer segment.

- AT&T continues to conduct community outreach as we promised when the trial started. In the fourth quarter 2015, there were four events in Carbon Hill, AL and 12 events in West Del Ray Beach area in Florida. And by the first quarter 2016, AT&T conducted seven events in Carbon Hill, Alabama and nine events in West Del Ray Beach Florida.

- The percentage of TDM-based customers in the trial wire centers that transitioned to a IP service since trial inception on May 2014 through December 2015 for 4Q15, or through March 2016 for 1Q16 can be summarized as follows:

Carbon Hill, AL

	% Change From Baseline[3]	
	4Q15	**1Q16**
Consumer IP accounts (Slide 4)	59%	61%
Consumer TDM accounts (Slide 4)	-27%	-32%
Simple Business IP accounts (Slide 6)	30%	39%
Simple Business TDM accounts (Slide 6)	-19%	-20%

West Delray Beach, FL

	% Change From Baseline	
	4Q15	**1Q16**
Consumer IP accounts (Slide 5)	43%	50%
Consumer TDM accounts (Slide 5)	-28%	-32%
Simple Business IP accounts (Slide 7)	26%	36%
Simple Business TDM accounts (Slide 7)	-12%	-18%

[3] The baseline dates are as follows: May 31, 2014 for consumer accounts and September 30, 2014 for simple business accounts.

As indicated above, certain information in the attached documents have been clearly marked as highly confidential information and are entitled to protection pursuant to the terms of the Protective Order and Second Protective Order in the referenced dockets.

Please do not hesitate to contact me with any questions regarding this matter.

Sincerely,
/s/ Ola Oyefusi

ATTACHMENTS

cc:

D. Kahn
J. Castle
C. Lee
P. Saharko
M. Berlove
H. Hendrickson

Attachment 1

AT&T Wire Center Trials:

Data Collection and Reporting for 4th Quarter, 2015

July 1, 2016

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Transition Progress Report

Description: Consumer and business customer activity transitioning from legacy TDM to IP service offerings within the trial wire centers

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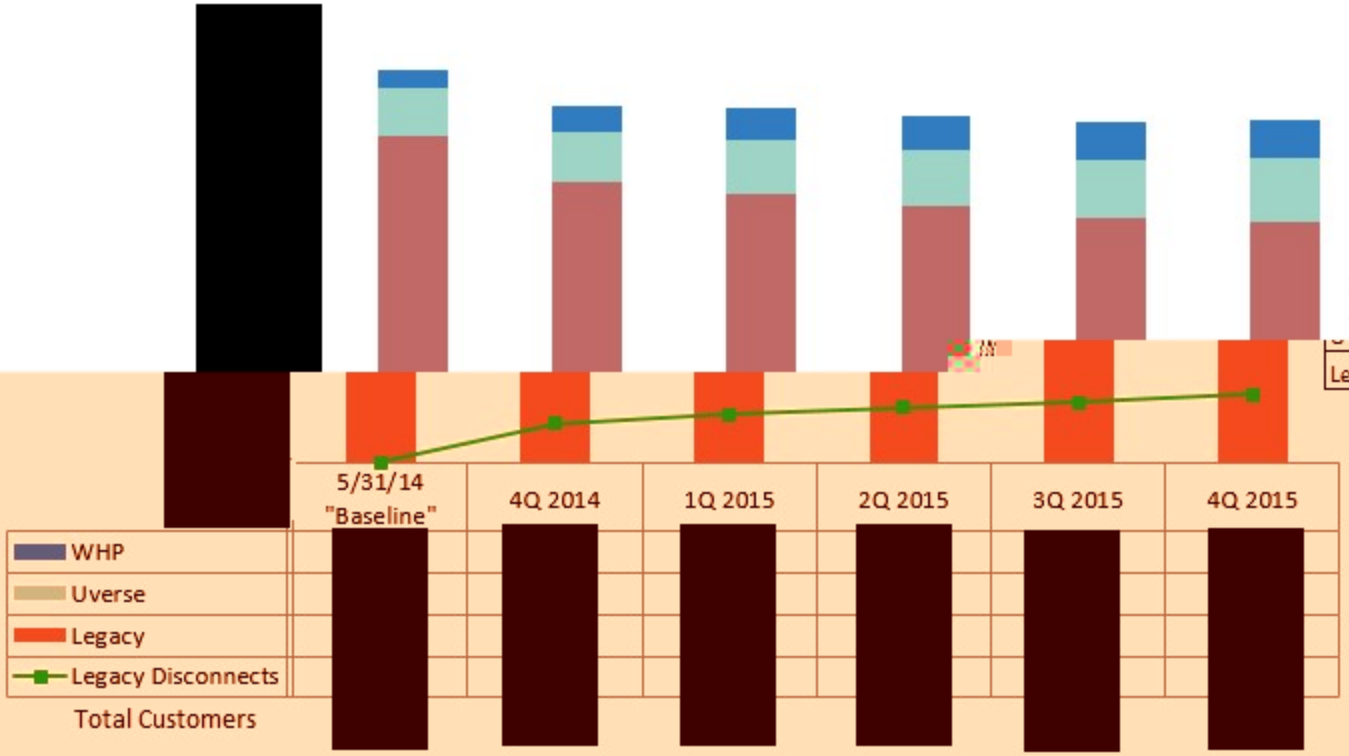
Consumer Service Transition Report – Carbon Hill, AL



	% Change from Prior Quarter	% change from Baseline
WHP	2%	124%
U-Verse	10%	35%
Legacy	-2%	-27%

Legend

WHP	Wireless Home Phone and Wireless Home Phone with Internet - This is the number of new consumer WHP accounts and former legacy customers who have migrated to WHP.
U-verse	U-verse Voice and Internet or U-verse Voice, Internet and Video - This is the number of new consumer U-verse accounts and former legacy customers who have migrated their TDM service(s) to U-verse.
Legacy	TDM POTS and DSL - This is the number of legacy customer service accounts and includes both baseline (*i.e.*, pre-existing) and any newly established accounts.
Legacy Disconnects	TDM POTS and DSL baseline disconnects - This is the number of customer legacy accounts that disconnected service and did not select one of AT&T's IP replacement services.

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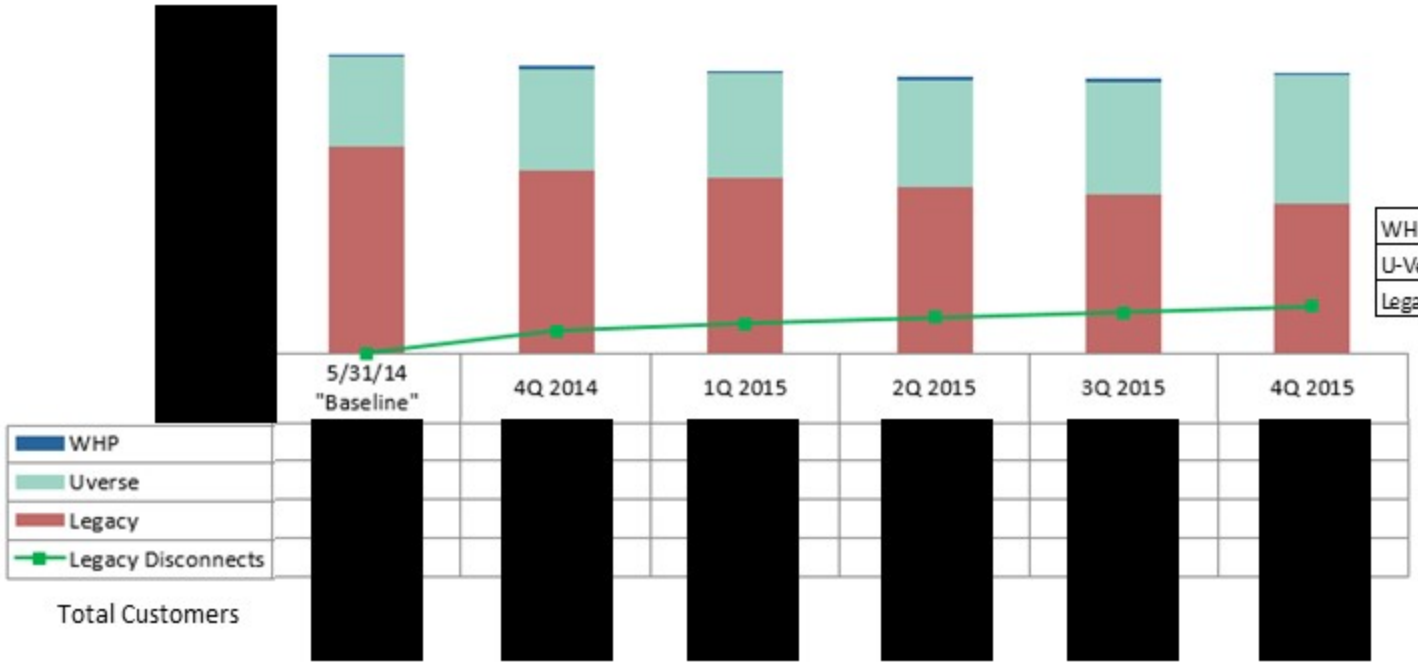
Consumer Service Transition Report – Kings Point, FL



	% Change from Prior Quarter	% change from Baseline
WHP	2%	6%
U-Verse	14%	44%
Legacy	-6%	-28%

Legend

WHP	Wireless Home Phone and Wireless Home Phone with Internet - This is the number of new consumer WHP accounts and former legacy customers who have migrated to WHP.
U-verse	U-verse Voice and Internet or U-verse Voice, Internet and Video - This is the number of new consumer U-verse accounts and former legacy customers who have migrated their TDM service(s) to U-verse.
Legacy	TDM POTS and DSL - This is the number of legacy customer service accounts and includes both baseline (*i.e.*, pre-existing) and any newly established accounts.
Legacy Disconnects	TDM POTS and DSL baseline disconnects - This is the number of customer legacy accounts that disconnected service and did not select one of AT&T's IP replacement services.

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Simple Business Service Transition Report

Carbon Hill, Al (business accounts with less than 7 lines)

	% Change from Prior Quarter	% change from Baseline
WHP	15%	-6%
U-Verse	7%	114%
Legacy	7%	-19%

Legend

WHP	Wireless Home Phone and Wireless Home Phone with Internet - This is the number of new business accounts and former legacy customers who have migrated to WHP.
U-verse	U-verse Voice - This is the number of new business U-verse accounts and former legacy customers who have migrated their TDM service(s) to U-verse.
Simple Legacy	TDM POTS (<7 lines) and DSL - This is the number of customer Legacy accounts and include both new and "Baseline"
Legacy Disconnects	TDM POTS and DSL baseline disconnects - This is the number of customer legacy accounts that disconnected service and did not select one of AT&T's IP replacement services.

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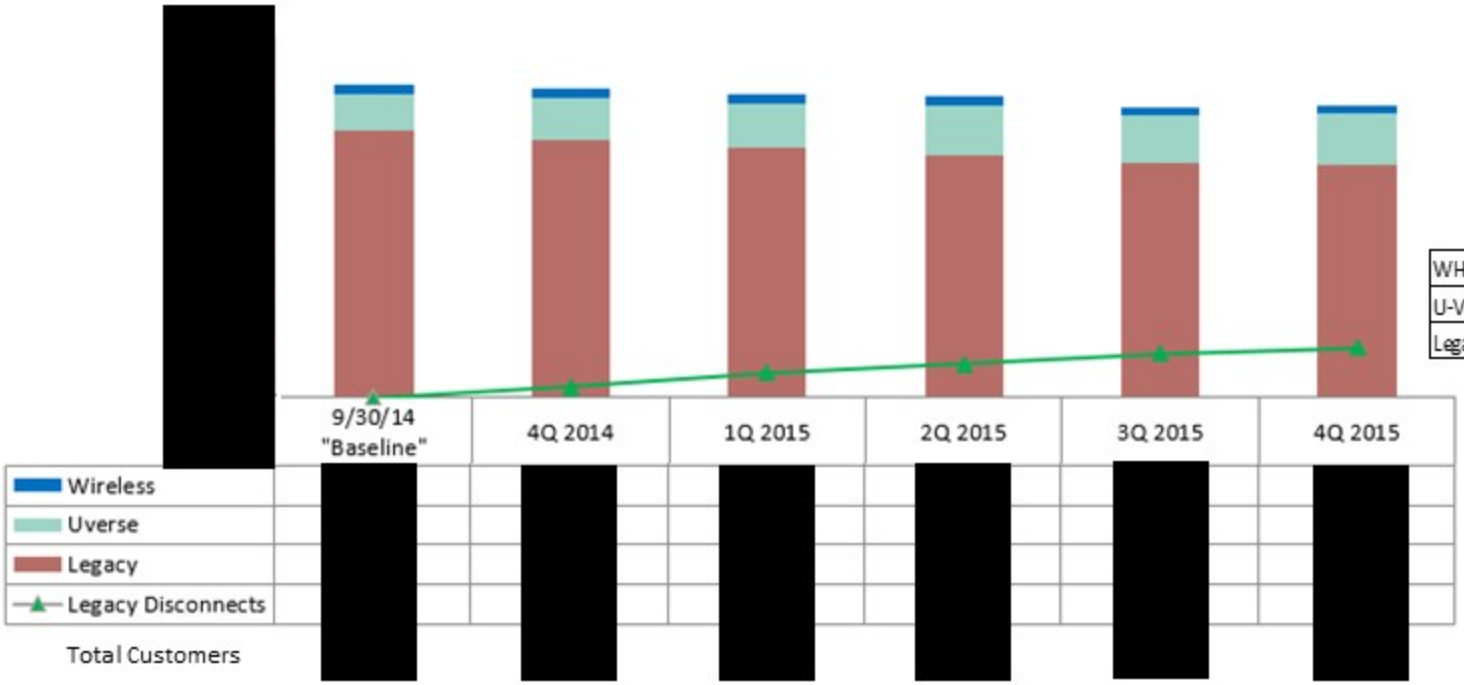
Simple Business Service Transition Report

Kings Point, FL (business accounts with less than 7 lines)



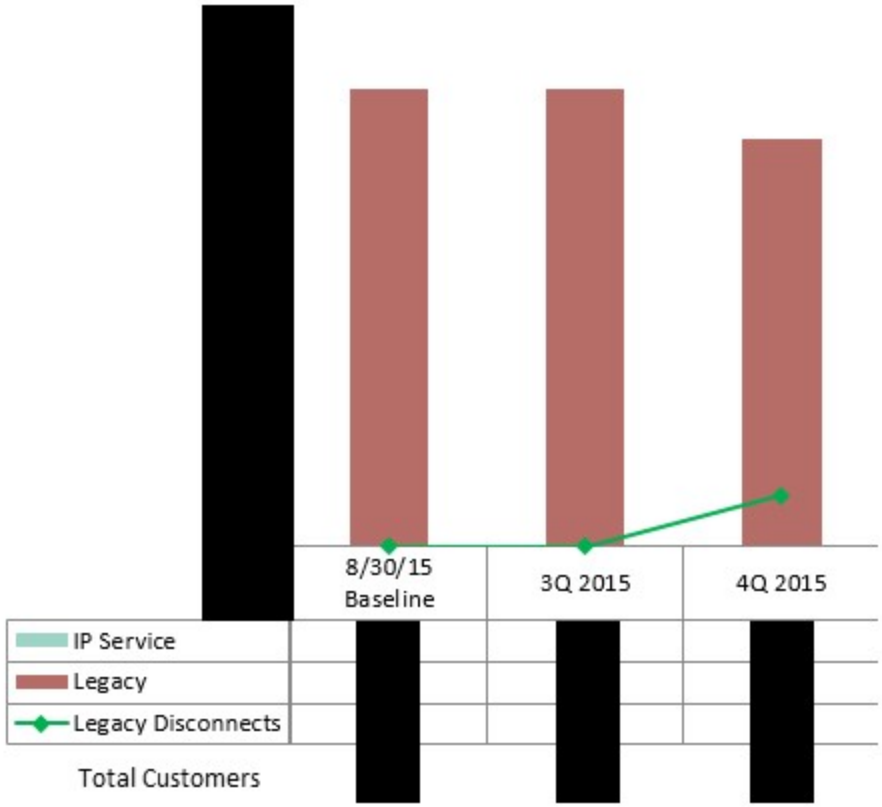
	% Change from Prior Quarter	% change from Baseline
WHP	0%	-21%
U-Verse	7%	38%
Legacy	-1%	-12%

Legend

WHP	Wireless Home Phone and Wireless Home Phone with Internet - This is the number of new business accounts and former legacy customers who have migrated to WHP.
U-verse	U-verse Voice - This is the number of new business U-verse accounts and former legacy customers who have migrated their TDM service(s) to U-verse.
Simple Legacy	TDM POTS (<7 lines) and DSL - This is the number of customer Legacy accounts and include both new and "Baseline"
Legacy Disconnects	TDM POTS and DSL baseline disconnects - This is the number of customer legacy accounts that disconnected service and did not select one of AT&T's IP replacement services.

Complex Business Service Transition Report

Carbon Hill, Al (business accounts with 7 or more lines or enterprise services)



	% Change from Prior Quarter	% change from Baseline
IP Service	0%	0%
Legacy	-11%	-11%

Legend

Complex IP Service	This is the number of new business IP accounts and former legacy customers who have migrated their TDM service(s) to IP products, such as AVPN, IP Flexible Reach and AT&T Switched Ethernet.
Complex Legacy	This is the number of customer Legacy accounts and includes both new and "Baseline." See slide 37 for product list.
Legacy Disconnects	Complex Legacy Baseline Disconnects - This is the number of customer Legacy "Baseline" Disconnects for Wire Center Trial Tracking

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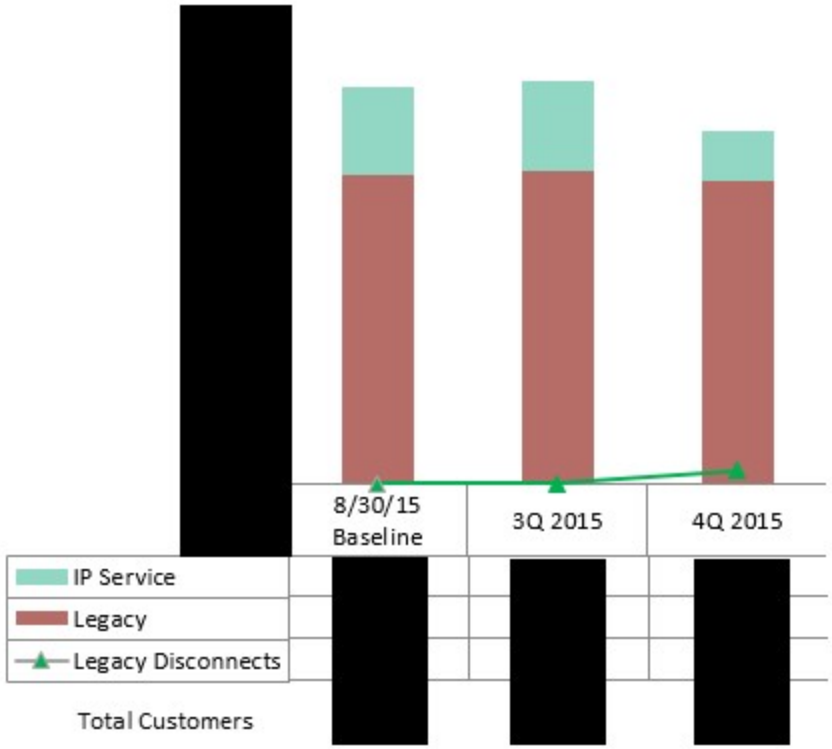
Complex Business Service Transition Report

Kings Point, FL (business accounts with 7 or more lines or enterprise services)



	% Change from Prior Quarter	% change from Baseline
IP Service	-45%	-43%
Legacy	-3%	-2%

Legend

Complex IP Service	This is the number of new business IP accounts and former legacy customers who have migrated their TDM service(s) to IP products: AVPN, IP Flexible Reach, ASE.
Complex Legacy	This is the number of customer Legacy accounts and includes both new and "Baseline". See slide 37 for product list.
Legacy Disconnects	Complex Legacy Baseline Disconnects - This is the number of customer Legacy "Baseline" Disconnects for Wire Center Trial Tracking

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Customer Migration Plans and Issues

Description: A summary of trial-specific service migration plans and how customers are responding.

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Consumer Account Migration Plans and Issues

Sales and Marketing Initiatives

Migrations to AT&T IP products and services increased overall in the 4th Quarter.

- Kings Point IP: [redacted] U-verse and wireless (new and migrated to IP combined)
- Carbon Hill: [redacted] U-verse and wireless (new and migrated to U-verse, WHP combined)

AT&T marketing campaign added Triple Play DIRECTV bundle to migrate eligible consumers to IP products in the two trial wire centers

- The fourth quarter 2015 marketing campaign included :
  - U-verse Voice, Broadband and DirecTV Triple Play (new)
  - U-verse Voice and Broadband Double Play
  - U-verse Broadband and U-verse TV Double Play
  - U-verse Voice, Broadband and U-verse TV Triple Play
  - U-verse Voice offer for customers who already have IP Broadband and/or U-verse TV
  - Customers in the IP Red areas received an offer for Wireless Home Phone

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Consumer Account Migration Plans and Issues

IMS Tool, Wireline Channel:

- The dedicated sales center created [redacted] tickets in the Issue Management System (IMS) that fell within the reporting parameters [redacted] of those were trial related

Categories	Calls
Non-Trial: Questions not related to the trial	[redacted]
Billing: Billing Issues related to adjustments, promotional rates and rate inquiries.	
Ordered IP Products: [redacted] customers migrated to WHP or UVV; [redacted] POTs Customers declined offer to migrate to UVV or WHP. (Reasons for not moving to U-verse: [redacted] customer need three lines. Reasons for not moving to WHP: [redacted] no reason provided, [redacted] due to home alarm, [redacted] require international calling, [redacted] due to security of the landline, [redacted] fax.)	
Repair, Service Outages, slow installation times [redacted] Open Repair tickets related to U-verse	
Service Availability [redacted] related to availability, [redacted] product functionality (including [redacted] call blocking, [redacted] Fax machine, [redacted] Voicemail), [redacted] general questions.	
Disability: Inquiry about billing	
Cancel Service: [redacted] [redacted] Bill too high, [redacted] no reason stated	
Total Records	

Consumer Account Migration Plans and Issues

IMS Tool, Mobility Sales Channel:

In 4Q 2015, the Mobility Care Center tracked [redacted] issues related to WHP and WHPI, [redacted] were trial related.

Cat gories	Calls
Non-Trial Related	[redacted]

Office of the President:

In 4Q 2015, the Office of the President tracked [redacted] issues from customers in the two trial wire centers, [redacted] were trial related

Categories	Calls
[redacted]	[redacted]

Consumer Account Migration Plans and Issues

Interactive Voice Response (IVR) System Report:

- Except for repair calls and calls to disconnect services, trial participants who call into AT&T's customer care number are automatically directed to a specialized trial call center. Repair calls are routed to a repair center. Cancel service calls are routed to a retention center.
- A weekly IVR report is used to track the number of calls coming into the dedicated trial center related to either U-verse or legacy services and the general reason for each call
  - Data from this report can also be used to get a general picture of the types of calls the dedicated center is handling

Total Call Volume

4Q 2015	U-verse	Legacy
Total Calls Route thru IVR	[redacted]	[redacted]
Percent Split (100% Across)	45.96%	54.0%
[redacted]		
Billing includes all billing Inquiries (100% Down)	55.35%	34.5%
Payment : Includes bill pay, payment inquiries, confirm payment, set-up auto payment	3.71%	13.2%
Acquire Service: Includes U-verse, Internet, other	10.03%	8.6%
Lifeline	0.35%	0.4%
Other: restore service, check status, change/moves, collections	30.56%	43.3%

Calls from New IP and Migrated Customers

Categories	Calls
Billing: Includes all billing inquires	[redacted]
Payment : Includes bill pay, payment inquiries, confirm payment, set-up auto payment	
Acquire Service: Includes U-verse Internet, other	
Lifeline	
Total	

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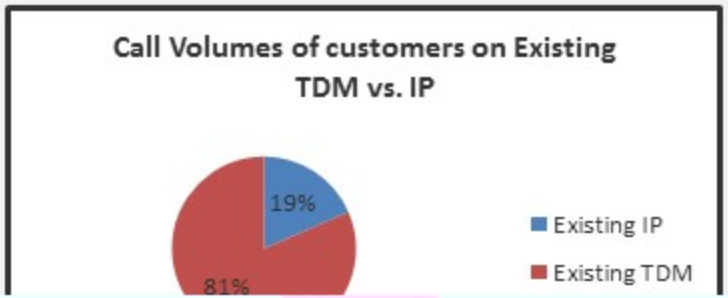
Small Business Account Migration Plans and Issues

IP Inbound Call Activity

Activity	Date	Customers		Results
U-verse Product Surveys	Oct-Dec	[redacted]	New Customers Targeted	[redacted] Completed Surveys



[redacted] total Small Business calls were recorded/ evaluated as part of the trial in 3Q15

- [redacted] TDM to IP Sales were recorded in 4Q15

Similar to the prior quarter, ability to reach and encourage customers to

Small Business Account Migration Plans and Issues

IP Inbound Call Activity

General questions [redacted] made up the highest sub-activity number of calls followed by Service Billing Disputes [redacted] Service Billing Cost [redacted] and Service Billing Order [redacted].

Tech Support Repair/General:

- Repair – service not working due to non-payment [redacted]
- Repair – service not working voice/internet [redacted]

IP Billing Disputes:

- Incorrectly quoted charges/billing at sale for TV [redacted]
- Customer not quoted monthly internet equipment fee [redacted]
- Customer disputed late payment charge [redacted]
- Ches[redacted]on missed payment [redacted]

4Q15 IP INBOUND CALL ACTIVITY		
Public Safety	**0**	
Accessibility	**0**	
Universal Service	**5**	
Tech Support Repair/General		*3*
IP to TDM		*2*
IP Availability		*0*
Consumer Protection	**11**	
Service Billing -Disputes		*6*
Service Billing - Cost		*5*
Service Billing - Follow Up		*0*
General	**29**	
Service Billing - General		*19*
Service Billing - Order		*5*
Service Incomplete		*0*
New Service Inquiry		*4*
Disconnect		*0*
Tech Support - General		*1*
TOTAL IP CALLS	**45**	

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Large Business Account Migration Plans and Issues

Proactive customer contact: There were [redacted] new large business customers contacted by AT&T sales rep and notified about the ongoing trial.

Business Accounts by Trial Wire Center:

- [redacted] Business Customers in Carbon Hill, AL Wire Center
- [redacted] Business Customers in Delray Beach, FL Wire Center
- [redacted] Business Customers in both Wire Centers
- [redacted] Business Customers disconnected TDM services provided by AT&T

Large Business Migration Plans on Track:

- [redacted] Complex Business customers received a product grandfather notice: [redacted] with Centrex, [redacted] with PRI, [redacted] with a PBX Trunk, [redacted] with BRI and [redacted] with Analog Private Line.

Feedback themes remain similar to previous quarterly updates:

- Customers continue to express interest in understanding the features and benefits of the IP replacement products, and in many cases are developing IP migration plans for their businesses.

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Business Account Migration Plans and Issues

Grandfather Filing: Services and Timeline

- These are all business services
- There is a mix of voice and data services
- There is a mix of intrastate and interstate jurisdictions
- One service is solely

Network Performance

AT&T has retained its business-as-usual network performance reporting processes for purposes of the wire center trial. Thus, there are some modest differences among these metrics due to the location in the network at which a defect can be observed. Regardless, it is still possible to reach conclusions about the significant and comparable performance of these networks.

Description of terms:

TDM Defects Per Million (DPM) (calculated: total blocked calls/total attempts x 1M): For TDM, the DPM metric includes defects attributed to the regional (inter-office) and long distance network events, like equipment, engineering, transport, process or software. A defect is defined as a blocked or dropped call.

VoIP DPM (calculated: total defects/total attempts x 1M): For VoIP (both CVoIP and BVoIP), the DPM metric includes defects attributable to the local access network, transport and switching network, call set up and border control functions, including process and software related defects. A defect is defined as a blocked or dropped call.

Wireless Network Performance: Measurement of Accessibility and Retainability, which defines the customer's ability to make and retain a call on the wireless network. Accessibility = percent of attempted calls that are successfully established and allow voice communication to begin while Retainability = percent of voice calls that are successfully carried for the duration of the conversation. These measurements are taken for calls carried on the AT&T cell sites serving the trial wire centers.

FCC Reportable Outages: a report summarizing network outages that affected voice services in a trial wire center area that were reported to the FCC via NORS, pursuant to 47 CFR Part 4.

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Defects Per Million for TDM

Location		2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

Success Rate for TDM

Location		2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

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Defects Per Million for Consumer-VoIP

Location		2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

Success Rate for Consumer-VoIP

Location		2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

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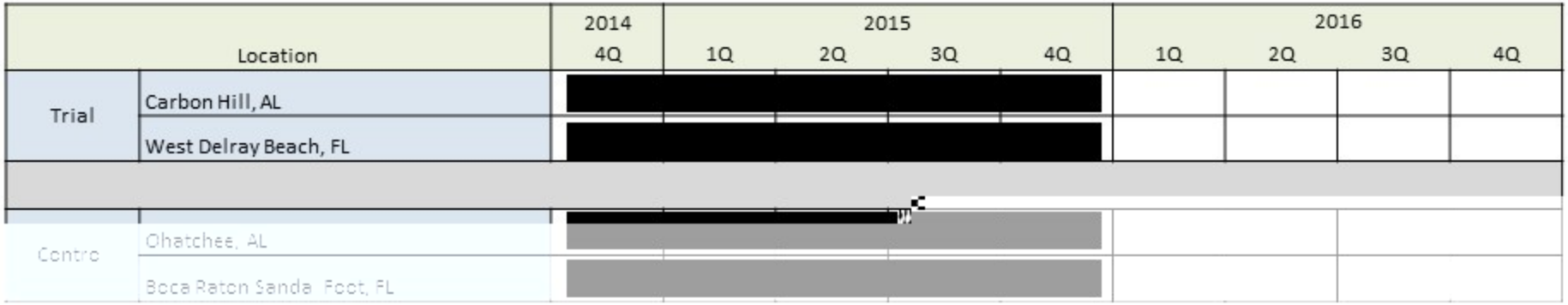
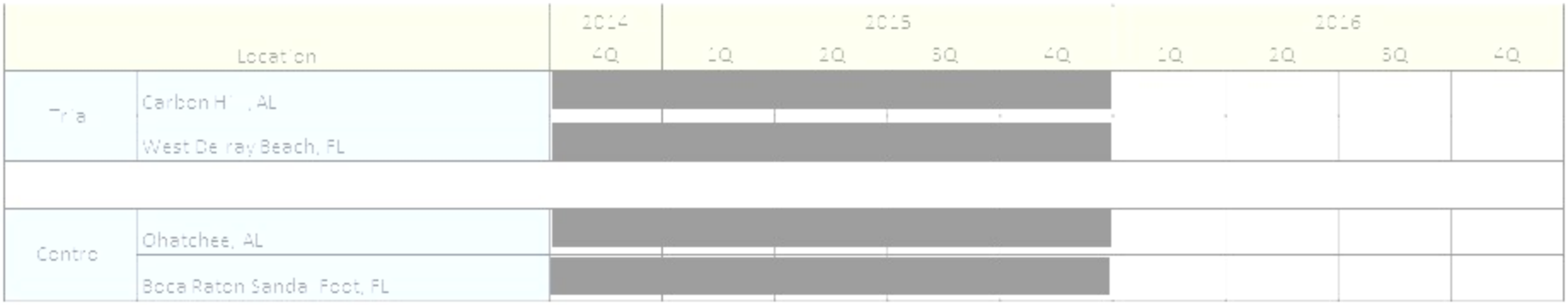
Defects Per Million for Business-VoIP



Success Rate for Business-VoIP



Wireless Accessibility

Location		2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

Wireless Retainability

Location		2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

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FCC Reportable Outages

	Location	2014	2015				2016			
		4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

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Access by Persons with Disabilities

Description: A summary of trial-specific customer issues. Reports will be based on customer perception, not actual AT&T performance. Customer issues will be sorted by trial location and customer segment (i.e., consumer and business). Data elements will include the number of issues by location, category and subcategory.

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Disability Community Outreach

During the past quarter there were no events held with local disability organizations in the Delray Beach, FL and Carbon Hill, AL trial areas. However, the American Association of People with Disabilities (AAPD) continued to engage the local disability organizations in conversations about the trials, made themselves available to respond to any questions regarding the impact of the IP Transition on people with disabilities and is working to schedule a disability technology training event in the coming year. AAPD conducted outreach to a diverse group of disability organizations, including:

- Alabama Institute for the Deaf Blind
- Birmingham AIDS Outreach
- Carbon Hill Housing Authority
- Housing Authority of Walker County
- Meals on Wheels
- National Federation of the Blind
- RSVP (Retired Senior Volunteer Program)

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Community Outreach

Trial States Overview of Events, Activities and Collateral, November – December 2015

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Summary of trial site activities, November—December 2015

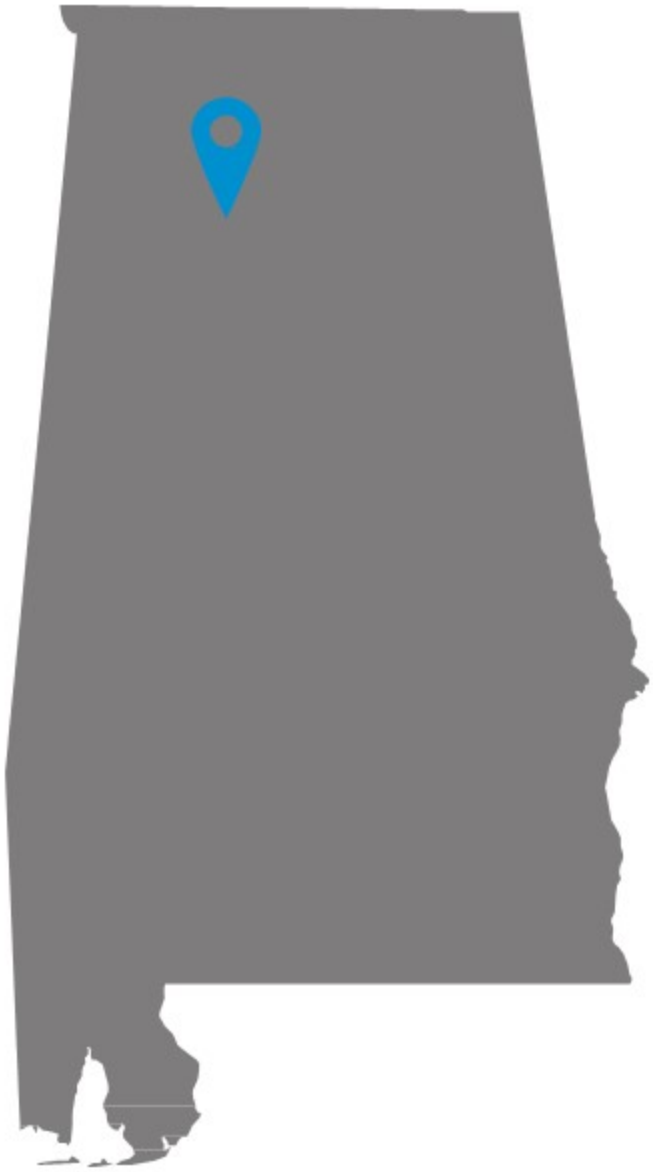
In November and December 2015, AT&T continued conducting trial-specific outreach and education to customers and community members in the West Delray Beach area of Florida and Carbon Hill, Alabama. AT&T's trial-related outreach and education commenced in February 2014, immediately following the company's proposed selection of these locations for multi-year, Federal Communications Commission (FCC) overseen technology trials.

The Carbon Hill and West Delray Beach area trial-related outreach and education is designed to:

1. Share information about the trials and answer questions about how they will impact customers in these locations and the communities more broadly.
2. Educate and engage specific audiences (including seniors and customers with disabilities) about the trials and the benefits that Internet Protocol (IP) enabled products and connections enable.

In November and December 2015, AT&T's [redacted]

Carbon Hill, Alabama



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Summary of Events in Carbon Hill, Alabama
November—December 2015

4 total events and meetings from November-December 2015:

- Three senior tech trainings, held with the Family, Career and Community Leaders of America (FCCLA) and the Carbon Hill Senior Center.
- These trainings have led to the creation of a new statewide technology training initiat

Upcoming 2016 events include:

- Information sessions at the Carbon Hill Community Center. Additional potential information sessions will be held at the Kansas City Hall.
- Regular meetings of the Carbon Hill Advisory Council.

Highlights from select events in Carbon Hill, AL November—December 2015

FCCLA Announcement and Senior Tech Training

December 10:

- AT&T held a senior tech training event in partnership with FCCLA and the Carbon Hill Senior Center. These events pair high school student FCCLA members with senior citizens in the Carbon Hill community to provide one-on-one technology training and mentoring.
- This in-depth, multigenerational training helps older consumers to become more familiar and comfortable with newer, IP-enabled products, services and applications.

December 11:

- AT&T announced a partnership with the Alabama Department of Senior Services, the Alabama Department of Education, and the Alabama Association of FCCLA to conduct a technology pilot program statewide in 2016 and 2017. The program is based on the senior tech trainings that started in Carbon Hill as part of the IP Trials outreach and education. It partners high school students with senior citizens in one-on-one, personal trainings that help seniors better use and understand technology, digital literacy and online safety.

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West Delray Beach, Florida

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Summary of Events in West Delray Beach, Florida November- December 2015

12 total events and meetings from November –December:

- 10 IP Transition and trial related meetings, information sessions and consumer-

Upcoming 2016 events include:

- Information and training sessions to be conducted in

Highlights from select events in West Delray Beach, FL
November—December 2015

December 3: Consumer Action trainings

- On Thursday, December 3, AT&T partnered with Consumer Action an

Service Discontinuance Customer Notifications

Description: A summary of Section 214 grandfather and sunset customer notifications by AT&T to TDM trial customers. The report will

Service Discontinuance Customer Notification Report

The following table summarizes Business Grandfather letters by product, the date of notification and the number of customers notified.

Product	State	Mailed on	Business Customers	Wholesale Customers
Centrex	FL	11/3/2015	[redacted]	[redacted]
Centrex	AL	11/3/2015		
PRI	FL	11/3/2015		
PRI	AL	11/3/2015		
Flat Trunk	FL	11/3/2015		
Flat Trunk	AL	11/3/2015		
BRI	FL	11/3/2015		
BRI	AL	11/3/2015		
Analog Private Line	FL	11/3/2015		
Analog Private Line	AL	11/3/2015		
Total	FL		[redacted]	[redacted]
Total	AL			

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Backup

The following list of AT&T business services comprise the set Complex Leg[redacted]
Accounts reported on Slides 8 and 9

- Toll Free Service
- Centrex
- Flat Rate Trunk
- Measured Rate Trunk
- ISDN-PRI
- ISDN-BRI
- Private Line[redacted] Marine Radio Service
  - Private Line Voice Grade
  - DS0
  - DS1
  - DS3
  - OC3
  - OC12
  - OC48
  - OC192
  - DSL

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Attachment 2

AT&T Wire Center Trials:
Data Collection and Reporting for 1st Quarter, 2016

July 1, 2016

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Transition Progress Report

Description: Consumer and business customer activity transitioning from legacy TDM to IP service offerings within the trial wire centers

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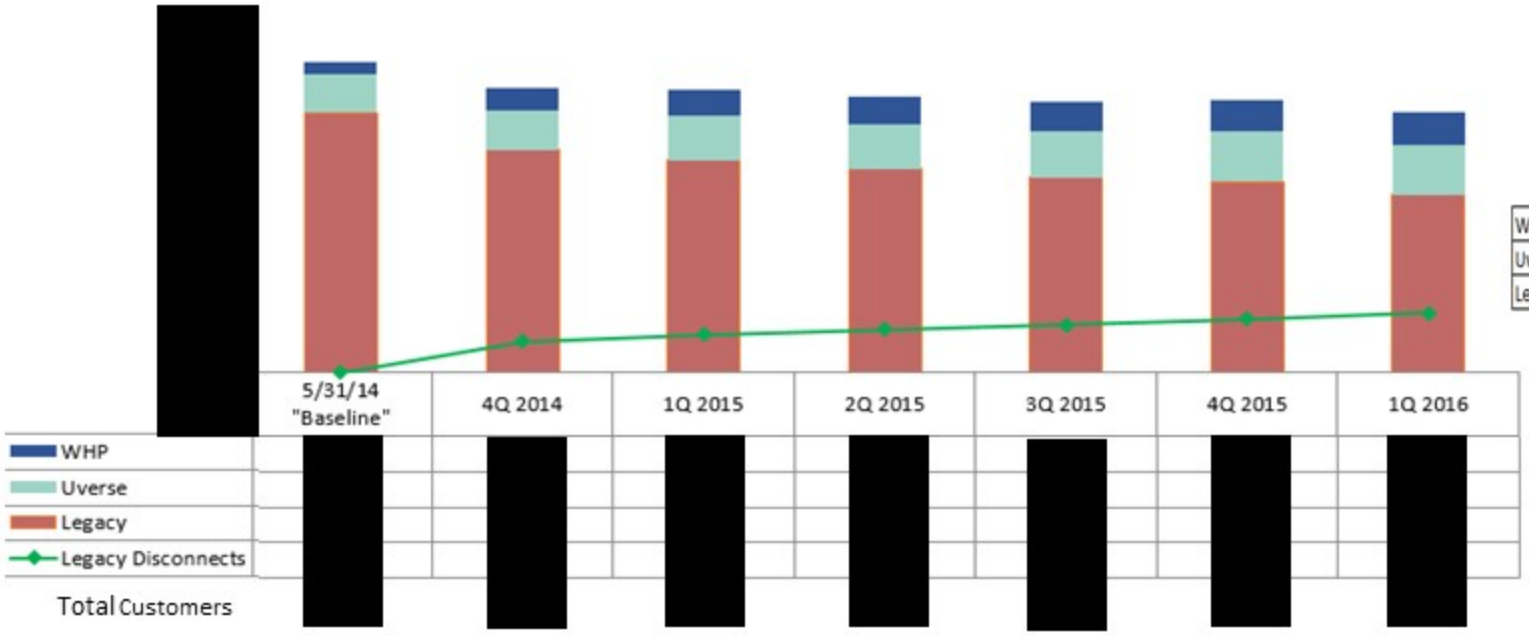
Consumer Service Transition Report – Carbon Hill, AL



	% Change from Prior Quarter	% Change from Baseline
WHP	8%	143%
Uverse	-3%	31%
Legacy	-7%	-32%

Legend

WHP	Wireless Home Phone and Wireless Home Phone with Internet - This is the number of new consumer WHP accounts and former legacy customers who have migrated to WHP.
U-verse	U-verse Voice and Internet or U-verse Voice, Internet and Video - This is the number of new consumer U-verse accounts and former legacy customers who have migrated their TDM service(s) to U-verse.
Legacy	TDM POTS and DSL - This is the number of legacy customer service accounts and includes both baseline (*i.e.*, pre-existing) and any newly established accounts.
Legacy Disconnects	TDM POTS and DSL baseline disconnects - This is the number of customer legacy accounts that disconnected service and did not select one of AT&T's IP replacement services.

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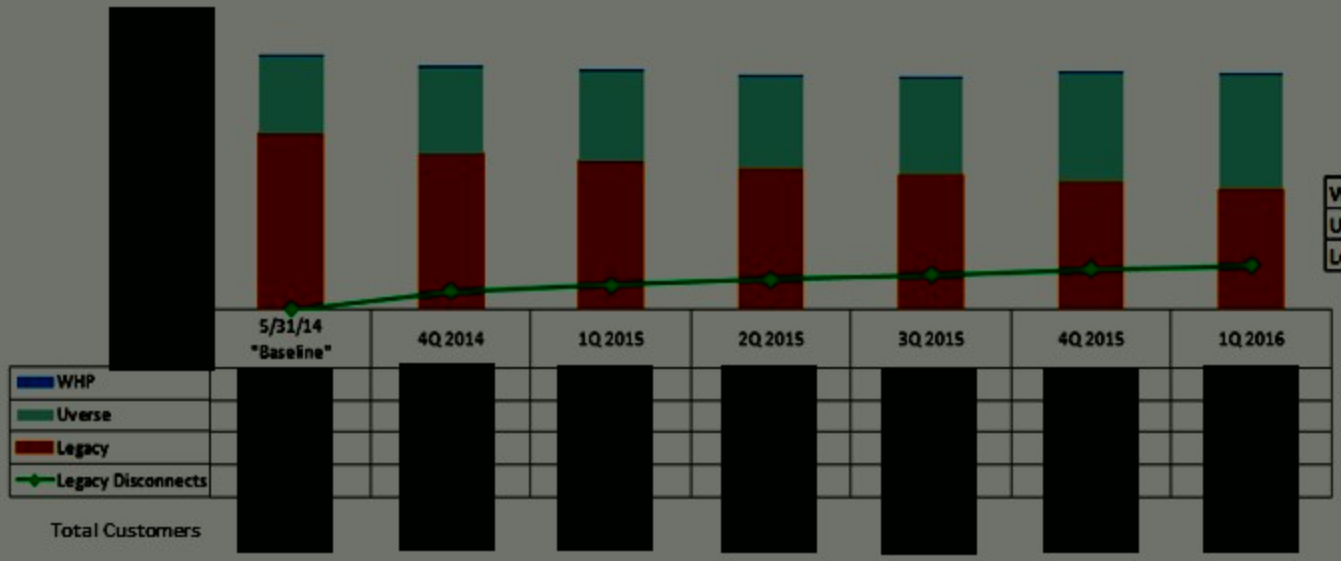
Consumer Service Transition Report – Kings Point, FL



	% Change from Prior Quarter	% Change from Baseline
WHP	4%	10%
Uverse	5%	51%
Legacy	-6%	-32%

Legend

WHP	Wireless Home Phone and Wireless Home Phone with Internet - This is the number of new consumer WHP accounts and former legacy customers who have migrated to WHP.
U[redacted]	U-verse Voice and Internet or U-verse Voice, Internet and Video - This is the number of new consumer U-verse accounts and former legacy customers who have migrated their TDM service(s) to U-verse.
Legacy	TDM POTS and DSL - This is the number of legacy customer service accounts and includes both baseline (*i.e.*, pre-existing) and any newly established accounts.
Legacy Disconnects	TDM POTS and DSL baseline disconnects - This is the number of customer legacy accounts that disconnected service and did not select one of AT&T's IP replacement services.

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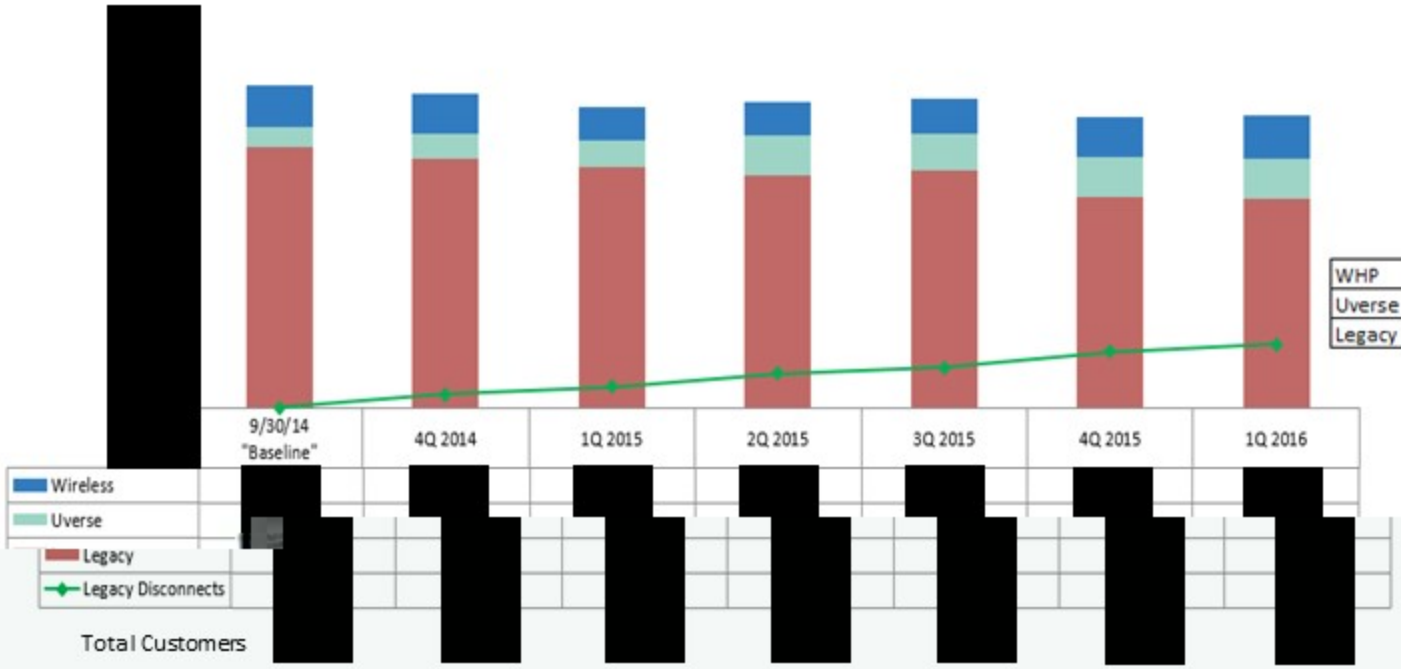
Simple Business Service Transition Report

Carbon Hill, Al (business accounts with less than 7 lines)



	% Change from Prior Quarter	% Change from Baseline
WHP	13%	6%
Uverse	0%	114%
Legacy	-1%	-20%

Legend

WHP	Wireless Home Phone and Wireless Home Phone with Internet - This is the number of new business accounts and former legacy customers who have migrated to WHP.
U-verse	U-verse Voice - This is the number of new business U-verse accounts and former legacy customers who have migrated their TDM service(s) to U-verse.
Simple Legacy	TDM POTS (<7 lines) and DSL - This is the number of customer Legacy accounts and include both new and "Baseline"
Legacy Disconnects	TDM POTS and DSL baseline disconnects - This is the number of customer legacy accounts that disconnected service and did not select one of AT&T's IP replacement services.

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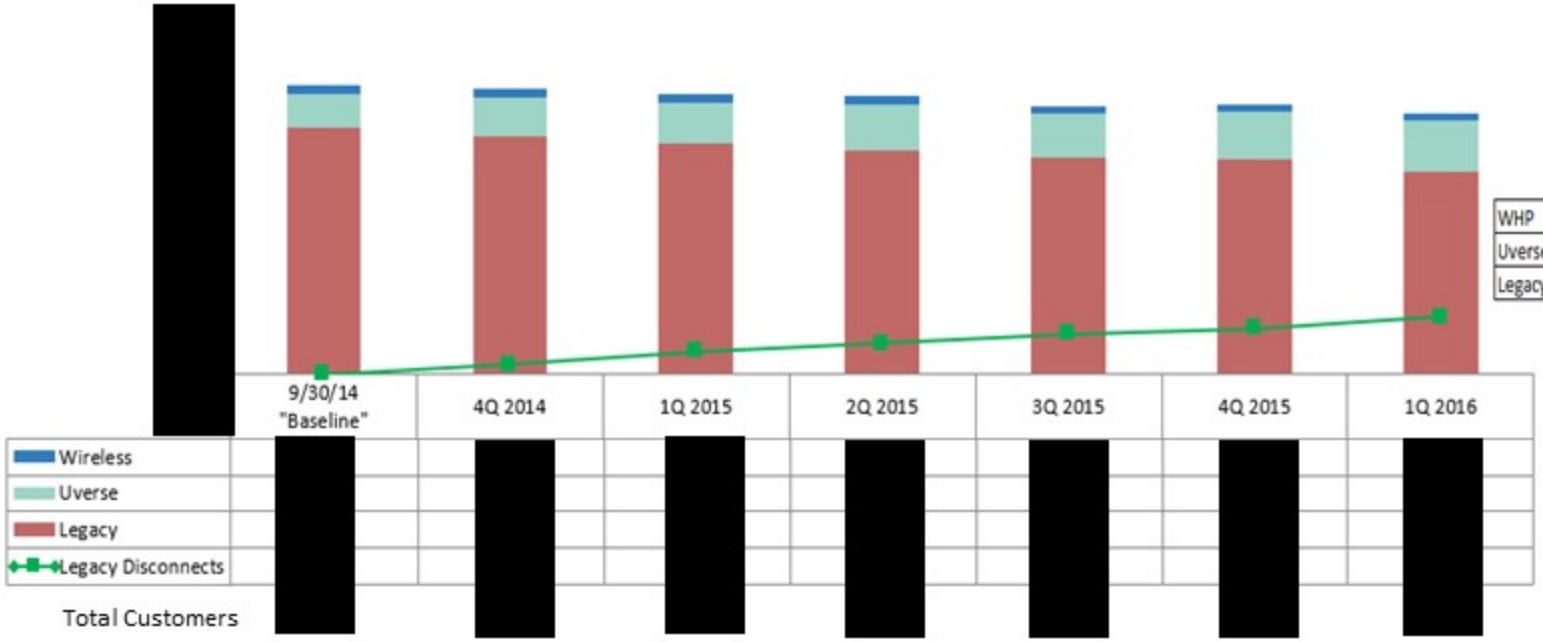
Simple Business Service Transition Report

Kings Point, FL (business accounts with less than 7 lines)



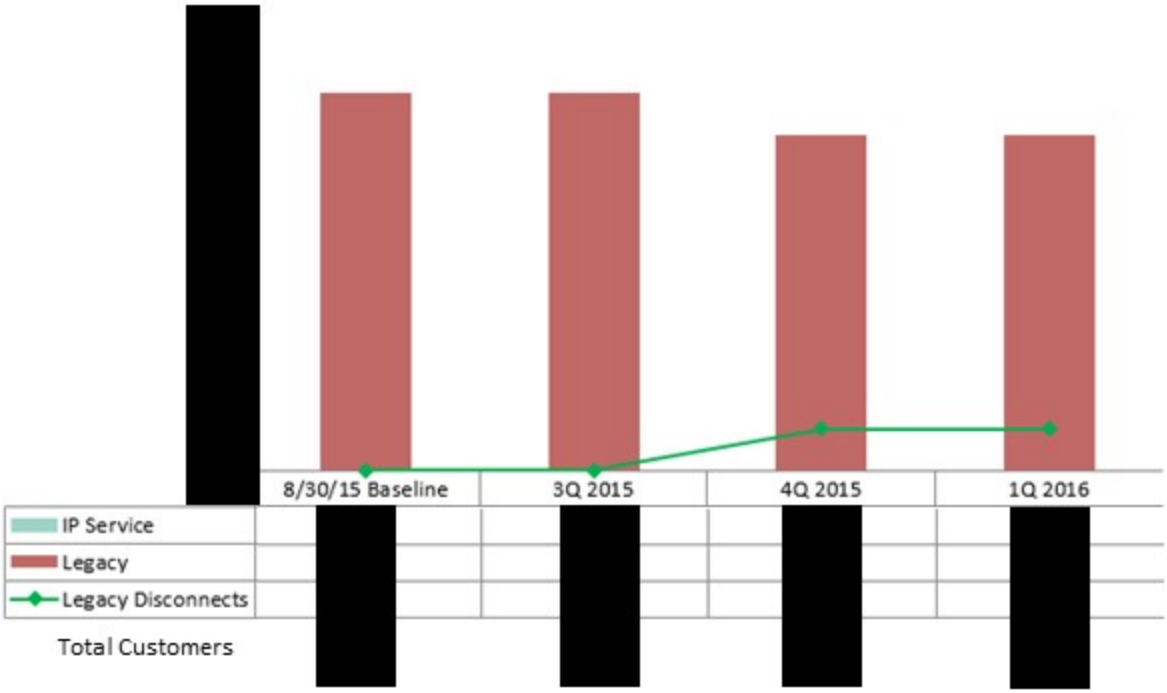
	% Change from Prior Quarter	% Change from Baseline
WHP	13%	-11%
Uverse	8%	49%
Legacy	-6%	-18%

Legend

WHP	Wireless Home Phone and Wireless Home Phone with Internet - This is the number of new business accounts and former legacy customers who have migrated to WHP.
U-verse	U-verse - This is the number of new business U-verse accounts and former legacy customers who have migrated their TDM services to U-verse.
Simple Legacy	TDM POTS (<7 lines) and DSL - This is the number of customer Legacy accounts and include both new and "Baseline"
Legacy Disconnects	TDM POTS and DSL baseline disconnects - This is the number of customer legacy accounts that disconnected service and did not select one of AT&T's IP replacement services.

Complex Business Service Transition Report

Carbon Hill, Al (business accounts with 7 or more lines or enterprise services)



	% Change from Prior Quarter	% Change from Baseline
IP Service	0%	0%
Legacy	0%	-11%

Legend

Complex IP Service	This is the number of new business IP accounts and former legacy customers who have migrated their TDM service(s) to IP products, such as AVPN, IP Flexible Reach and AT&T Switched Ethernet.
Complex Legacy	This is the number of customer Legacy accounts and includes both new and "Baseline." See slide 34 for product list.
Legacy Disconnects	Complex Legacy Baseline Disconnects - This is the number of customer Legacy "Baseline" Disconnects for Wire Center Trial Tracking

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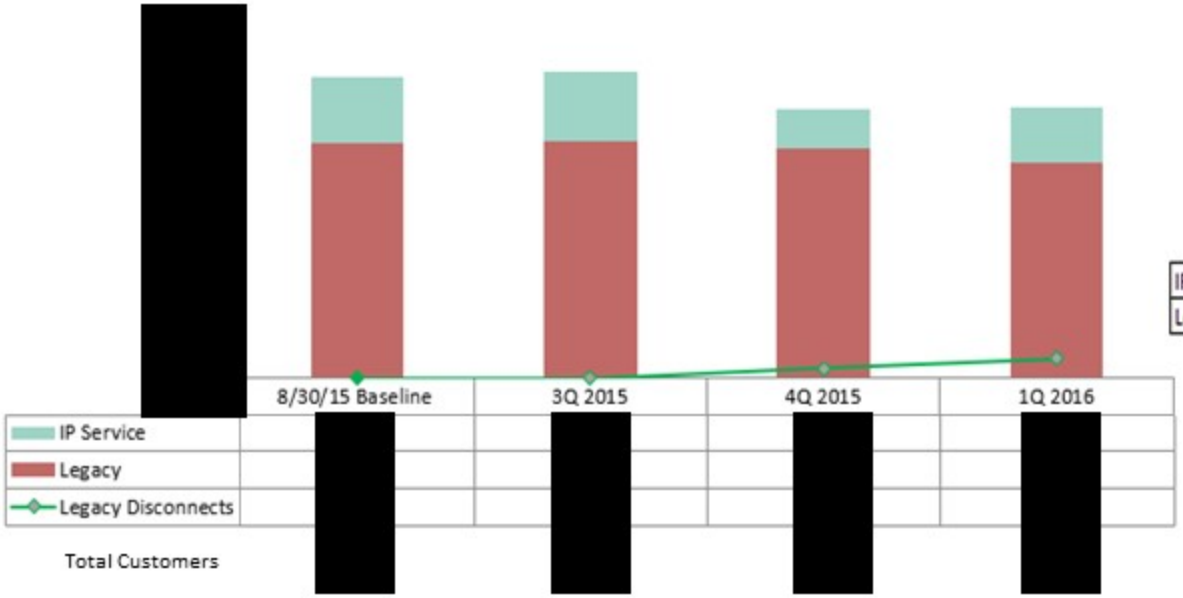
Complex Business Service Transition Report

Kings Point, FL (business accounts with 7 or more lines or enterprise services)



	% Change from Prior	% Change from Baseline
IP Service	44%	-18%
Legacy	-6%	-8%

Legend

Complex IP Service	This is the number of new business IP accounts and former legacy customers who have migrated their TDM service(s) to IP products: AVPN, IP Flexible Reach, ASE.
Complex Legacy	This is the number of customer Legacy accounts and includes both new and "Baseline". See slide 34 for product list.
Legacy Disconnects	Complex Legacy Baseline Disconnects - This is the number of customer Legacy "Baseline" Disconnects for Wire Center Trial Tracking

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Customer Migration Plans and Issues

Description: A summary of trial-specific service migration plans and how customers are responding.

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Consumer Account Migration Plans and Issues

Sales and Marketing Initiatives

Migrations to AT&T IP products and services in 1Q-2016 increased by 44% when compared with the 1Q-2015.

- Kings Point IP: [redacted] U-verse and wireless (new and migrated to IP combined)
- Carbon Hill: [redacted] U-verse and wireless (new and migrated to IP combined).

AT&T marketing campaign for Consumers: Removed U-verse TV, added DIRECTV in Prior Two Quarters.

- The first quarter 2016 marketing campaign included :
  - U-verse Voice, Broadband and DirecTV Triple Play
  - U-verse Voice and Broadband Double Play
  - U-verse Voice offer for customers who already have IP Broadband and/or U-verse TV
  - Customers in the IP Red areas received an offer for Wireless Home Phone.
- The second quarter 2016 marketing campaign will continue with above promotions. We also plan to conduct Door to Door campaign at the end of quarter.

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Consumer Account Migration Plans and Issues

IMS Tool, Wireline Channel:

- The dedicated sales center created [redacted] tickets in the Issue Management System (IMS) that fell within the reporting parameters, [redacted] of those were trial related .

Categories	Calls
Non-Trial: POTS related complaints/U-verse TV, DIRECTV	
Billing: Billing Issues related to adjustments, promotional rates and rate inquiries.	
Ordered IP Products: [redacted] customers migrated to WHP or UVV; [redacted] POTs Customers declined offer to migrate to UVV or WHP. (Reasons for not moving to U-verse: [redacted] no reason provided, [redacted] not interested, [redacted] line needed for business, [redacted] contract with Comcast and live in gated community)	
Repair, Service Outages, slow installation times: [redacted] Repair tickets related to U-verse, [redacted] Service Outage	
Service Availability: [redacted] general questions, [redacted] product funcationality (Voicemail)	
Disability: inquiry about billing	
Cancel Service: [redacted] ([redacted] Bill too high, [redacted] move, [redacted] no reason stated)	
Total Records	

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Consumer Account Migration Plans and Issues

IMS Tool, Mobility Sales Channel:

In 1Q 2016, the Mobility Care Center tracked [redacted] issues from customers in the two trial wire centers.

Categories	Calls
Non-Trial Related: POTS related complaints/U-verse TV, DIRECTV	[redacted]
Consumer Protection: Includes mostly billing related issues, information accuracy and information education requests	
Universal Service: [redacted] calls for migrations, [redacted] for dissatisfaction of service (cannot make or receive calls) [redacted] resulted in disconnecton of service.	
Public Safety: 911 emergency response, Network Reliability	
Accessibility: Customer Service for Disable	
Total Records Reviewed:	

Office of the President:

In 1Q 2016, the Office of the President tracked [redacted] issues from customers in the two trial wire centers, [redacted] were trial related.

Categories	Calls
Non-Trial Related: POTS related complaints/U-verse TV, DIRECTV	[redacted]
Consumer Protection: [redacted] billing related issues, [redacted] customer claimed incorrect service term provided (2 years term instead of 1 year),	
Universal service : [redacted] U-verse service disconnected in error, [redacted] Customer unhappy with poor installation service, [redacted] with dissatisfaction of service (cannot make or receive calls)	
Public Safety: [redacted] U-verse Service Outages	
Accessibility: Customer Service for Disable	
Total Records Reviewed	

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Consumer Account Migration Plans and Issues

Interactive Voice Response (IVR) System Report:

- Except for repair calls and calls to disconnect services, trial participants who call into AT&T's customer care number are automatically directed to a dedicated trial call center. Repair calls are routed to a repair center. Cancel service calls are routed to a retention center.
- A weekly IVR report is used to track the number of calls coming into the dedicated trial center related to either U-verse or legacy services and the general reason for each call
- Data from this report can also be used to get a general picture of the types of calls the dedicated center is handling

Total Call Volume

1Q 2016	U-verse	Legacy
Total Calls Route thru IVR	[redacted]	[redacted]
Percent Split (100% Across)	43.28%	56.7%
Billing includes all billing Inquries (100% Down)	51.52%	37.24%
Payment : Includes bill pay, payment inquiries, confirm payment, set-up auto payment	3.70%	13.00%
Acquire Service: Includes U-verse, Internet, other	5.30%	8.16%
Lifeline	0.11%	0.36%
Other: restore service, check status, change/moves, collections	39.37%	41.24%

Calls from New IP and Migrated Customers

Categories	Calls
Billing: Includes all billing inquires	[redacted]
Payment : Includes bill pay, payment inquiries, confirm payment, set-up auto payment	
Acquire Service: Includes U-verse Internet, other	
Lifeline	
Total	

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Small Business Account Migration Plans and Issues

Face-to-Face Program

Background

- Five direct mail campaigns were conducted between Sep. 2014 and Jan. 2016
- A large portion of small business accounts did not respond
  - A solution provider was engaged to go to each service location in an attempt to contact non-responding customers
  - A total of [redacted] small business accounts were targeted

Results

- [redacted] surveys were completed

Aware of Technology Transition Trial	Agreed to Migrate to AT&T IP Service	Expressed CPE Compatibility Concerns	Have One or More Specialized Lines with No IP Replacement	Voice Lines Were Already Migrated to Competitor
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

- The local cable company was most frequently cited as the business' voice provider
- Many service locations were not reachable as they were either in gated communities or unmanned offices

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Small Business Account Migration Plans and Issues

IP Inbound Call Activity

The top 3 sub-activity categories:

- General Billing [redacted]
- Service Order [redacted]
- Tech Support – Repair [redacted]

Tech Support Repair:

- Repair – service not working [redacted]
- Repair -credit card machine not working properly [redacted]
- Repair – line cut [redacted]
- Repair – service not working due to non-payment [redacted]

IP Billing Disputes:

- Customer questioned why credit was not applied [redacted]
- Customer questioned charges on bill [redacted]

1Q 2016 IP INBOUND CALL ACTIVITY	
Public Safety	**0**
Accessibility	**0**
Universal Service	**12**
IP Availability	*0*
IP to TDM	*1*
Tech Support - General	*3*
Tech Support - Repair	*8*
Consumer Protection	**7**
Service Billing - Cost	*1*
Service Billing - Dispute	*6*
Service Billing - Follow Up	*0*
General	**62**
Disconnect - Opportunity	1
Disconnect - Valid	5
New Service Inquiry	3
Service Billing - General	34
Service Incomplete	
Service Order	19
TOTAL IP CALLS	**81**

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Large Business Account Migration Plans and Issues

Proactive custom[redacted]t: Another group of [redacted] new large business customers were contacted and notified about the ongoing trial.

Business Accounts by Trial Wire Center:

- [redacted] Business Customers in Carbon Hill, AL Wire Center
- [redacted] Business Customers in Delray Beach, FL Wire Center
- [redacted] Business Customers in both Wire Centers
- [redacted] Business Customers disconnected TDM services provided by AT&T

Large Business Migration Plans on Track:

- Focused discussion and account planning continues with customers affected by the products grandfathering effective 2/16/2016.
- The planning and execution process for service grandfathering required careful coordination because some large business customers with multiple locations were affected.
- Of the [redacted] large business customers affected by grandfathering on 2/16/2016:
  - There were [redacted] of these large business customers who migrated to IP products in Q1
  - There were [redacted] of these large business customers who disconnected their impacted TDM product in Q1

Feedback themes remain similar to previous quarterly updates:

- Customers continue to express interest in understanding the features and benefits of the IP replacement products, and in many cases are developing IP migration plans for their businesses.

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Network Performance

AT&T has retained its business-as-usual network performance reporting processes for purposes of the wire center trial. Thus, there are some modest differences among these metrics due to the location in the network at which a defect can be observed. Regardless, it is still possible to reach conclusions about the significant and comparable performance of these networks.

Description of terms:

TDM Defects Per Million (DPM) (calculated: total blocked calls/total attempts x 1M): For TDM, the DPM metric includes defects attributed to the regional (inter-office) and long distance network events, like equipment, engineering, transport, process or software. A defect is defined as a blocked or dropped call.

VoIP DPM (calculated: total defects/total attempts x 1M): For VoIP (both CVoIP and BVoIP), the DPM metric includes defects attributable to the local access network, transport and switching network, call set up and border control functions, including process and software related defects. A defect is defined as a blocked or dropped call.

Wireless Network Performance: Measurement of Accessibility and Retainability, which defines the customer's ability to make and retain a call on the wireless network. Accessibility = percent of attempted calls that are successfully established and allow voice communication to begin while Retainability = percent of voice calls that are successfully carried for the duration of the conversation. These measurements are taken for calls carried on the AT&T cell sites serving the trial wire centers.

FCC Reportable Outages: a report summarizing network outages that affected voice services in a trial wire center area that were reported to the FCC via NORS, pursuant to 47 CFR Part 4.

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Defects Per Million for TDM

	Location	2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

Success Rate for TDM

	Location	2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

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Defects Per Million for Consumer-VoIP

	Location	2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

Success Rate for Consumer-VoIP

	Location	2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

[redacted]

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Defects Per Million for Business-VoIP

Location		2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

Success Rate for Business-VoIP

Location		2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

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Wireless Accessibility

Location		2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

Wireless Retainability

Location		2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

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FCC Reportable Outages

	Location	2014 4Q	2015 1Q	2015 2Q	2015 3Q	2015 4Q	2016 1Q	2016 2Q	2016 3Q	2016 4Q
Trial	Carbon Hill, AL	[redacted]								
	West Delray Beach, FL	[redacted]								
Control	Ohatchee, AL	[redacted]								
	Boca Raton Sandal Foot, FL	[redacted]								

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Access by Persons with Disabilities

Description: A summary of trial-specific customer issues. Reports will be based on customer perception, not actual AT&T performance. Customer issues will be sorted by trial location and customer segment (i.e., consumer and business). Data elements will include the number of issues by location, category and subcategory.

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Disability Community Outreach

During the past quarter AT&T participated in two events in Delray Beach, FL that engaged the disability community. The first was a March 18, 2016 presentation to the South Florida Chapter of the Hearing Loss Association of America. The presentation focused on how IP-based services can benefit people with hearing loss and covered research by Gallaudet University, which demonstrated how HD Voice can improve the experience for hearing individuals and individuals with hearing loss[1].

AT&T also participated in a Delray Vendor Fair on March 30, 2016 through the Delray Alliance with information about how IP-based technology and connected home technology can benefit people with temporary or permanent disabilities, including seniors.

The American Association of People with Disabilities (AAPD) continued to make themselves available to local disability organizations in AL and FL who have questions regarding the impact of the IP Transition on people with disabilities.

[1] Gallaudet University Ex Parte communications on the accessibility benefits of wideband audio (HD Voice).

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Community Outreach

Trial States Overview of Events, Activities and Collateral, Jan – March, 2016

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Summary of trial site activities, January—March 2016

From January—March 2016, AT&T continued to conduct trial-specific outreach and education to customers and community members in the West Delray Beach area of Florida and Carbon Hill, Alabama which commenced in February 2014, immediately following the company's proposed selection of these locations for multi-year, Federal Communications Commission (FCC) overseen technology trials.

The Carbon Hill and West Delray Beach area trial-related outreach and education is designed to:

1. Share information about the trials and answer questions about how they will impact customers in these locations and the communities more broadly.
2. Educate and engage specific audiences (including seniors and customers with disabilities) about the trials and t[redacted]s that Internet Protocol (IP) enabled products and connections enable.

AT&T's outreach to, and work with, local and national seniors, disability-focused and consumer groups continues. Ongoing work with these organizations facilitates trial education and outreach to the specific audiences in the trial communities these organizations serve.

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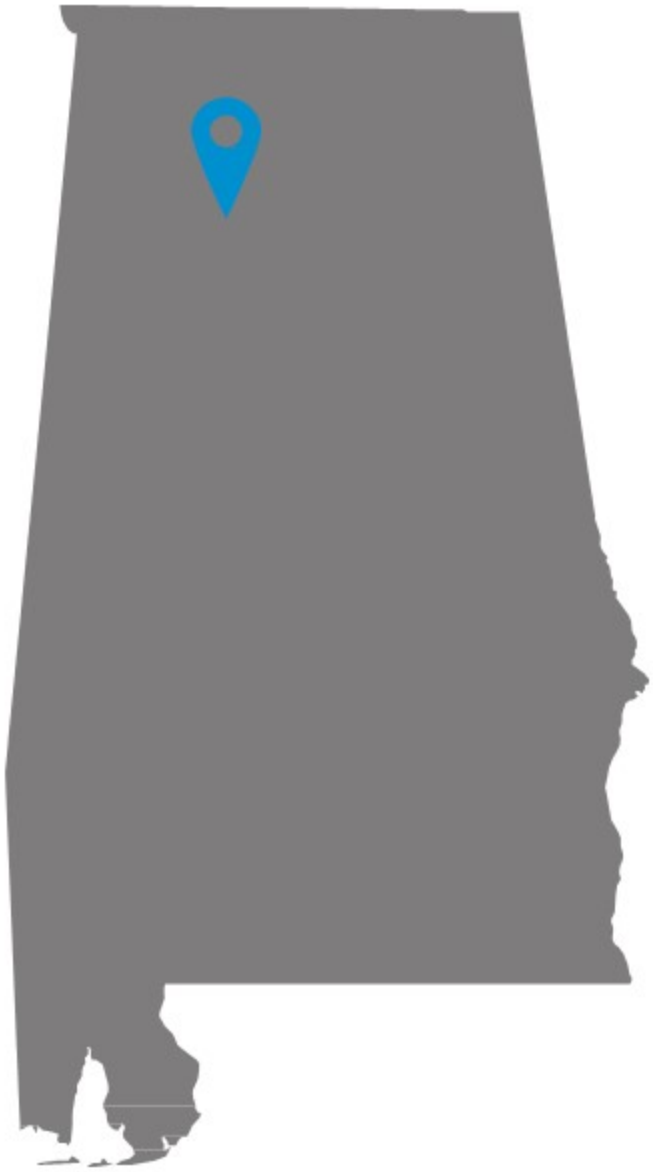
Carbon Hill, Alabama



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Summary of Events in Carbon Hill, Alabama
January – March 2016

7 total events and meetings from January - March 2016:

- Three senior tech trainings, held with the Family, Career and Community Leaders of America (FCCLA) and the Carbon Hill High School.
- The senior trainings led to the creation of a statewide technology training initiative announced . AT&T is successfully partnering with the Alabama Department of Senior Services, the Alabama Department of Education and the Alabama Association of FCCLA to offer technology trainings that pair students with senior citizens across Alabama.
- AT&T continues to conduct a trial of its new FWLL (Fixed Wireless Local Loop) home internet service in Carbon Hill with volunteer participants.
- Facebook followers increased from 122 in 4th quarter 2015 to 162 followers in the 1st quarter 2016.

Upcoming 2016 events include:

- Information sessions at the Carbon Hill Community Center. Additional potential information sessions will be held at the Kansas City Hall.
- Regular meetings of the Carbon Hill Advisory Council.
- Working in partnership, with the Carbon Hill chapter of FCCLA and the Alabama Department of Senior Services, continuing to hold senior tech training s[redacted]
- Continuing work with, and engagement of, local and national senior, disability and consumer groups and organizations.
- Potential tech trainings with local disability organizations, based on their guidance.

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Highlights from select events in Carbon Hill, AL
January – March 2016

FCCLA Announcement and Senior Tech Training

January 13, February 17 and March 16:

- AT&T held a senior tech training event in partnership with FCCLA and the Carbon Hill Senior Center. These events pair high school student FCCLA members with senior citizens in the Carbon Hill community High School to provide one-on-one technology training and mentoring.
- This in-depth, multigenerational training helps older consumers to become more familiar and comfortable with newer, IP-enabled products, services and applications.

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West Delray Beach, Florida

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Summary of Events in West Delray Beach, Florida
January—March 2016

9 total events and meetings from January—March 2016:

- 6 IP Transition and trial related meetings, information sessions and consumer-focused technology safety trainings conducted in partnership with Consumer Action and local West Delray Beach area organizations including Youth Coop Palm Springs, Holy Ground Shelter, Youth Coop of Palm Springs, the Literacy Coalition of Palm Beach County, DePorres P.L.A.C.E. and the Duncan Resource Center.
- 3 senior tech training events held in partnership with local homeowners associations (HOAs) at the South County Civic Center, Villa Borghese and Harbours Edge.
- Meeting with the Hearing & Loss of America South Palm Beach County Chapter where a presentation was given by AT&T on HD Voice and Disability services available.
- AEIS participated in the Delray Alliance Vendor Fair and presented the Digital Life. AEIS also leveraged the Digital Life trailers presence scheduling a visit to Tuscany at Atlantico. The goal was to highlight products and services available on the IP network through Digital Life.

Upcoming events include:

- Collaborate as appropriate with local and national seniors, disability and consumer groups and organizations, including the American Association of People with Disabilities (AAPD), local disability organizations including the Hearing Loss Association of America, South Palm Beach County Chapter, and Consumer Action.
- Developing plans for potential tech trainings with local disability and community based organizations for 3rd & 4th Q 2016.

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Highlights from select events in West Delray Beach, FL January—March 2016

March 2016: Consumer Action trainings

- March 2016 outreach by Consumer Action resulted in nine workshops for consumers plus a half-day train-the-trainer for staff of community organizations serving the greater Delray Beach area and surrounding communities. We reached about 200 consumers (including some staff and volunteers) during the consumer workshops and trained 21 community agency staff and a community oriented small business person at the train-the-trainer. The total number reached was 222.
- One train-the-trainer participant asked whether VoIP phone service is vulnerable to hackers, eavesdroppers, etc., or otherwise insecure, since it is an Internet based service.
- One meeting was held with the staff of the Community Partners Bridges Program in Lake Worth to plan for a Spanish language workshop to be held for members in 2016.
- The goal of each meeting was to work with organization staff, members, and members of the local community to provide information about the technology trials in West Delray Beach and broader information related to online safety and privacy.

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Backup

The following list of AT&T business services comprise the set of Complex Legacy Accounts reported on Slides 8 and 9

- Toll Free Service
- Centrex
- Flat Rate Trunk
- Measured Rate Trunk
- ISDN-PRI
- ISDN-BRI
- Private Line Marine Radio Service
- Private Line Voice Grade
- DS0
- DS1
- DS3
- OC3
- OC12
- OC48
- OC192
- DSL

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