

March 6, 2015

TO: FCC Docket 12-353 Public Comment

I experienced an unethical practice by AT&T to force the removal of my landline without proper authorization or disclosure. I also filed a complaint with the Better Business Bureau in Sept 2013. Case No 27325929. It took three months to get my landline back.

Landlines are not as regulated as digital. AT&T has spent time and money to convert customers to digital and if my experience is any indication of their methods I have concern about over site.

Power outages occur frequently in my community. I reside in Elmhurst. Several days during the summer several areas in our community have been without power. It is my understanding that AT&T will not force anyone off a landline until they can fix issues related to power outages, medical monitoring devices and location id when 911 calls are made.

Customers should be given options to retain their landlines until there is a track record that the replacement service can be supported by all communities and providers in the event of power outages, 911 location and medical monitoring.

Sincerely,

Diane DiBartolomeo