

AT&T Wire Center Trials: Data Collection and Reporting for 1st Quarter, 2015

July 14, 2015



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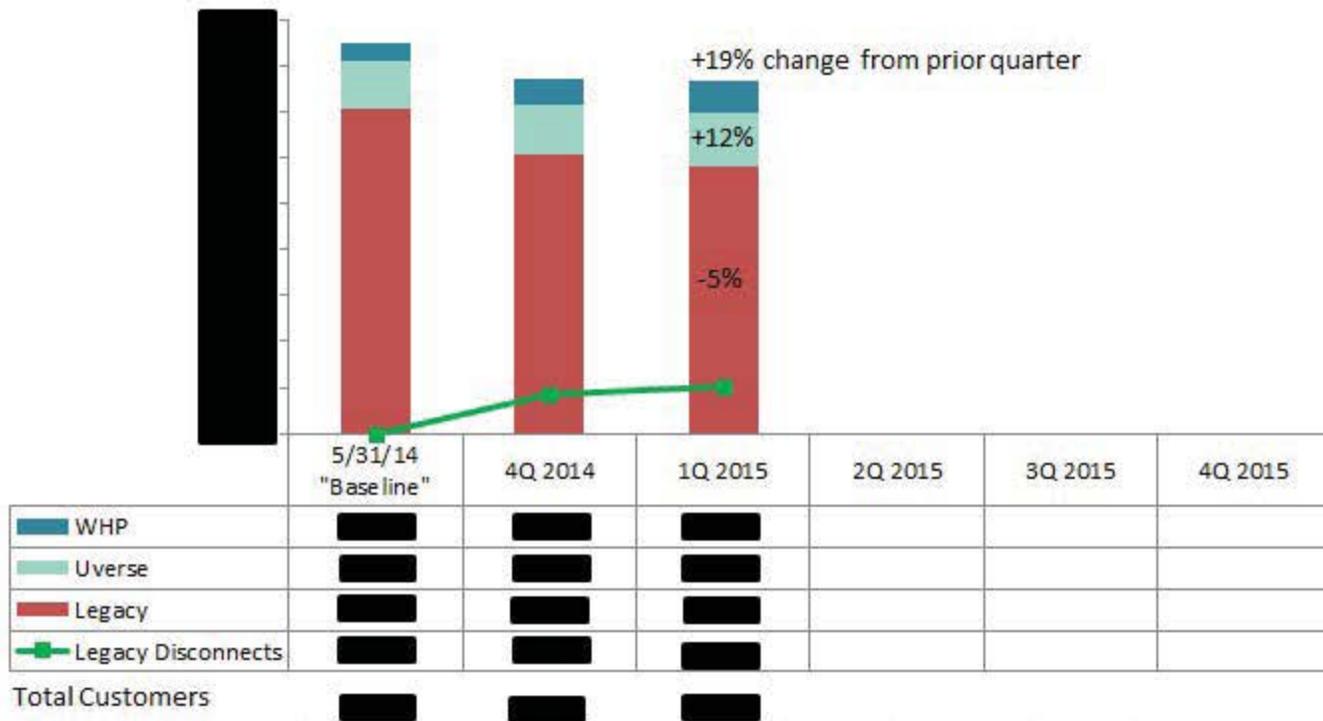


Transition Progress Report

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



Consumer Service Transition Report – Carbon Hill, AL

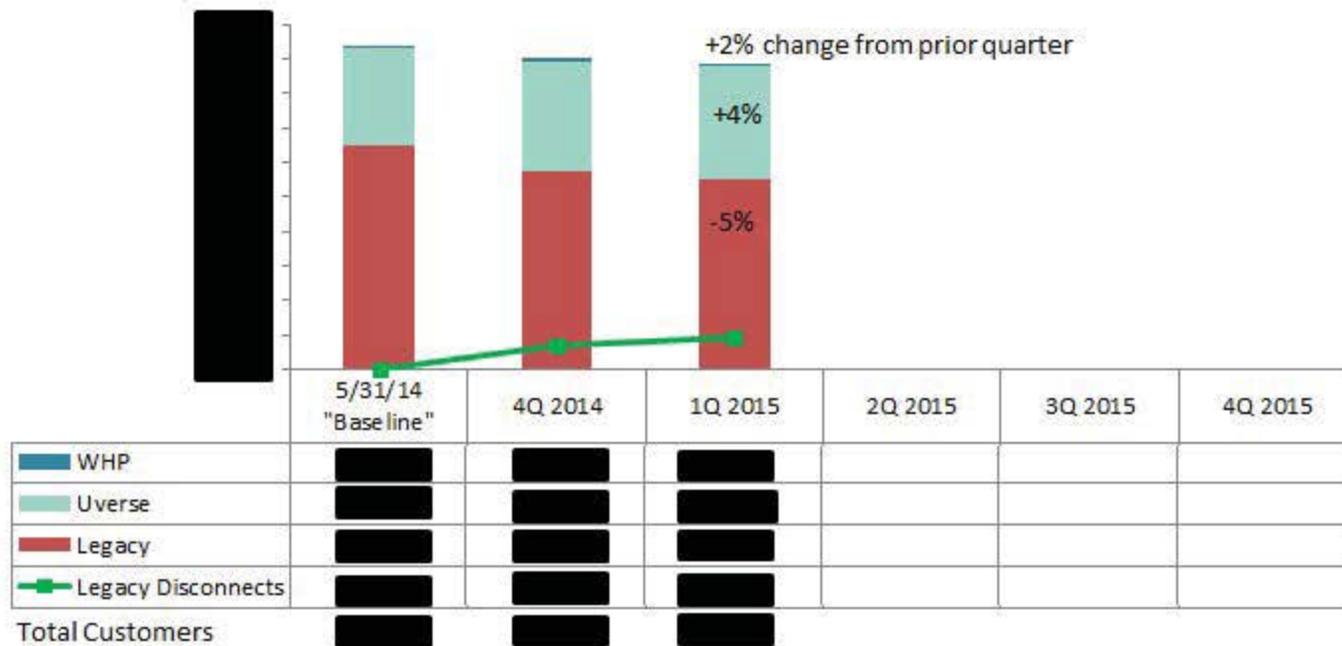


Legend

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 Uverse.
Legacy	TDM POTS and DSL - This is the number of legacy customer service accounts and includes both baseline (i.e., pre-existing) accounts and well as 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.



Consumer Service Transition Report – Kings Point, FL



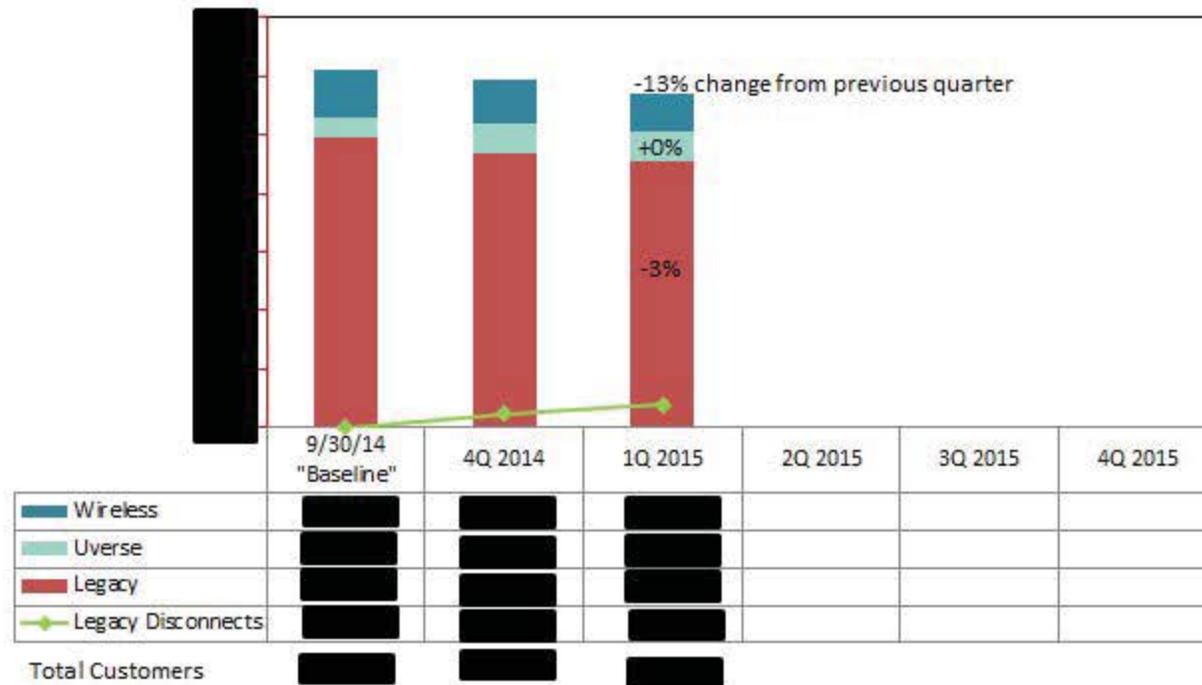
Legend

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 Uverse.
Legacy	TDM POTS and DSL - This is the number of legacy customer service accounts and includes both baseline (i.e., pre-existing) accounts and well as 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.



Simple Business Service Transition Report

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



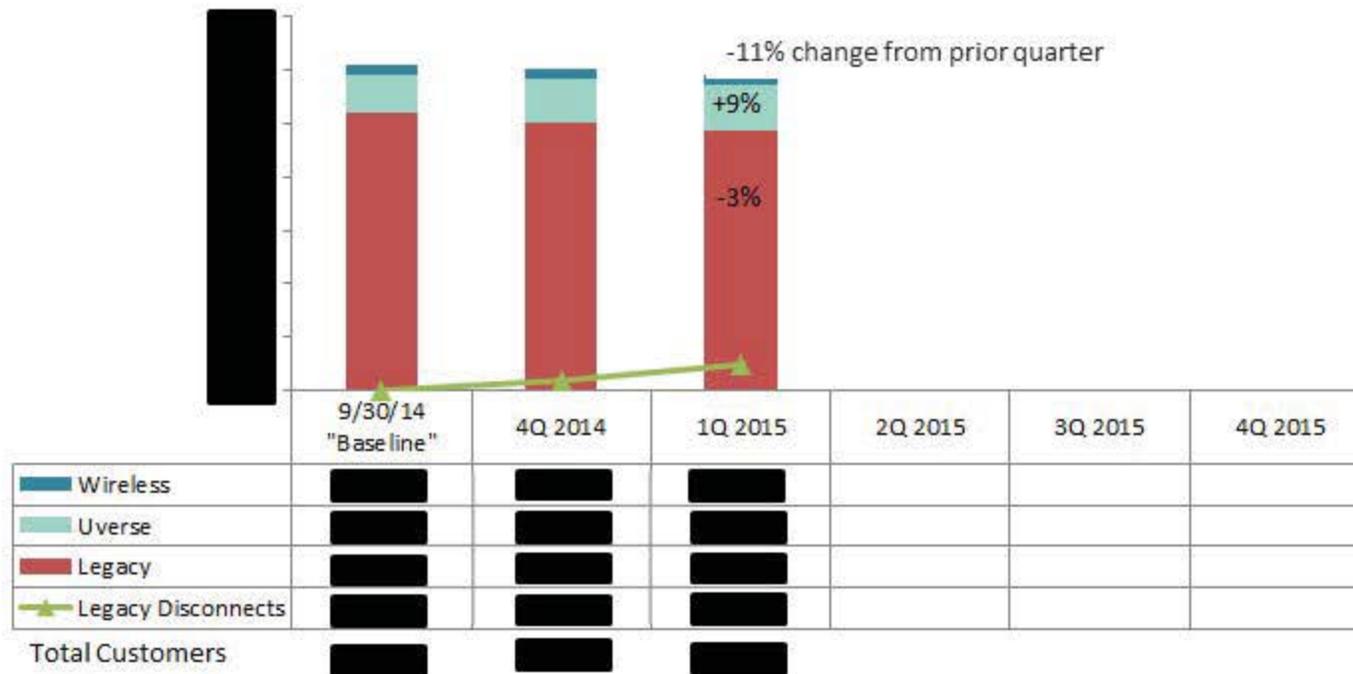
Legend

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.



Simple Business Service Transition Report

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



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"
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Customer Migration Plans and Issues

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



Consumer Account Migration Plans and Issues

Sales and Marketing Initiatives

AT&T continued its marketing campaign to migrate eligible consumers to IP products in the two trial wire centers

- Marketing campaign and offers remained the same as 4Q 2014
- Reinforced dedicated sales team training on catch products and special offers and incentives

Customers are continuing to migrate to AT&T IP products and services

- Response rates are still good however overall calls into the dedicated call centers have declined by 5%.
- As our Transition Progress Reports show trial customers are continuing to migrate from TDM to U-verse services and WHP.
- As in the prior quarter-year period, customers who declined to migrate to WHP expressed concerns regarding 911 calls and compatibility with medical devices, home security alarms and fax machines.



Consumer Account Migration Plans and Issues

IMS Tool, Wireline Channel:

- In 1Q 2015, AT&T refined the Information and Management System (IMS) Tool to capture data more relevant to the IP transition.
 - Beginning 1Q 2015 sales representatives are only creating tickets for IP product issues, IP sales attempts and IP migrations.
- As of 1Q 2015 the dedicated center sales associates created tickets for [REDACTED] contacts .
 - Data reported includes [REDACTED] tickets that fell within the reporting parameters and [REDACTED] of those were trial related.

Category	Tickets
Non-Trial: Questions not related to the trial	[REDACTED]
Billing: Billing Issues related to adjustments, promotional rates and rate inquiries.	[REDACTED]
Ordered IP Products [REDACTED] customers migrated to WHP or UVV; [REDACTED] existing U-verse customers migrated from POTs to U-verse Voice; [REDACTED] POTs Customers declined offer to migrate to UVV or WHP. Reasons for not moving to U-verse: no computer, snowbird, HOA covers Internet and cable. Reasons for not moving to WHP: poor signal strength and compatibility with security alarm, medical devices, life alert	[REDACTED]
Service Outages, slow installation times:	[REDACTED]
Service Availability: [REDACTED] related to availability, product functionality including directory listings, VOIP features and functionality, availability of standalone VOIP.	[REDACTED]
Lifeline/Disability: [REDACTED] inquiry regarding U-verse Voice	[REDACTED]
Cancel Service: Bill too high, moving, not using, technical issues	[REDACTED]
Total Records	[REDACTED]



Consumer Account Migration Plans and Issues

IMS Tool, Mobility Sales Channel:

In 1Q 2015, the Mobility Care Center tracked issues related to WHP and WHPI

Category	Calls
Non-Trial Related	█
Consumer Protection: Includes mostly billing related issues, information accuracy and information education requests	█
Universal Service: █ calls related to product functionality and dissatisfaction with service including █ calls resulted in service cancellation. █ calls were related to product compatibility issues with alarms and other devices.	█
Public Safety: 911 emergency response, Network Reliability	█
Accessibility: Customer Service for Disable	█
Total Records Reviewed:	█

Lessons Learned to Date

- Customers are responding to our promotional offers
- Customer issues are consistent with non-trial markets
- Top calling reasons: non trial related and trial related billing; expired promotions

Office of the President:

In 1Q 2015, the Office of the President tracked █ issues from customers in the two trial wire centers

Category	Calls
Non-Trial Related: POTS related complaints/U-verse TV	█
Consumer Protection: █ U-verse Billing Related - including disputes on TDM final bill/U-verse new bill, promotional pricing expirations, misquoted rates and billing name change. █ Install related: damage to property.	█
Universal Access: - U-verse Voice customer was ported to Verizon without their authorization.	█
Public Safety: U-verse Service Outages	█
Accessibility: Customer Service for Disable	█
Total Records Reviewed	█



Consumer Account Migration Plans and Issues

Interactive Voice Response (IVR) System Report:

- Except for repair calls, 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
- 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 2015	U-verse	Legacy
Total Calls Route thru IVR	████	████
Total Calls Percent Split	40.4%	59.6%
Cancel Service Percent Split*	42.1%	57.9%
Billing: Includes all billing inquires (percent of applicable calls)	51.6%	43.7%
Payment : Includes bill pay, payment inquiries, confirm payment, set-up auto payment	15.0%	15.6%
Acquire Service: Includes U-verse, Internet, other	5.1%	8.6%
Lifeline	0.1%	0.6%
Other: restore service, check status, change/moves, collections	28.2%	31.5%

Calls from New IP and Migrated Customers

1Q 2015	U-verse
Billing: Includes all billing inquires	████
Payment : Includes bill pay, payment inquiries, confirm payment, set-up auto payment	████
Acquire Service: Includes U-verse Internet, other	████
Lifeline	████
Cancel Service*	████

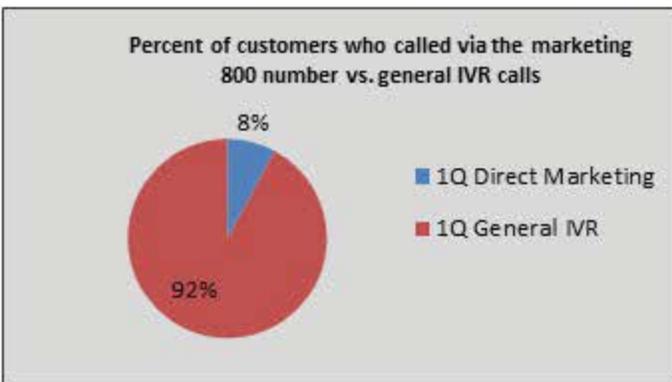
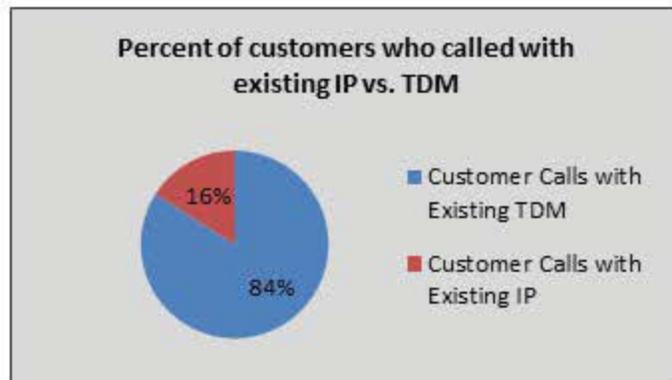
*Cancel Service calls go to a retention center.



Small Business Account Migration Plans and Issues

Activity Summary

Activity	Date	Customers	Results
U-verse Marketing Campaign - Direct Mail	Feb. 2015	█ Customers Targeted	█ New Migrations
U-verse Product Surveys	Jan. - March	█ New Customers Targeted	█ Completed Survey



* █ Total Calls were received in 1Q15

█ total Small Business calls were recorded/evaluated as part of the trial in 1Q15

█ TDM to IP Sales were recorded in 1Q15

Similar to the prior quarter, the ability to reach customers and encourage them to convert continues to be a challenge.

Incoming call volumes continue to be mostly about TDM services however there has been a slight shift toward IP services from 8% in 4Q14 to 16% in 1Q15 or an 8% increase quarter over quarter of IP customer calls.

Direct mail marketing efforts to eligible base* resulted in █ transitions in 1Q15. Alternative methods and approaches are being reviewed to reach additional customer base.

* Note: eligible base includes customers having IP-network coverage, having 1 or 2 voice lines and who have agreed to be contacted.



Small Business Account Migration Plans and Issues

IP Eligibility in 1Q15

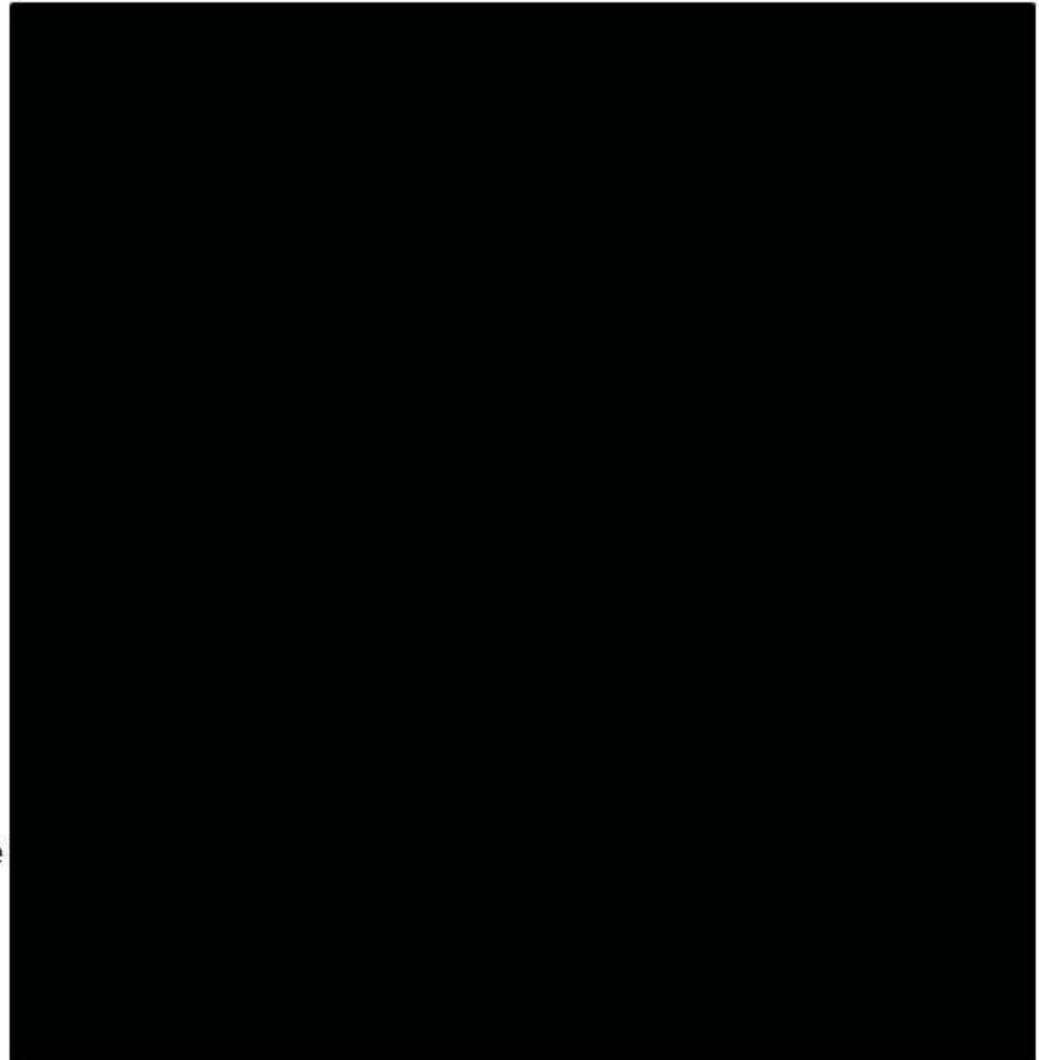
1Q15 Eligibility:

- █% of calls that came from small business customers are ineligible for IP services
- Additional IP services and enhancements that are coming to market will increase eligibility in the future

1Q15 Eligibility

█% of calls in 1Q were from customers that are located outside the AT&T wireline IP footprint and are not eligible at this time

█% of calls in 1Q were from customers that have a legacy service for which IP products are not yet available due to size (e.g., 3-6 lines), application issues (e.g., alarm lines, elevator phones) or other reason



Small Business Account Migration Plans and Issues

1Q15 "Ineligible" Analysis

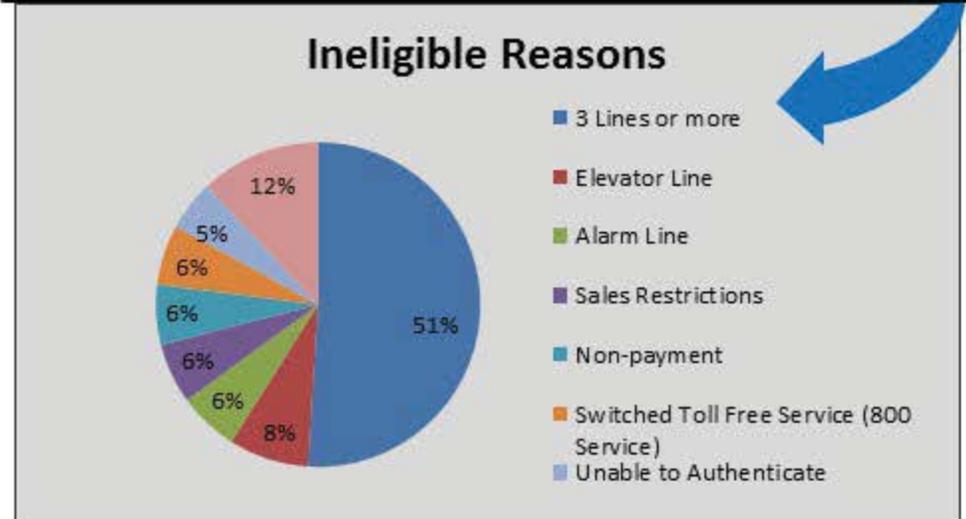
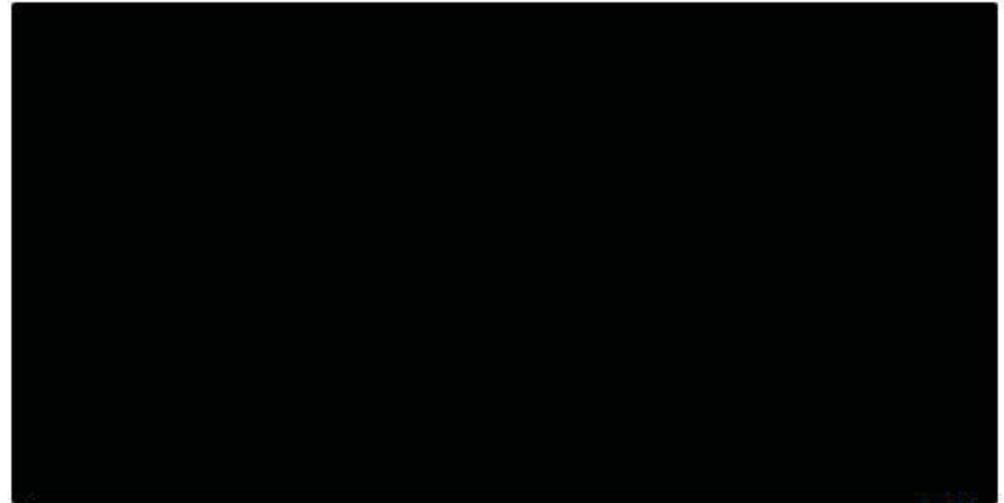
Ineligibility Analysis

In 1Q15, █.█% of TDM customers that are IP enabled were unable to migrate due to current product feature gaps and/or are waiting for future products. The current largest group of customers are those with 3 or more lines.

Top 7 Ineligible Reasons

1. Customers has 3 or more lines (51%)
2. Customer has an elevator line (8%)
3. Customer has a sales restriction (6%)
4. Customer has not paid bill and not eligible (6%)
5. Customer has an alarm line (6%)
6. Customer has Toll Free (800) Service (6%)
7. Unable to authenticate customer (5%)
8. 'Other' (12%)

Other represents: Credit card machine, unable to determine what line is for, speed issue, installation issue, customer unwilling to discuss, temporary disconnect.



Small Business Account Migration Plans and Issues

1Q15 IP Inbound Call Activity

General questions made up the largest number of calls. Looking across the issue categories, the greatest number of calls were related to billing issues.

IP Service Billing Disputes:

- Order Correction (█): Bill name was incorrect and needed correction.
- Adjustment (█): Requested Credit due to first/last bill, incorrectly quoted charges, early termination charges incurred and claims didn't order services.

Tech Support Repair/General:

- Verify Speed (█)
- Repair – service not working (█)
- General tech support (█)
- Tech did not show up (█)

1Q15 IP INBOUND CALL ACTIVITY	
Public Safety	█
Accessibility	█
Universal Service	█
Tech Support Repair/General	█
IP to TDM	█
IP Availability	█
Consumer Protection	█
Service Billing - Disputes	█
Service Billing - Cost	█
Service Billing - Follow Up	█
General	█
Service Billing - General	█
Service Billing - Order	█
Service Incomplete	█
New Service Inquiry	█
Disconnect	█
TOTAL IP CALLS	█



Small Business Account Migration Plans and Issues

Key Learnings

1. Future Products and Enhancements are Key -

- In first quarter █% of customers that contacted our centers were eligible to migrate to IP.

2. Ability to Communicate with Customers –

- Customers who have requested that their CPNI information not be used for marketing purposes are difficult to reach.
- Where AT&T can contact the business, reaching a decision maker is challenging.
- Some accounts have old contact information and/or billing is handled elsewhere.

3. Continued Analysis -

- We continue to monitor customer application issues and any product gaps are fed back to the product development team for future product enhancements.

4. Remaining Eligible Customers –

- We continue to market to existing eligible customers via direct mail, however there were █ responses to the 1Q campaign █

5. Billing Disputes –

- Billing issues continue to trend high among reasons why IP customers are calling. The trial universe is small. We will continue to monitor for trends.



Small Business Account Migration Plans and Issues

Customer Surveys

We continue to gain further insight into the customer experience with surveys attempted on all completed Small Business VoIP sales. Overall, customers interviewed for this research showed a high level of satisfaction with AT&T and their experiences of migration have been positive. Installation scores are being reviewed for improvement.

As of 1Q15, 100% VoIP customers participated in the survey (1 additional in 1Q15), which produced an average overall satisfaction rating of 9. (Rating: 1 Lowest/10 Highest)

Avg. Satisfaction Rating (1 Low – 10 High)		Score	Customer Feedback
Overall Satisfaction		9	All customers extremely happy with AT&T. Key benefits of the migration have been that they are saving money and are getting better (call clarity and less latency) internet service.
Communication		8.5	All customers have received outbound calls from AT&T. Not all customers were aware of the trial.
Easy to do Business With		10	Sign-up was easy with rep on the telephone. Customers cited the professionalism and thoroughness of the reps.
Service Performance		10	Voice service is performing as promised. Installer did not explain new voice mail for one customer. Modem needed replacement for another customer.
Billing			Two customers received charges for transfer of service – then needed to contact AT&T to receive credit for this charge.
• Clarity		10	
• Accuracy		10	
• Timeliness		10	
• Overall Sat.		9.5	
Installation			One customer reported that the installer did not show up on day of install. Customer TDM/DSL was out for ½ day on the day of installation. Upon investigation it was determined that the arrival window communicated to the customer was 9am to 12pm. When the installer arrived closer to 12pm the customer thought the tech had missed the appointment as the customer heard only the earliest arrive time of the appointment window.
• Scheduling		7.5	
• Time to install		10	
• Install Sat		6.5	

Lessons Learned from Surveys:

- Overall experience with AT&T and the migration has been very positive. (Average Rating: 9)
- Customers cite the reason they agreed to switch as “cost savings” and better call clarity and less latency with AT&T internet service.
- Sign-up was easy. Customers cited the professionalism and thoroughness of the reps. Customers rated 10 for Easy to do Business.
- Installation experience identified opportunities for improvement with a rating of 8.5.
- Customers felt voice service is performing as promised and rated service as a 10.
- Overall satisfaction with Billing was rated 9.5 due to a transfer of service charge correction



Large Business Account Migration Plans and Issues

Proactive customer contact: ■■■ existing large business customers in trial areas were contacted by their account team in 2014. ■■■ net new large business customers were added in the trial wire centers.

Details of Reporting Components:

■■■ Business Customers in Carbon Hill, AL Wire Center

■■■ Business Customers in Delray Beach, FL Wire Center

■■■ Business Customers in both Wire Centers

■■■ Business Customers disconnected various services provided by AT&T

Feedback themes are generally the same as was reported in 4Q, 2015:

Timing:

- Contract Expiration - some customers on long-term contracts (expiring 2017+) stated migration conversations are premature at this time

Product Conversations:

- Customers expressed interest in understanding the features and benefits of the IP replacement products, in comparison to the existing TDM products installed today.
- For customers with additional locations outside the trial wire centers, conversations have focused on evaluating solutions for their entire network, versus a change to a single site within their regional footprint.
- Businesses seeking to understand IP alternatives to low bandwidth (fax, alarms, elevators, etc.) TDM-based services.

Third Party Involvement – some customers employ other solution providers and aggregators which complicate the migration discussion.

Targeted Products: Most large business customers are focused on: IP Flexible Reach, AVPN, ANIRA, Network Suite, AT&T Switched Ethernet, EaMIS, and Business DSL Broadband.

Site Consolidation: Some customers commented that site consolidation is underway some remote locations may be disconnected in lieu of larger areas.



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.



Defects Per Million for TDM

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

Success Rate for TDM

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



Defects Per Million for Consumer-VoIP

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

Success Rate for Consumer-VoIP

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



Defects Per Million for Business-VoIP

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

Success Rate for Business-VoIP

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



Wireless Accessibility

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

Wireless Retainability

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



FCC Reportable Outages

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



NORS Reports

Outage Summary: [REDACTED]



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.



Disability Consumer Advocacy Outreach

AAPD Activity Report – Q1 2015

During this business quarter the American Association of People with Disabilities (AAPD) continued to develop relationships with Community Based Organizations (CBOs) in the trial sites through proactive outreach and the planning of in-person information sessions scheduled for the second quarter of 2015. This continued dialog has helped AAPD gain an understanding of which disabilities present the most sensitivities to this technology transition and has provided additional attention to the CBOs representing those disabilities.

AAPD also produced field-centric educational materials, including a brochure and a website, to address FAQs and convey information about customer care resources specifically available to customers with disabilities residing in the trial sites. The brochure is being distributed at all community events in both trial sites in case someone attending a general event knows someone with a disability who could benefit from this information.

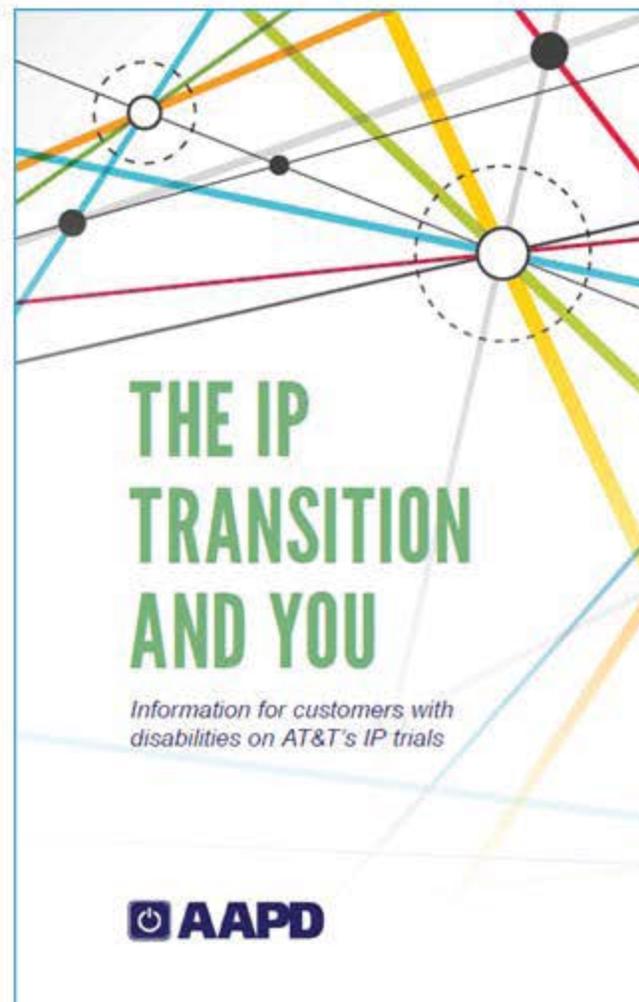
Reporting Tools

- The Contact Log: Complete list of phone calls and emails to maintain community-based relationships
- Appendix A: Soft copy of “The IP Transition and You” educational brochure

Activity Summary

- 8 phone and email communications to 7 CBOs in Alabama
- 22 phone and email communications to 20 CBOs in Florida

No areas of concern were identified during this business quarter.



Community Outreach

Description: Trial States Overview of Events, Activities, Collateral from January – April 2015



Summary of Trial Site Activities, January – April 2015

Between January 1 and April 30, 2015, AT&T has conducted outreach, education and engagement activities in Carbon Hill, Alabama and the West Delray Beach area of Florida. This continues the trial-focused community meetings, events and outreach that started in early 2014, following AT&T's proposed selection of these two locations for multiyear, Federal Communications Commission (FCC) overseen technology trials. To date in 2015, activities and engagement in Carbon Hill and the West Delray Beach area have focused on customers and the broader community. Additionally, in both locations, targeted events, meetings and outreach has occurred with seniors and with residents/customers with disabilities.

As in 2014, general community and audience-specific outreach was undertaken with several goals in mind.

1. First, to share information about the trials and answer questions about how they will impact customers in these communities.
2. Second, to engage particular audiences and not only provide them with trial-specific information, but to help them understand the benefits that access to Internet Protocol (IP) enabled products and connections can provide. This was conveyed in training sessions that provided seniors with firsthand experience with smartphones and tablets.

In addition to these audience-specific community events, meetings were convened, and are in the process of being scheduled in both Carbon Hill and the West Delray Beach area with local and national seniors, disability and consumer groups. These meetings are designed to inform and engage these groups in assisting with trial education and outreach.





**West Delray Beach,
Florida**



Summary of Events in West Delray Beach, Florida

8 total events and meetings between January and April 2015:

- 7 senior tech training events held in partnership with the Delray Alliance.
 - Each of these tech training events were convened in partnership with homeowners associations (HOAs) in the West Delray Beach area: Abbey Village, Delray West, Lakes of Delray, Harbours Edge, Pines of Delray, Villa Borghese and Emerald point.
 - The goal of these events was to continue to conduct education and outreach to the West Delray area's predominantly senior population, and offer residents an opportunity to ask questions, learn more about the trials, and become more familiar with smartphones, tablets and other devices.
- 1 public screening of the documentary "Cyber Seniors", which tells the story of a group of senior citizens who learn how to navigate the Internet and forge digital connections with the help of teenage mentors.

Upcoming events in the second half of 2015 include:

- Continued senior tech trainings to be conducted in partnership with additional West Delray Beach area organizations, including homeowners associations.
- Continued outreach to, and engagement of, local and national seniors, disability and consumer groups and organizations, including work and meetings with:
 - 1) The American Association of People with Disabilities (AAPD) and local disability organizations
 - 2) Consumer Action
- Potential tech trainings with local disability organizations, based on their guidance. Potential general consumer tech trainings to be conducted in partnership with Consumer Action.
- An HOA Vendor Fair, to be conducted with AT&T Home Solutions.
- Outreach to West Delray Beach area public schools to promote awareness of parental control applications.
- Site visit by the RAND project team conducting the FCC research on the IP trial in the West Delray Beach area scheduled for May 18, 19 and 20.



Home About The Issue Frequently Asked Questions West Delray Beach FCC Trial Center Contact Us



IP4WestDelrayBeach Community

Meeting Consumer Demand for advanced Internet-based services



New Connections on the Horizon for West Delray Beach community
By Joe York, AT&T President — Florida, Puerto Rico & U.S. VI

As you may know, AT&T has announced the selection of the West Delray Beach area of Florida as one of two locations nationwide for a multi-year technology trial to be overseen by the Federal Communications Commission (FCC). This pilot program will shape AT&T's efforts to develop new products and processes in the West Delray Beach community — and nationally. The announcement is in response to a request by the FCC to companies to submit proposals to conduct trials where connections and services would be rolled out and offered to customers.

In greater numbers, and with greater frequency than ever before, consumers and businesses are choosing to use newer technologies and devices that enable more choices in how they connect, video, email, text and voice. These connections not only benefit consumers, but also communities and important community institutions, including schools, hospitals, police and fire stations, and businesses. Students can access education resources on the other side of the



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Community Meetings



Highlights from Florida Senior Tech Trainings & Outreach Meetings

January 20 and January 21 Senior Tech Trainings for High Point of Delray West and Abbey Village residents

- Events coordinated in collaboration with the homeowners associations of these properties
- 62 attendees
- On a scale of 1 to 5, 98% of participants rated the training sessions a 4 or 5 in terms of helpfulness in learning to use newer devices
- Nearly 8 in 10 attendees said, after the training, that they are more interested in new communications tools and devices
- Participant feedback:
 - *"After just a few minutes today, thanks to AT&T's great trainer I can now send my family photos of us here in Florida."*
 - *"I've had this iPad for about 6 months now and never turned it on, but after today I've learned things I never would have thought I would learn."*

March 24 Senior Tech Training for Pines of Delray residents

- Event coordinated with the homeowners association
- 30 participants
- Attendees learned how to send photos, use apps, and set up and use a calendar.
- 82% said this event made them more interested in new communications tools and mobile devices.
- Participant Feedback:
 - *"I now know how to do everything on my list. I am going to show my grandkids. They will be so proud of me!"*



Sample of Local Media Coverage from the *Sun Sentinel*

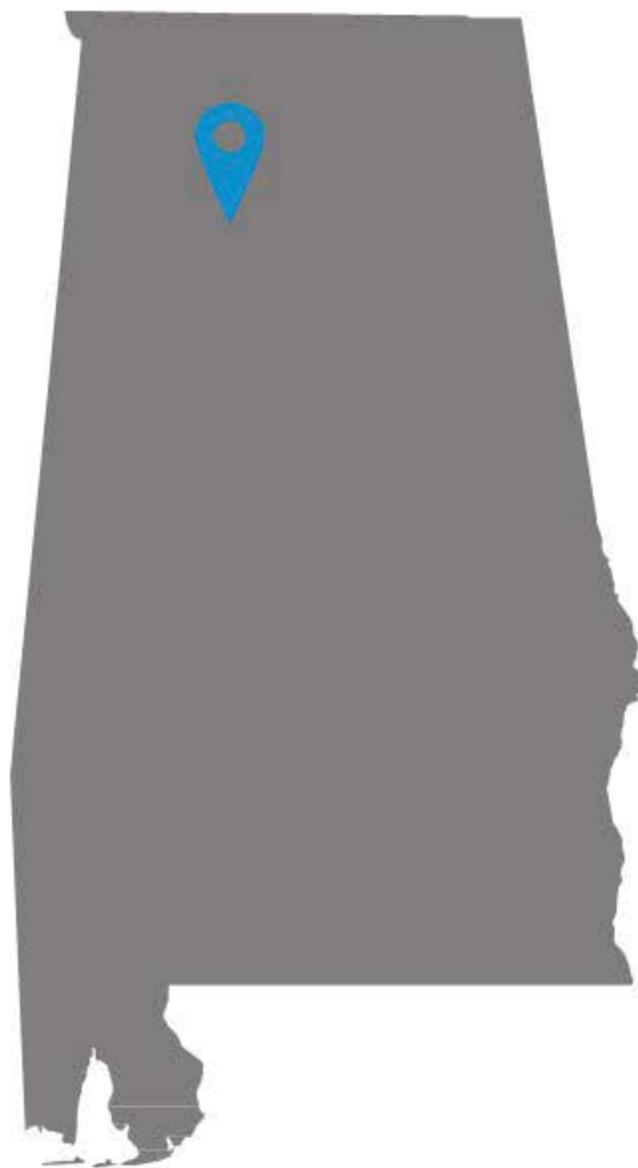
Sun Sentinel: Free screening of “Cyber Seniors” documentary Wednesday 1/26/15

The Alliance of Delray Residential Associations has teamed up with AT&T to present a movie Wednesday. Folks are invited to a free screening of “Cyber Seniors”, a documentary about teenagers who help senior citizens discover the world of the Internet.

<http://www.sun-sentinel.com/local/palm-beach/delray-beach/fl-delray-documentary-brief-20150126-story.html>



Carbon Hill, Alabama



Summary of Events in Carbon Hill, Alabama

15 total events and meetings between January and April 2015:

- 8 bimonthly informational sessions convened at the Carbon Hill Community Center.
- 3 Family, Career and Community Leaders of America (FCCLA) Senior Tech Trainings, where high school student members of the FCCLA partner with Carbon Hill seniors to provide one-on-one instruction on using IP-enabled smartphones, tablets and devices. Additionally, presented at the FCCLA State Conference about the Senior Tech Training Initiative, encouraging participation from more school clubs.
- 2 meetings with the Carbon Hill Advisory Council
- Participation in the National Federation of the Blind of Alabama's Northwest Chapter's "Living with Vision Loss" Community Health Fair in Jasper, Alabama
- An IP Trial briefing for the Walker County chapter of the Alabama Institute for Deaf and Blind.

Upcoming events in the second half of 2015 include:

- Continued, bimonthly information sessions to be held at the Carbon Hill Community Center.
- Continued meetings with the Carbon Hill Advisory Council.
- Continued outreach to, and engagement of, local and national seniors, disability and consumer groups and organizations.
 - Continued work with AAPD and with the Alabama Institute for the Deaf and Blind (AIDB).
 - Planned tour of AIDB's E.H. Gentry facility.
- Potential tech trainings with local disability organizations, based on their guidance.
- Site visit by the RAND project team conducting the FCC research on the IP trial in Carbon Hill scheduled for May 11 and 12.



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Meeting Consumer Demand for advanced Internet-based services

New Connections on the Horizon in Carbon Hill
By Fred McCallum, President — AT&T Alabama



Carbon Hill has been proposed by AT&T as one of two locations in the country where we will implement a new trial technology program overseen by the Federal Communications Commission (FCC). This will serve as the model for providing our customers with access to our ultra-fast, Internet-based network.

What we learn together in Carbon Hill will enable cities, small towns and rural communities across America to take advantage of this communications technology.

We are excited to work with our customers, to hear about their experiences and to understand what we can do to make their transition to the future of technology safe, easy, simple and seamless. We will be on the ground in Carbon Hill talking to customers about their communications needs, so that we can find solutions and put them in place — both here in Alabama and around the country.



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Community Meetings



Highlights from Alabama Senior Tech Trainings & Additional Outreach Meetings

January 21

FCCLA and Ladies Auxiliary/American Legion Senior Tech Training

- Held at the Carbon Hill High School in partnership with FCCLA and the Ladies Auxiliary/American Legion
- 10 attendees worked one-on-one with FCCLA student trainers for an hour long, in-depth training on how to use smartphones and other mobile devices.
- Additional FCCLA Senior Tech trainings took place on March 18 (at the Carbon Hill Senior Center) and April 23 (at the Carbon Hill High School).

March 5

FCCLA State Conference Presentation on Senior Tech Trainings

- Alabama External Affairs Director Terri Williams presented to over 500 students from across Alabama attending the FCCLA State Conference.
- Provided information about the Carbon Hill Senior Citizen Tech Training initiative to encourage other school clubs to participate .

March 3

IP Trial Presentation for the Alabama Institute for Deaf and Blind's (AIDB) Walker County chapter

- Briefing on the IP Trial, what it is, how Carbon Hill residents and the community can participate, and what it means for customers with vision impairments.
- 12 attendees, including representatives from AIDB representing Birmingham and Talladega.

April 22

Nat'l Federation of the Blind of Alabama Northwest's Health Fair

- Attended by more than 125 participants and 25 vendors.
- Provided information about the trial to blind and low vision Alabamians.



Sample of Local Media Coverage from the *Corridor Messenger*

Corridor Messenger: The information age

1/31/15

FCCLA's Family First program is the focus of the Carbon Hill FCCLA Digital Teen Mentoring Project. FCCLA members will meet the challenge of communication between older and younger generations, or the digital immigrants and the digital natives. A number of families across the nation find communication difficult due to the enormous technological advances for communication devices over the past decade.

http://www.corridormessenger.com/business/article_f85dadf2-a7e9-11e4-ba3e-c3be3b12c158.html





National



Sample of National Media Coverage, January – April 2015

Re/code: Growing number of Americans rely on cellphones as sole means of Internet Access
By Ina Fried, 4/1/15

Nearly one in five Americans depends on their cellphones for consistent Internet access, while a small but growing number of people have their phones as their only means of accessing the Web.

<http://recode.net/2015/04/01/growing-number-of-americans-rely-on-cell-phones-as-sole-means-of-internet-access>

TR Daily: Customers continue voluntary migrations in IP wire center trials, AT&T says
4/8/15

From September through December of 2014, “legacy” TDM (time-division multiplex) consumer accounts declined by 14% and IP (Internet Protocol) consumer accounts increased by 5% in the Carbon Hill, Ala wire center.



Actions to Date: Summary of Outreach to Disability & Aging Communities

Disability

- AT&T continues to incorporate community feedback to identify, connect with and support customers with disabilities in each of the trial locations.
- AT&T has engaged the American Association of People with Disabilities (AAPD) to:
 - Provide leadership.
 - Identify customers with disabilities through a network of organizations in the trial locations.
 - Identify disability leaders and organizations in both trial locations, and connect them with AT&T teams.
 - Develop educational materials about the IP transition for people with disabilities.
- AAPD developed materials about the IP transition for people with disabilities, which have been used at events in the trial sites, including a National Federation of the Blind (NFB) Health Fair in Jasper, AL.
- To date, AAPD has convened successful meetings with local disability organizations in both Carbon Hill and the West Delray Beach to provide information about the trials and respond to questions and concerns.
- AAPD is providing AT&T with a quarterly report of outreach/education activity for inclusion in AT&T's FCC filing.

Seniors/Aging

- Outreach, education and engagement of the aging community is a priority in both trial locations.
- To date, a number of meetings and events targeting seniors have taken place in both locations. These include "tech trainings" where senior citizens have been able to learn about and experience IP-powered products and devices.

Consumer

- AT&T has engaged Consumer Action and Call for Action to enhance our outreach efforts and strengthen relationships with local community and faith-based organizations (CBOs).
- To date, Consumer Action has:
 - Developed materials and a [website](#) with information about the IP trials
 - Worked with AT&T to schedule a visit to Delray Beach and host a series of meetings with key CBOs
 - Continued work with CBOs to distribute materials
- Call for Action is educating its Birmingham-based volunteers to respond to and redirect any inquiries about the IP trials. To date they have:
 - Developed background materials for volunteers
 - Held a volunteer briefing with AT&T
 - Begun developing scripts for responding to inquiries.



“214” Customer Notifications

Description: A summary of Section 214 grandfather and sunset customer notifications by AT&T to TDM trial customers. The report will summarize by product the date of notification and the number of customers notified. The Customer Notification Report is a consolidated report of consumer, business and wholesale notifications.



214 Customer Notification Report

No discontinuance notices were sent in 4Q, 2014, thus there is nothing to report.

