

AT&T Wire Center Trials: Data Collection and Reporting for 3rd Quarter, 2015

January 15, 2015



Table of Contents

TOPIC	SLIDE NUMBER
Transition Progress (Description)	3
○ Consumer	4
○ Business (Simple)	6
○ Business (Complex)	8
Customer Migration Plans and Issues Report (Description)	10
○ Consumer	11
○ Small Business	15
Network Performance	18
Access by Persons with Disabilities	24
Community Outreach	26
Customer Notification	38
Backup (Complex Legacy Legend)	40

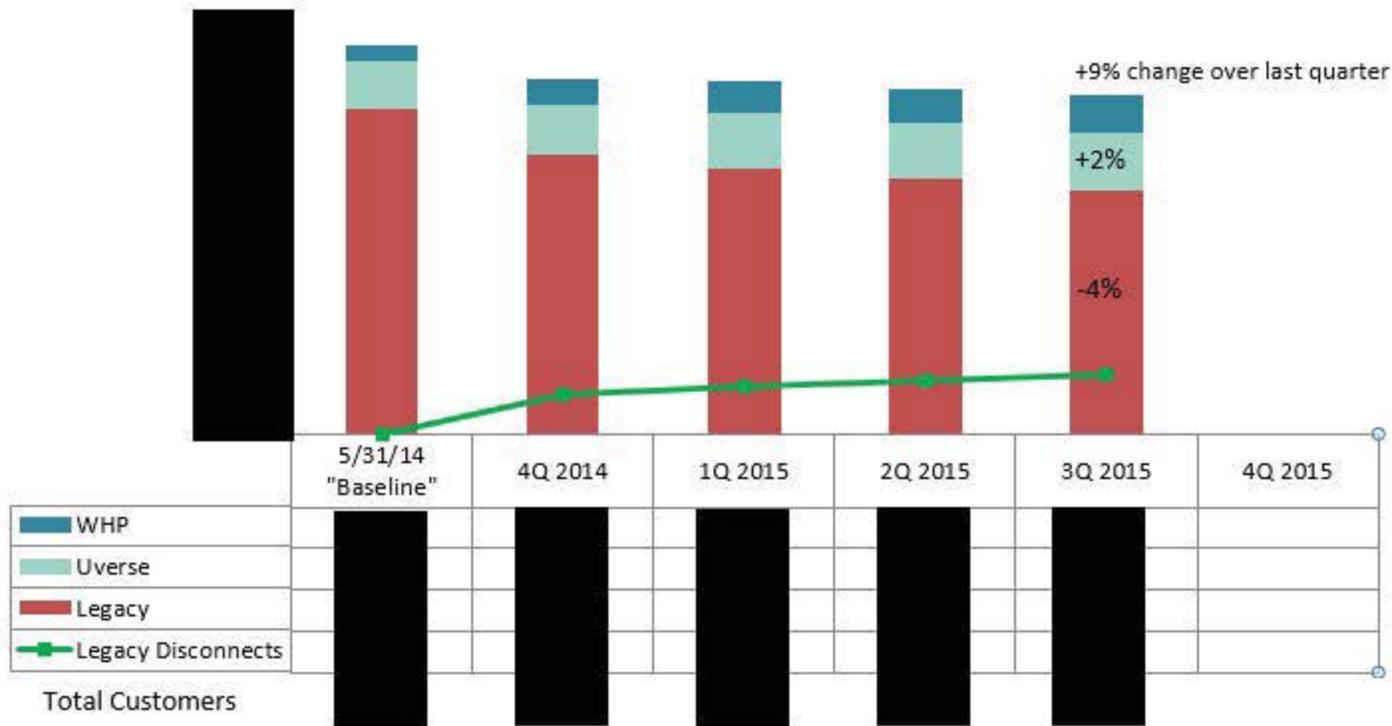


Transition Progress Report

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

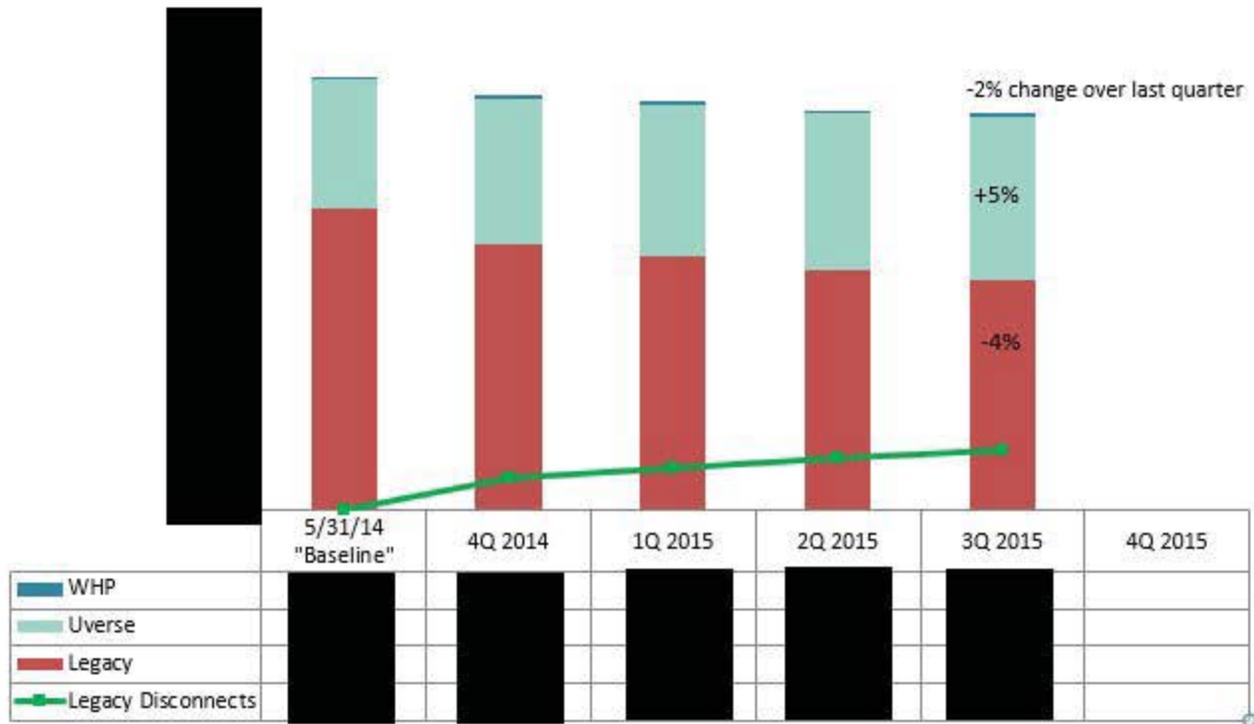


Legend

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 U-verse.
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



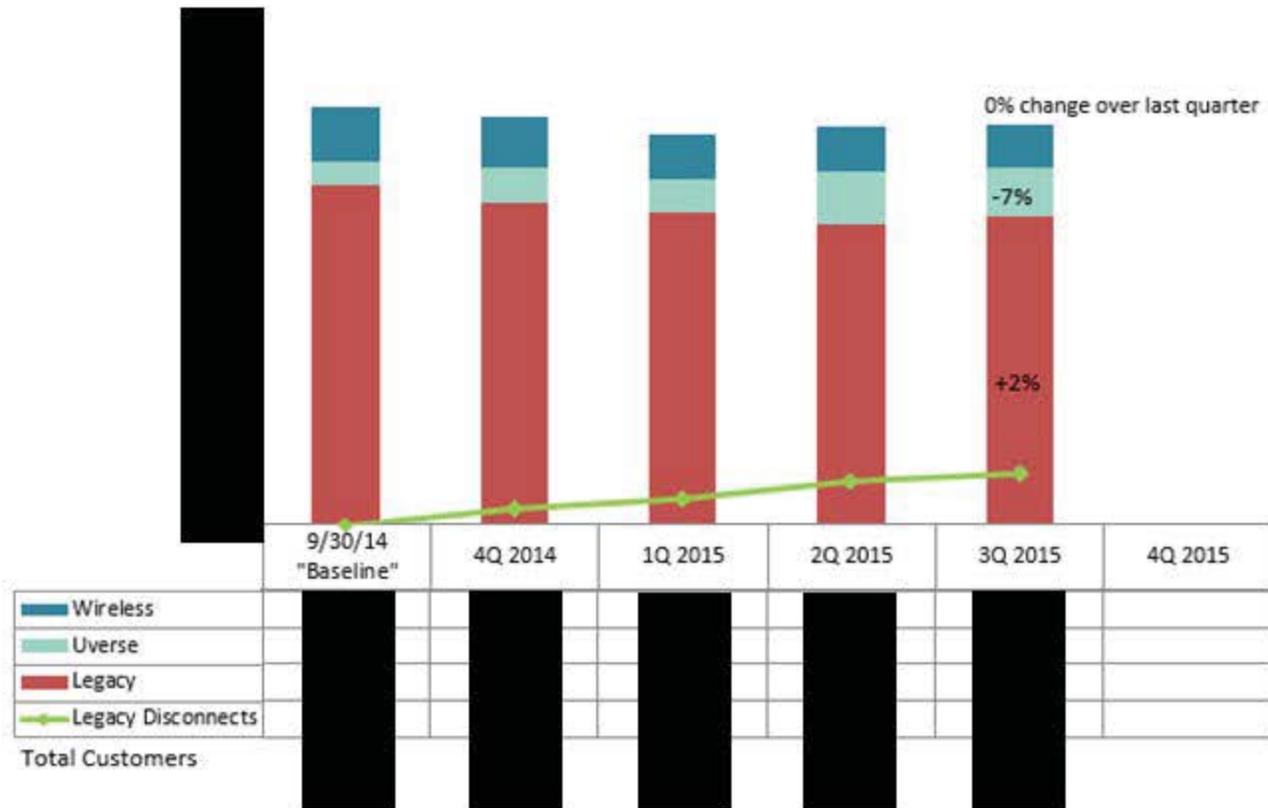
Legend

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 U-verse.
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)



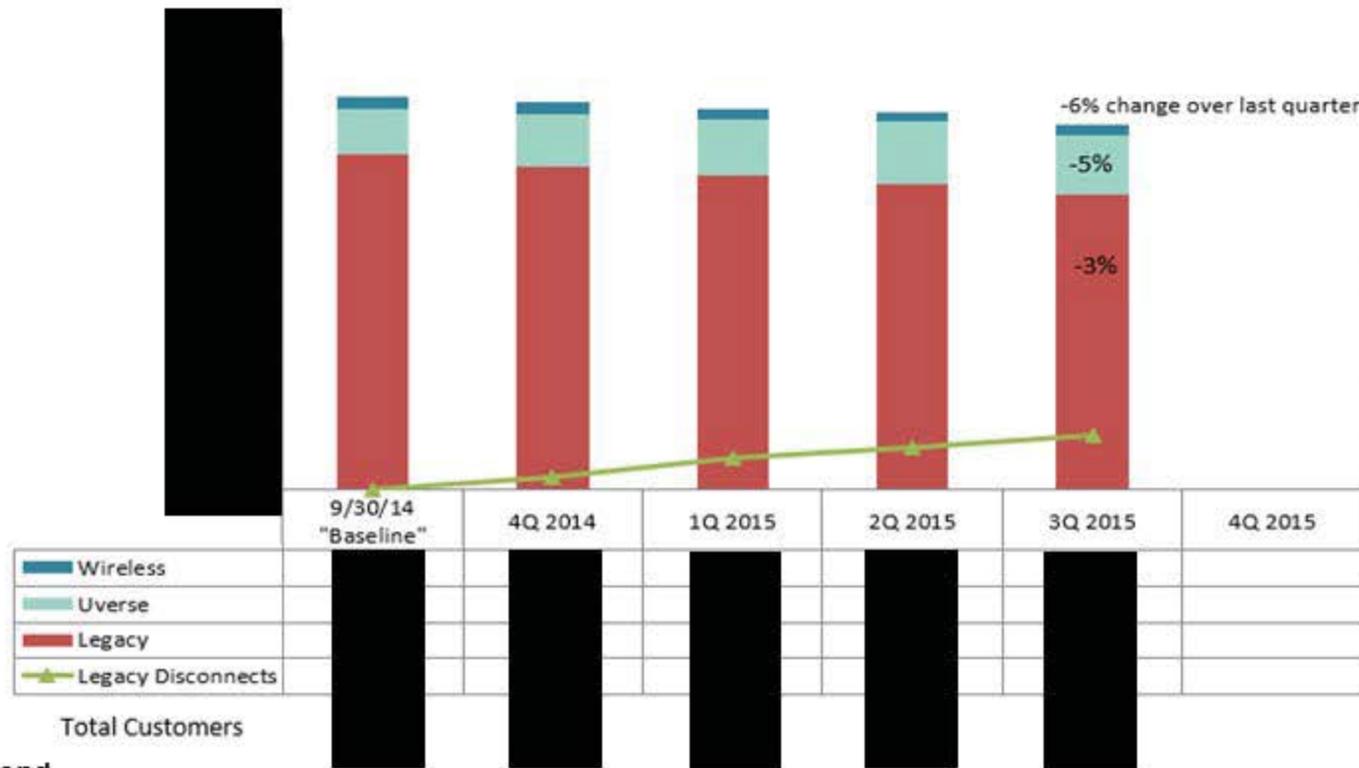
Legend

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)



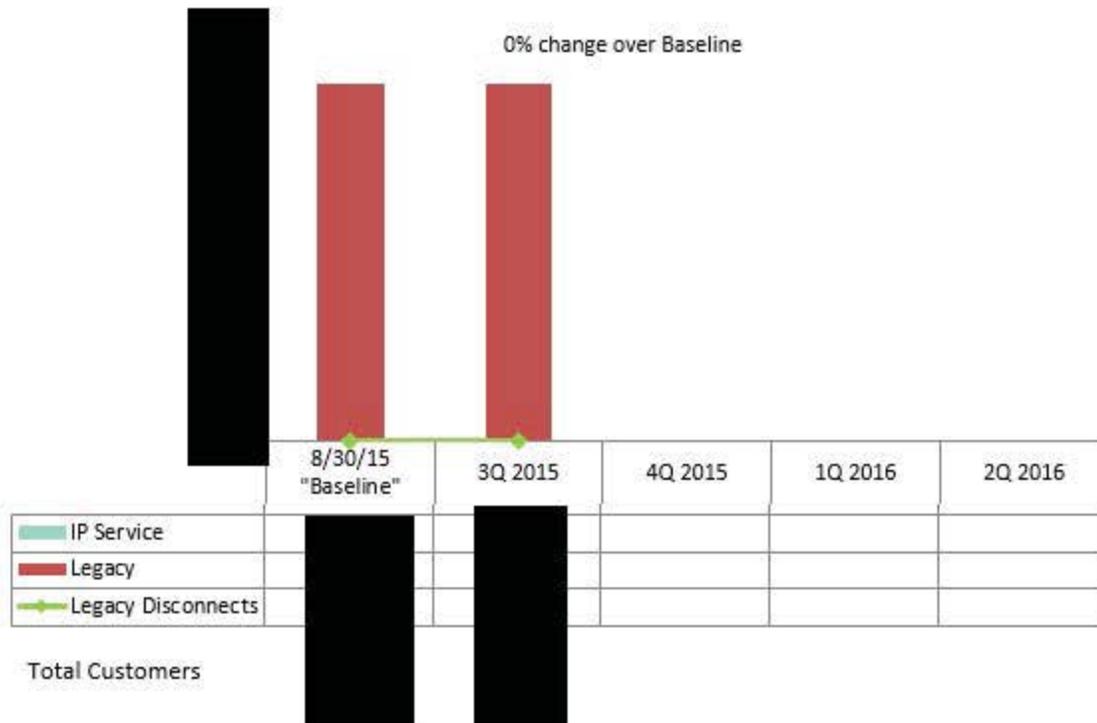
Legend

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"
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)



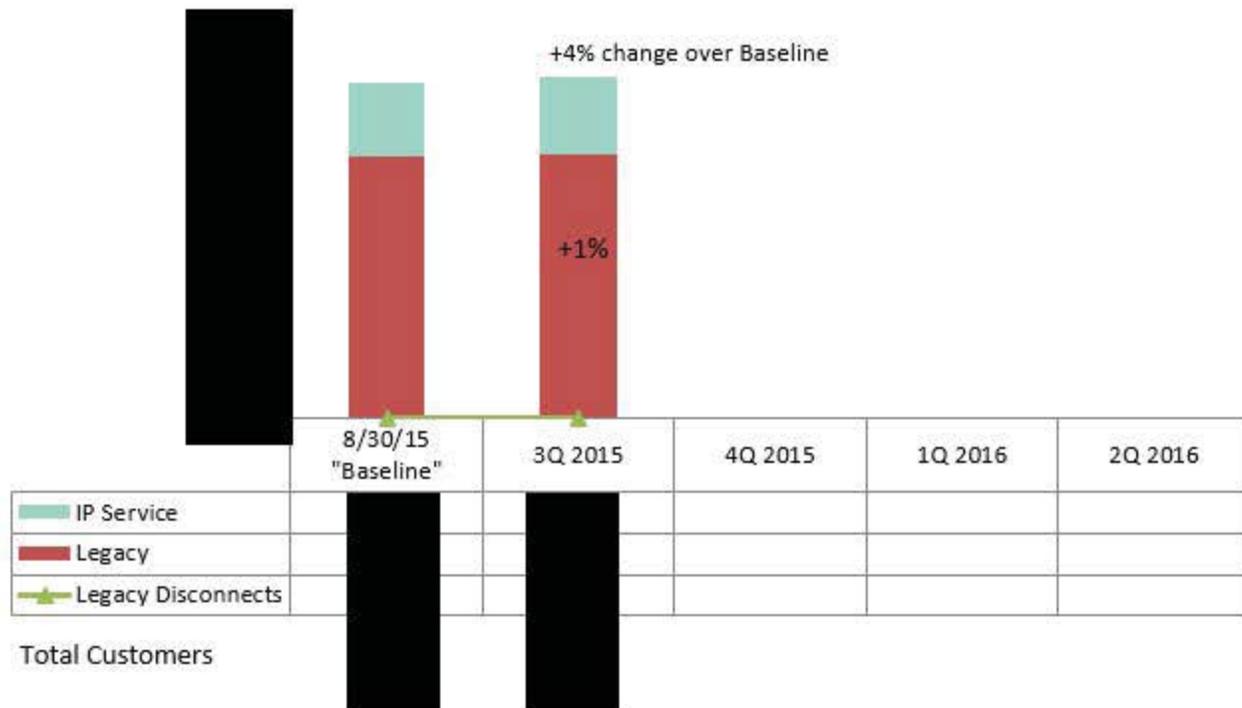
Legend

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 40 for product list.
Legacy Disconnects	Complex Legacy Baseline Disconnects - This is the number of customer Legacy "Baseline" Disconnects for Wire Center Trial Tracking



Complex Business Service Transition Report

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



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 42 for product list.
Legacy Disconnects	Complex Legacy Baseline Disconnects - This is the number of customer Legacy "Baseline" Disconnects for Wire Center Trial Tracking



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 added DIRECTV to its marketing campaign to migrate eligible consumers to IP products in the two trial wire centers

- The third quarter 2015 new offers included:
 - U-verse Double Play - U-verse Voice and U-verse Internet
 - DIRECTV Double Play - U-family TV and U-verse Internet
 - Customers outside the wireline network areas received an offer for Wireless Home Phone.
- New offers are planned for the 4th quarter:
 - Triple Play - DIRECTV, U-verse Voice and Internet

Migrations to AT&T IP products and services increased overall during 3rd quarter

- Kings Point IP: [REDACTED] U-verse (new and migrated to IP combined); largest migration in 2015.
- Carbon Hill: [REDACTED] U-verse and wireless (new and migrated to U-verse, WHP combined).



Consumer Account Migration Plans and Issues

IMS Tool, Wireline Channel:

- The dedicated sales center created [REDACTED] tickets in the Issue Management System, [REDACTED] of those were trial related .

Category	Calls
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] POTs Customers declined offer to migrate to UVV or WHP. Perceived reasons for not moving to U-verse: HOA covers Internet and cable, two customers stated that they preferred the reliability of POTs Reasons for not moving to WHP: poor signal strength and compatibility with security alarm, medical devices, life alert	[REDACTED]
Repair, Service Outages, slow installation times: [REDACTED] Repair issues related to VOIP, Internet down, voice mail, [REDACTED] questions related to installation times, appointments	[REDACTED]
Service Availability: [REDACTED] related to availability, [REDACTED] product functionality (including [REDACTED] battery backup and [REDACTED] call blocking, [REDACTED] WHP features, [REDACTED] VM password reset), [REDACTED] general trial questions.	[REDACTED]
Disability: inquiry regarding U-verse Voice	[REDACTED]
Cancel Service: Bill too high, Uverse HSIA/Voice [REDACTED], U-verse Voice only [REDACTED] (includes [REDACTED] port back to POTs), WHP [REDACTED]	[REDACTED]
Total Records	[REDACTED]



Consumer Account Migration Plans and Issues

IMS Tool, Mobility Sales Channel:

In 3Q 2015, the Mobility Care Center tracked █ issues related to WHP and WHPI; █ were trial related.

Category	Calls
Non-Trial Related	█
Consumer Protection: Includes mostly billing related issues, information accuracy and information education requests	█
Universal Service: █ migrations, █ calls related to product functionality (VM and features) █ with dissatisfaction of service (cannot make or receive calls) █ calls resulted in disconnection of service.	█
Public Safety: 911 emergency response, Network Reliability	█
Accessibility: Customer Service for Disable	█
Total Records Reviewed:	█

Office of the President:

In 3Q 2015, the Office of the President tracked █ issues from customers in the two trial wire centers; █ were trial related.

Category	Calls
Non-Trial Related: POTS related complaints/U-verse TV	█
Consumer Protection - 1 FCC Compliant - The customer complained that her current broadband pricing was not available under her community's HOA agreement. A new discount was offered to the customer's satisfaction. The customer also complained of buffering and freezing on her 24 Mbps Turbo Internet service, but declined a follow up field tech visit. This issue had been previously reported and resolved in May 2015.	█
Universal service	█
Public Safety: U-verse Service Outages	█
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 or questions about products functionality.



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

3Q 2015	U-verse	Legacy
Total Calls Route thru IVR	█	█
Percent Split (100% across)	42.7%	57.3%
Billing: Includes all billing inquires (100% down)		
	45.8%	41.1%
Payment : Includes bill pay, payment inquiries, confirm payment, set-up auto payment	13.6%	18.2%
Acquire Service: Includes U-verse, Internet, other	8.5%	11.4%
Lifeline	0.3%	0.5%
Other: restore service, check status, change/moves, collections	31.8%	28.8%

Calls from New IP and Migrated Customers

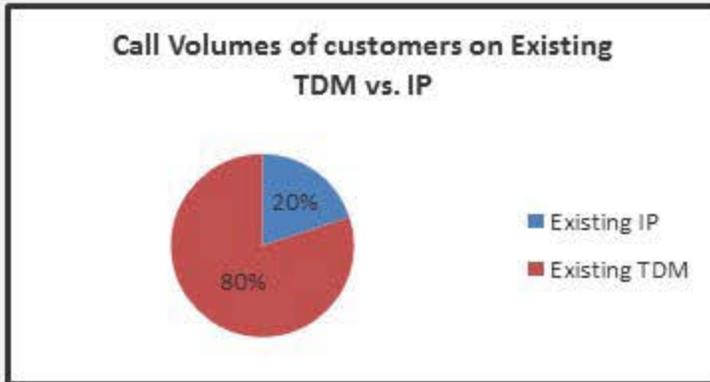
3Q 2015	U-verse
Billing: Includes all billing inquires	█
Payment : Includes bill pay, payment inquiries, confirm payment, set-up auto payment	█
Acquire Service: Includes U-verse Internet, other	█
Lifeline	█



Small Business Account Migration Plans and Issues

IP Inbound Call Activity

Activity	Date	Customers	Results
U-verse Product Surveys	July-Sep	█ New Customers Targeted	█ Completed Surveys



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

- █ TDM to IP Sales were recorded in 3Q15

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

Call volumes continue to be mostly about TDM services. Customer calls with existing IP services increased from █ in 4Q14 to █ in 3Q15.

Marketing methods and data reviewed in 3Q15 for alternative approaches.

█ Total Calls were received in 3Q15



Small Business Account Migration Plans and Issues

IP Inbound Call Activity

General questions [REDACTED] made up the highest number of calls, the highest sub-activity were billing disputes [REDACTED] and general tech/support [REDACTED] along with disconnects [REDACTED]

Tech Support Repair/General:

- Alarm not working [REDACTED]
- Repair – service not working [REDACTED]
- Internet not working [REDACTED]
- Voice Service not working [REDACTED]

IP Billing Disputes:

- Order was not issued properly [REDACTED]
Customer received incorrect bill.
Adjustments provided to correct charges.
- Customer Claims they didn't order [REDACTED]
Removed service and adjusted
- Incorrectly quoted charges/billing at sale [REDACTED]
- Customer disputes correct late payment charges [REDACTED]

3Q15 IP INBOUND CALL ACTIVITY	
Public Safety	0
Accessibility	0
Universal Service	6
Tech Support Repair/General	5
IP to TDM	1
IP Availability	0
Consumer Protection	13
Service Billing - Disputes	13
Service Billing - Cost	0
Service Billing - Follow Up	0
General	45
Service Billing - General	33
Service Billing - Order	4
Service Incomplete	0
New Service Inquiry	3
Disconnect	5
TOTAL IP CALLS	64



Small Business Account Migration Plans and Issues

Small Business Marketing Efforts & Key Learnings

Small Business Marketing effort

- U-verse 3-to-6 line voice service will be available [REDACTED]
- A new marketing campaign [REDACTED] which will allow face-to-face discussions with remaining eligible customers. This will help to further understand whether remaining customers are reluctant to move and address any expressed concerns.

Key Learnings

- Most IP customers calling with a billing dispute did not understand how their charges are prorated when their TDM account is disconnected and their IP account is established



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	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]					
	West Delray Beach, FL	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]					
Control	Ohatchee, AL	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]					
	Boca Raton Sandal Foot, FL	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]					

Success Rate for Business-VoIP

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



Wireless Accessibility

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

Wireless Retainability

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



FCC Reportable Outages

Location		2014	2015				2016			
		4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Trial	Carbon Hill, AL	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]					
	West Delray Beach, FL	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]					
Control	Ohatchee, AL	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]					
	Boca Raton Sandal Foot, FL	[REDACTED]	[REDACTED]	[REDACTED]	[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 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 continued to engage the local disability organizations in conversations about the trials and made themselves available to respond to any questions regarding the impact of the IP Transition on people with disabilities.



Community Outreach

Description: Trial States Overview of Events, Activities and Collateral from September—November 2015



Summary of trial site activities, September—November 2015

Between September and November, 2015, AT&T has continued to conduct customer and community-focused outreach and education in Carbon Hill, Alabama and the West Delray Beach area of Florida. AT&T began conducting education and outreach in the trial locations in February 2014, after the company's announced proposed selection of these communities for multi-year, Federal Communications Commission (FCC) overseen technology trials.

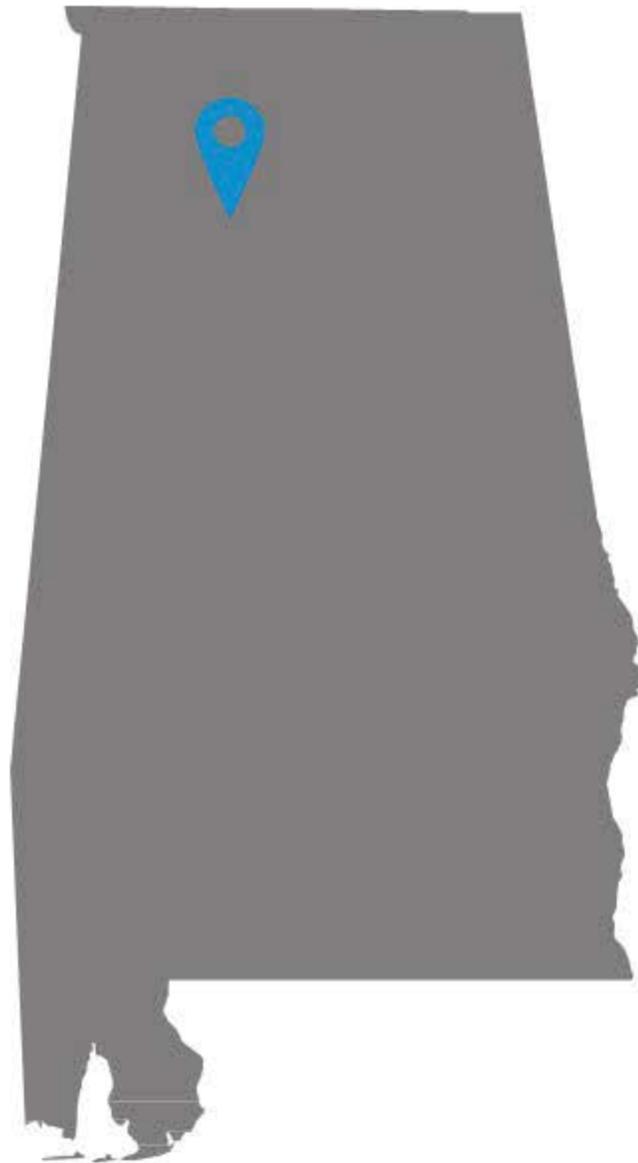
The goal of Carbon Hill and the West Delray Beach area outreach and education is to:

1. Share information about the trials and answer questions about their impact on customers and these communities.
2. Engage and educate targeted audiences (including seniors and customers with disabilities) to provide trial specific information and help them understand the benefits that Internet Protocol (IP) enabled products and connections make possible.

Outreach to, and work with, local and national seniors, disability-focused and consumer groups continues. The purpose is to work with these organizations on trial education and outreach to their members and the specific audiences in the trial communities these organizations serve.



Carbon Hill, Alabama



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

4 total events and meetings from September- November 2015:

- A meeting of the Carbon Hill Advisory Council, the group of community leaders, local elected and public safety officials and others that the AT&T Alabama team has convened in order to provide regular reports on the trial, answer questions, share information and help to inform community and consumer outreach and activities.
- Presence including an information booth and staff at Carbon Hill's annual Hillfest event on October 16 and 17th
- A senior tech training held in partnership with the Family, Career and Community Leaders of America (FCCLA) at the Carbon Hill High School.
- A visit by FCC Commission member Ajit Pai to Carbon Hill

4th Quarter 2015 events include:

- Continued information sessions at the Carbon Hill Community Center. Additional potential information sessions at the Kansas City, AL Hall.
- A meeting of the Carbon Hill Advisory Council.
- Continued senior tech trainings in partnership with the Carbon Hill chapter of FCCLA and the Alabama Department of Senior Services.
- Continued engagement of local and national senior, disability and consumer groups and organizations.
- Potential tech trainings with local disability organizations, based on their guidance.





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.

It's the story you don't want to miss.

Carbon Hill has a new choice in home phone service.

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

October 1: FCCLA Senior Tech Training

- AT&T held a senior tech training event with Family, Career and Community Leaders of America (FCCLA).
- This the latest event in the successful, ongoing partnership with FCCLA where high school student members work one-on-one with Carbon Hill senior citizens to provide in-depth technology training and mentoring.
- This multigenerational training helps older Carbon Hill residents gain comfort with newer technologies and products, and learn how to use these devices to schedule appointments, take and share photos, text and set reminders.
- The Carbon Hill FCCLA senior tech training program was recognized by the national FCCLA organization, and students were honored with awards at the 2015 FCCLA National Conference.
- The program will form the basis of a statewide program and partnership with AT&T and the Alabama Department of Senior Services

October 16 & 17: Hillfest

- AT&T participated in Carbon Hill's annual Hillfest event.
- A booth was staffed by local employees who answered questions and provided information about the technology trials and about AT&T products and services more broadly.
- This marks the second year AT&T has participated in this community event.
- Participating in Hillfest is part of our work during the trial to get out, meet with and talk to as many Carbon Hill customers and community members as possible, and to make it easy for them to connect with us by being present at the locations and events that they attend.



**West Delray Beach,
Florida**



REDACTED - FOR PUBLIC INSPECTION



Summary of Events in West Delray Beach, Florida September—November 2015

14 total events and meetings from September-November:

- IP Transition and trial related information sessions and consumer-focused technology safety trainings conducted in partnership with Consumer Action and local, West Delray Beach organizations including the Literacy Coalition of Palm Beach, the University of Florida Cooperative Extension, the Haitian Service Center, Youth Coop, Community Land Trust, and local faith-based and senior-focused organizations.
- 2 Spanish language IP Transition and Internet safety oriented meetings and trainings
- A train-the-trainer event in partnership with Consumer Action and the Dominican Rea Literacy Corporation
- Participation and an exhibit table at a Women's Conference in King's Point at the TED Center of Delray Beach

4th Quarter 2015 events include:

- Additional planned information and training sessions to be conducted in partnership with Consumer Action and local organizations including Youth Coop, Lighthouse for the Blind of the Palm Beaches, the Literacy Coalition of Palm Beach, Delray Credit Counseling and local faith-based organizations.
- 3 Spanish language IP Transition and Internet safety oriented meetings and trainings.
- Continued outreach to, and work with, local and national seniors, disability and consumer groups and organizations, including the American Association of People with Disabilities (AAPD), local disability organizations and Consumer Action.
- Potential tech trainings with local disability organizations based on their guidance.
- Outreach to West Delray Beach area public schools to promote online safety and awareness of parental control applications.
- Translation of trial and online safety materials into Spanish, Haitian and Creole



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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 & US-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 country or world; first responders can have the best real-time information going into emergency situations; and businesses can reach out to and expand in new markets on the other side of the state and other side of the globe.

This trial presents an important opportunity for Floridians to gain access to new technologies and products, while ensuring that the essential values of universal service, competition, public safety, reliability and consumer protection are preserved. Our goal is to get our customers the most powerful new technologies while maintaining the reliability they have come to expect from us.

[Read more about the National Technology Trial](#)



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Tweets 

 **Stephanie Smith** @ip4westdelraybeach 30 Nov
Great to see @ATT & NY @MTA offering \$10,000 for app to help impaired & disabled metro riders. #support \$6.4r1ELABJO @govactnews
Expand



Summary of select events in West Delray Beach, FL September—November 2015

October 13: 3 Consumer Action trainings

- On Monday, October 13, AT&T partnered with Consumer Action and with local West Delray Beach area organizations and institutions to hold 3 training events throughout the day.
- One training session took place at Evernia Place, a senior housing community in West Palm Beach
- One training session was convened with CROS Ministries at Cason United Memorial Church in West Delray
- One training session was held at the La Joya Village housing development in Lake Worth together with the Community Land Trust
- Each meeting was held for members of these respective organizations and focused on providing information related to the technology trials in West Delray Beach and broader information related to online safety and privacy

October 16: 4 Consumer Action trainings

- On Friday, October 16, AT&T worked together with Consumer Action and local West Delray Beach organizations and institutions to convene 3 information sessions and training events.
- A morning training session was held with Church World Service in Delray Beach
- A noon event took place in partnership with Lighthouse for the Blind of the Palm Beaches in West Palm Beach
- An afternoon information session was convened at the West Boynton Library in Boynton Beach
- One evening event took place with the Haitian Service Center at a West Delray Beach area church
- We will continue to hold more information and training sessions in partnership with Consumer Action and local organizations throughout the remainder of 2015 and into 2016.





National



Senior, Consumer & Disability Community Outreach

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 about the IP trials and worked with CBOs to develop relationships and distribute materials
 - Participated in 14 events with key CBOs in October to discuss the IP Trials and is planning another 6 or more events in December
 - 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 and held a volunteer briefing with AT&T and begun developing scripts for responding to inquiries and FAQs for media partner websites

Disability

- AT&T has engaged the American Association of People with Disabilities to enhance our outreach efforts and relationships with local disability organizations and to date, AAPD has:
 - Developed materials and launched a website about the IP transition for people with disabilities
 - Convened and participated in 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
 - Conducted ongoing outreach to local disability organizations to keep them informed about the trials



“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 sent in 3Q15.



Backup

The following list of AT&T business services comprise the set 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

