



Cyndi Gallagher
Director – State Legislative &
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June 15, 2020

Patricia Van Gerpen, Executive Director
South Dakota Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501

AT&T Corp Notice - Discontinuance of Residential Service

Dear Ms. Van Gerpen:

Effective August 17, 2020, AT&T Corp. ("AT&T") will discontinue providing residential local service (landline voice access line and custom calling features) in South Dakota. Pursuant to Commission Rule 20:10:32:13, Discontinuance of Service, AT&T submits the following required information associated with this notice:

- (1) Reason for the discontinuance of service: AT&T Corp. is discontinuing local residential landline voice service because of declining volumes and increased maintenance and administrative costs.
- (2) Number of customers affected and written verification that all affected customers have been given at least 30 days' notice of the proposed discontinuance: As of May 28, 2020, AT&T Corp. had 130 residential lines. On June 10, 2020, AT&T Corp. sent each customer of record a letter advising of the proposed discontinuance as required by Commission rule (example letter attached). Although not required under the Commission's rules, AT&T Corp. plans to mail each customer a second letter on or about July 10 and will also be including a bill message in their July bill.
- (3) Arrangements made for another local service provider to serve the affected customers: Service to these customers was done on a resale basis with CenturyLink being the underlying wholesale provider. The customer notice letters identify CenturyLink as the incumbent provider for their location and include CenturyLink's customer service number. AT&T has also notified CenturyLink of its plans to discontinue offering residential service.
- (4) Plan for the refund of any deposits collected from affected customers: None of the impacted customers have deposits with AT&T Corp.
- (5) Arrangements made for satisfying outstanding debt to local exchange carriers: As part of our ICA agreement with CenturyLink, AT&T Corp. will satisfy all outstanding debt associated with the provisioning of these customers.

Thank you,

A handwritten signature in cursive script that reads "Cyndi Gallagher".

Cyndi Gallagher
Director - AT&T State Legislative & Regulatory Affairs



EXAMPLE LETTER

Your home phone service is being discontinued

Month XX, 2020

«FIRST NAME» «LAST NAME»

«STREET ADDRESS»

«CITY», «STATE» «ZIP»

Phone number ending in: <<XXXX>>

We want to make sure you are aware that **effective August 17, 2020**, pending regulatory approval where such approval is required, we will no longer offer **AT&T Residential Local Service** in South Dakota and **your home phone service will be discontinued**.

You can contact other providers (one option is listed below) in your area to see if they offer service at your address.¹ You can keep your home phone number and choose a long distance provider when you set up your new service.

- CenturyLink - 866.541.3322

Your home phone will be disconnected on August 17, 2020 so please act quickly.

Questions? Please call us at 800.250.8949, Monday to Friday 7 a.m. to 7 p.m. CT.

AT&T Corporation
1 AT&T Way
5C100 Drop In
Bedminster, NJ 07921

AT&T is required by the FCC to provide the following statement:

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the section 63.71 of AT&T Corp. Comments should include specific information about the impact of this proposed discontinuation (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

¹ AT&T does not make any representations or warranties that the providers listed offer service at your address or that they are the only providers serving your address. Please contact them directly to determine if home phone service is available at your home address.