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Field Ops - PremWire/Core/CO Communications | September 18, 2020

IPDSL/ADSL to Fiber Migration and DSL Sales Stop

**WHO** CFO Prem/Wire and Core Technicians and Managers**WHEN** September 18, 2020**WHERE** All Regions**WHY THIS MATTERS**

The AT&T Fiber Migration effort will be actively moving customers off of the older copper network and migrating them to our newer Fiber platform in order to provide them with our faster, more reliable Fiber service which also provides the customer with a better Wi-Fi experience.

The AT&T Fiber Migration effort will be actively moving customers from the older copper network and migrating them to our newer Fiber platform. This will provide them with faster, more reliable Fiber service which also delivers a better Wi-Fi experience.

IPDSL and ADSL: AT&T has begun to notify IPDSL and ADSL Internet customers who are in the Fiber footprint that the network providing service to their premise is being retired and encourage such customers to upgrade their service to our 100% fiber network with exclusive offers. These potential migrations will be across the AT&T Footprint for approximately 120K IPDSL and 40K ADSL customers. IPDSL Sales outside of the AT&T Fiber footprint will continue for the foreseeable future.

DSL: As part of these ongoing efforts, AT&T will stop accepting DSL orders on 10/1/2020. Where customers will have no fixed broadband alternative, those wanting to order Internet service after this date will need to call 1-800-288-2020 to find information about a wireless internet offer that will be available to them. Existing DSL Customers will continue with their existing service but will not be able to perform service changes after September 30, 2020 as that service is Grandfathered.

More IPDS/ADSL Details:

Customers on IPDSL and ADSL Internet networks that are in the AT&T Fiber footprint will be notified that the network that provides AT&T internet and/or Phone (VOIP) to their location is being retired. All impacted customers receive 60- and 30-day notifications regarding retirement of their existing IPDSL or ADSL service. The service end date will be listed in the notifications. Customers will be eligible for an exclusive offer that allows migration to AT&T Fiber at the same or close to the same monthly price they are currently paying and a no-cost installation. They will receive direct materials by email and/or direct mail asking them to contact AT&T to schedule an installation appointment to upgrade their service to AT&T Fiber.

- Customer offers will vary and will be explained to them when they contact Sales.
- They must call the number included in the notification (**866.578.5956**) to discuss offers.
- Specially trained migration agents are available to assist.
- If a customer contacts Sales outside of this offer/notification process, non-migration agents can assist using existing Fiber migration offers, but exclusive offers do not apply.
- **Service may be disconnected if order not placed by deadline.**

Installation Order:

If customer contacts AT&T to migrate their service to Fiber, they will be made aware that an order will be created for a technician dispatch to migrate their service to Fiber. You will dispatch on the order to migrate the customer's service to Fiber and install/convert the service and complete the order business as usual. There may be instances **where the customer has POTS phone service** and does not want to convert to AT&T Digital Phone service (VOIP), in this case **leave the POTS service and DO NOT remove or disconnect the copper line delivering that service.**

- IPDSL Service migration to Fiber will be issued as a Change Order
- ADSL Service migration to Fiber will be issued as a New Order
- If these orders cannot be completed follow BAU () process
- **NOTE:** At this time, there are no specific identifiers on the orders. These are not One Click Orders, those are identified with their own identifier see document for info:
<https://youknow.att.com/afo/keys-for-success-fiber-migration-via-one-click-order/>
 (https://youknow.att.com/afo/keys-for-success-fiber-migration-via-one-click-order/)
 (Waiting on identifier in service order image and if Atlas able to see)

Sample Notification:

(Do Not Share with Customer as they may receive different version based on current services)

[View online](#)

Account Number ending: [xxxx]

Notice about changes to your AT&T Internet and Phone service

Dear \${FNAME},

We're retiring the network equipment that currently provides your AT&T Internet service on October 31, 2020, and need to upgrade your service to our 100% fiber network. Fiber allows us to provide you more services, faster Internet speeds, and greater reliability.

Since you subscribe to AT&T Phone service, if you do not transfer to fiber you will not be able to make 911 emergency calls after we retire our equipment.

We're here to help make the upgrade easy. Call us at [866.578.5956](tel:866.578.5956) no later than October 31, 2020 to set up a no-cost installation appointment.

Thank you for choosing AT&T.

Q&A:

Q: Does AT&T plan to transition internet customers this year to AT&T's fiber-based internet services where available?

A: Yes, where possible we are upgrading our internet customers who are currently using outdated technologies to more advanced and higher speed fiber-based internet service. If customers do not upgrade, they risk losing internet service. To make this as easy as possible for our customers, we are offering to upgrade these customers at no additional cost. Customers who do not upgrade may lose internet service when we start decommissioning the equipment used to provide their outdated internet services.

Q: When and how will customers be notified of the new requirements?

A: We are notifying affected customers beginning September 1st and encouraging them to schedule a no-cost upgrade appointment as soon as possible.

Q: For customers who elect to upgrade to internet on AT&T's fiber-based internet services, will their monthly bills increase?

A: We are offering customers the opportunity to upgrade to internet over AT&T's fiber-based services at no additional cost. With the range of speeds available on AT&T's fiber-based service, customers may also choose to pay more for even higher internet speeds.

Q: What happens if the internet customer doesn't want to upgrade to internet over AT&T's fiber-based service? Will they be disconnected from their internet service?

A: Customers who do not schedule an upgrade appointment by the notification deadline are subject to having their internet service disconnected. Customers who are disconnected may call AT&T to get their internet service reconnected on our fiber-based services or subscribe to another provider for their internet service. We hope they take advantage of the opportunity to upgrade to AT&T's fiber-based service.

Q: Many Americans are relying on their internet service to work from home and students to learn remotely, are you really going to disconnect them?

A: Staying connected has never been more important. That is why we are notifying affected customers to take advantage of this no-cost upgrade to AT&T's fiber-based internet services.

Q: How many customers are impacted?

A: About 160,000 customers will be notified starting in September that they will need to upgrade their existing internet service to our more advanced and higher-speed fiber-based internet service or risk losing service.

Q: In a buried Fiber plant environment, what if the customer does not want the Fiber line buried?

A: Explain to the customer that the current buried drop will not be able to carry the new Fiber Services and this line Fiber line must be buried to be able to provide the updated, better Fiber Service. If customer refuses line to be buried then you will leave current service, jep the order Customer Canceled BAU ().

Q: What if the customer has POTS phone service?

A: Customers will be offered to move to VOIP service **but if the customer declines then their POTS service will remain on the copper line and facilities**. In this case DO NOT CUT or DISCONNECT the Copper line!

Q: What options do customers have if they do not have access to higher-speed networks?

A: An AT&T Wireless Internet service will be available to new customers in our 21-state footprint. Customers can call 1-800-288-2020 to order.

Q: Why is AT&T limiting availability of low speed internet as COVID-19 has forced people to work and learn remotely?

A: In no instance will anyone be without a broadband option. We are phasing out outdated services that are in sharp decline like legacy, ATM-based digital subscriber line (DSL) service. But, existing DSL **customers will be able to continue with their service** if they choose to, and new customers will have **either competing services or a wireless broadband option available**.

Q: AT&T has been vocal about the digital divide. How is eliminating DSL service offering consistent with that policy?

A: Consumers are demanding higher speed technologies like fiber and wireless. What is being phased out is outdated services that are in sharp decline, such as DSL service. To support students and workers dependent on a robust internet connection, it is now time for policymakers to act to ensure the educational and economic success of all Americans by making broadband connectivity more accessible, affordable and sustainable. Market forces and private companies can't do it alone.

Q: Do you have plans to retire the product?

A: There are no other changes to our DSL service at this time. Any future changes to DSL service would be timely communicated with customers.

Q: How will customers be alerted of the transition? How will you ensure it's a smooth process?

A: While existing DSL customer service is not affected, current retail customers will be notified prior to the effective date via bill page message that they cannot make any changes to their service as of Oct. 1. Other wholesale customers, like EarthLink, that purchase legacy DSL on a wholesale basis pursuant to contracts from AT&T, received a 90-day advance notice that as of Oct. 1, they will not be permitted to add or order new DSL service.

VERSION HISTORY

#	Date	By	Description
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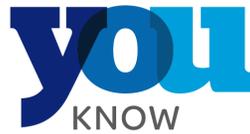
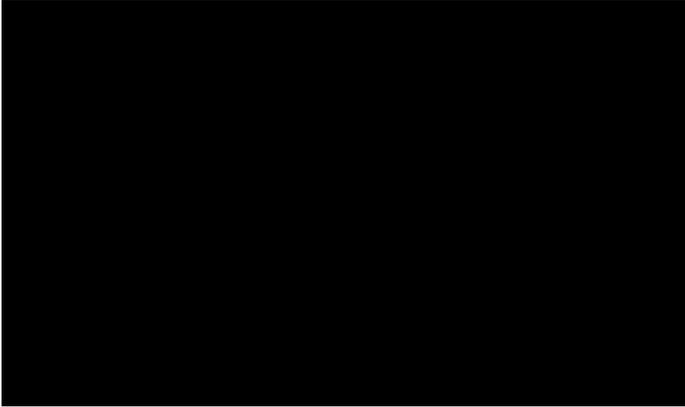
RELATED TOPICS

None assigned

LINKS & RESOURCES

None assigned

POINTS OF CONTACT



Page Visits for September 29, 2020: **7**

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