RE: Case A2303003 - Notice of Opposition: AT&T’s Application for Relief of COLR Obligation

Dear President Reynolds and Commissioners,

As a resident of the City of Hidden Hills, in the County of Los Angeles, I am writing to express my strong opposition to AT&T's petition for relief from its Carrier of Last Resort (COLR) obligations, and respectfully request that you reject their application.

Preserving access to reliable communication services is essential for the public’s safety, and any decision regarding this matter should prioritize the interests and safety of Californians above all else. Granting AT&T relief from their obligation leaves already susceptible communities, like mine, more vulnerable and puts lives at risk.

Below are six key reasons to deny AT&T's request:

* My City is in a cell phone dead zone and we are unable to make or receive calls or text messages due to our topography.
* My City’s internet services rely on very old infrastructure and power and electricity go out frequently, with the only way to make or receive phone calls being Plain Old Telephone Service (POTS).
* 30% of Californians still have landline service, as do most seniors.
* There have been many instances when cellular coverage suddenly goes down with no notice. On February 22, 2024, millions of AT&T customers nationwide lost service and only those with access to landlines were able to get through to 911. Emergency services providers, including Cal Fire, highlighted the necessity of keeping traditional landline service.
* Technological cyber threats are looming and Voice over Internet Protocol (VoIP) and cellular networks are vulnerable to hacks and cyber attacks which would leave millions of Americans in the dark, unable to communicate.
* Having experienced the 2018 Woolsey Fire that impacted the entire region, first responders relied on POTS access for 9-1-1 and 2-1-1 services and was essential in communicating with neighbors (many of whom are elderly and/or own horses and livestock) that there was a citywide evacuation order in place.

Based on these compelling reasons, I strongly urge you to reject AT&T’s application for relief of its COLR obligation in favor of the choice that will save people’s lives. Thank you for considering my concerns on this important issue.

Respectfully,

Name