

AT&T California Landline Ordering Guide

Although AT&T aimed to grandfather traditional POTS landline service on July 19, 2026 for areas in California affected by the discontinuance applications in FCC Dockets 26-120 and 26-121, this was contingent upon a lawsuit filed by AT&T against the CPUC in the US District Court for the Southern District of California. On July 17, 2026, U.S. District Judge Linda Lopez [denied AT&T's preliminary injunction](#) against the CPUC's Carrier of Last Resort (COLR) rules. **This means anyone in California still has the legal right to order a landline, despite AT&T's claims otherwise.**

In all your communications, **do not accept alternatives such as "advanced phone" (wireless home phone) or Voice over IP service.** Reiterate that in California, AT&T as a Carrier of Last Resort is **still legally required by the CPUC** to provide basic voice service (POTS).

If fiber is available in your area, it is possible that AT&T may satisfy its basic voice service obligations using "POTS over fiber", which is regulated voice service over fiber at the same rates and terms as over copper, NOT the more common, unregulated Voice over IP option offered over fiber. While POTS over fiber does not work in a power outage, it is otherwise traditional voice service, and if you are in a fiber area, that may be the best service you can get. However, AT&T reps are even less aware about POTS over fiber so this would likely be even harder to get than POTS in copper areas.

For all the below steps, record your calls if possible or take detailed notes of who said what during each call, so all your steps are documented.

1. Call 1-800-288-2020 to speak with AT&T sales. While the office is open 9am-9pm Eastern, the best time to call is usually before 4pm Pacific, to reduce the chances of getting off-shore reps, which are even worse than the normal ones.
2. At the menu, ask to "order traditional landline telephone service." Say it's for "new service" when prompted, then enter your ZIP code. Rather than accepting a callback, remain on hold (option 3).
3. Ask the rep to order "traditional regulated landline telephone service". Likely, the rep will tell you that AT&T no longer offers landline service. Remember, do not accept "advanced phone" or Voice over IP. Reiterate that in California, AT&T is still required to provide basic service, due to the injunction being denied. If they still refuse, ask to speak to a supervisor. Even if the supervisor refuses, ask the supervisor to try to place the order in the system. If still no luck, proceed to the next step.
4. Call the AT&T Office of the President at 1-800-355-9542. A case manager will perform intake of your case and a case specialist will call you back within 3 business days. The case specialist will only make a few attempts to contact you before closing the case, so please try to ensure you can take the call, if possible, or return messages as soon as possible.

5. Try to order traditional service through the case specialist, as per Step 3. If the case specialist is not cooperating, immediately proceed to the next step.
6. File informal complaints with the CPUC and FCC. These direct AT&T's Office of the President to again respond to your case, and you may get a different case specialist that will result in a different outcome.
 - a. Call the CPUC Consumer Affairs Branch at 1-800-649-7570, before 4pm Pacific. Press 1 for English, 2 for complaints for refusal of new service, then press option 1 to file a complaint.
 - b. Visit <https://www.cpuc.ca.gov/consumer-support/file-a-complaint/utility-complaint> to file an informal complaint with the CPUC online.
 - c. Call the FCC at 1-888-225-5322 during 8-5 Eastern Time to verbally speak with staff about your situation.
 - d. Visit https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=39744 to file an informal complaint with the FCC online.
7. You should now have two cases with the AT&T Office of the President, so two more chances for them to set the situation right. If no luck with these, proceed to the next step.
8. You may now EITHER file a formal complaint with the CPUC against AT&T OR you may file your own lawsuit against AT&T. The benefit of a formal complaint is the CPUC will do the legal proceedings against AT&T for you on your behalf at no cost. The benefit of suing is you may be able to recover damages from AT&T if you win.

To sue AT&T, you will probably need to find a lawyer who is confident that you will win and agree to sue and be paid on contingency. That is out of the scope of this document, which does not provide legal advice. For the formal complaint option, which may be less intimidating, read on:

You have the right to file a formal complaint with the CPUC, which is an official legal proceeding by the CPUC against AT&T, with a judge assigned to the case. The caveat is that all information about this case will be publicly available online, including your name, phone number, address, and the details of your complaint. (Keep in mind your name, number, and address are probably already public online, but you should be informed about this possible risk; there is also some evidence that filing a complaint on paper by mail may lessen the chances this information is published). If you wish to proceed, this is more effective than an informal complaint. However, this can also be a slow process, so this is the last resort only after all other options have been exhausted.

To view existing formal complaints, visit

<https://apps.cpuc.ca.gov/apex/f?p=401:1::::RP::> and search for "C" to view all cases, "C26" to view all cases from 2026, etc.

To file a formal complaint, visit <https://www.cpuc.ca.gov/consumer-support/file-a-complaint/filing-a-formal-complaint> to begin the process.

At any point, if you have questions, concerns, or issues, you may use the following resources:

- CPUC Public Advisor's Office, at public.advisor@cpuc.ca.gov or 1-866-849-8390. The CPUC closes at 4pm Pacific.
- Save Landlines! assistance hotline at (510) 777-6622 or info@savelandlines.org - you can speak with an organizer or leave a message and someone will call you back within 24 hours.

If you are still being refused service, please also reach out to [SaveLandlines.org](https://www.savelandlines.org), to include your story for press/media inquiries or as part of other class action efforts.