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Account Information

Phone Number Ending In: 6011

Important Update About Your AT&T Home Phone Service

Hi Steve,

At AT&T, we are always working to bring you the best connectivity in the industry. That's why we're upgrading home phone service in your area to a new, enhanced solution that's more reliable and affordable.

Upgrading your home phone service:

Our customers are asking for faster and more reliable service, so we're upgrading our network in California to give you connectivity you can count on for everyday needs. California's aging copper network doesn't deliver the same level of service, quality and reliability as newer technology. Now, we have more ways to connect than ever before with newer, faster technology that is more reliable, energy efficient, and affordable. As we upgrade our network across the country, we're doing the same in California and delivering better technology for our customers across the state.

As part of this transition, the home phone service¹ you're currently using will be discontinued on or after June 1, 2027. We know how important it is to keep your phone number and stay connected, and we're here to make this transition as easy as possible for you.

We want to work with you to upgrade your home phone service to **AT&T Phone – Advanced**, which is designed to better support your essential needs and help keep your calling experience seamless. Visit att.com/home-phone/phone-advanced to learn more. Key benefits include:

- Keep your current home phone number
- Works with most existing home phones
- Comparable or in some cases less expensive than traditional home phone service
- Unlimited nationwide calling at no extra cost
- 911 location detection for added peace of mind
- Better reliability during power outages with 24-hour battery back up
- AT&T Call Protect, a service that helps block unwanted calls, including spam and fraud

Here's what you can expect over the next year:

- We'll send additional information over the coming months regarding this transition and how you can upgrade to AT&T Phone – Advanced or AT&T Wireless.
- We'll no longer accept new orders for traditional home phone service in your area, effective on or after **July 19, 2026**. This means you won't be able to make changes to your existing service, including moving it to a different address.
- You will continue to be able to make phone calls using your existing service until on or after **June 1, 2027**, when we will stop providing service, pending FCC approval.

What are my next steps?

We're ready to help you upgrade your AT&T service at any time before **June 1, 2027**, so you continue to have access to home phone service and 911. Please call **855.845.1472** Monday through Friday, 6:00 AM – 6:00 PM PST, and Saturday, 7:00 AM – 5:00 PM PST to understand your options for phone service from AT&T -- often for less than you pay today. For more information and answers to frequently asked questions, please visit www.att.com/connectca.

Thank you for being a loyal customer. We look forward to continuing to serve you and providing a better and more reliable experience for your home phone service.

Your AT&T Team

AT&T
2260 E Imperial Highway
Flr. 212b
El Segundo, CA 90245-3501

We're 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 application of Pacific Bell Telephone Company, d/b/a AT&T California. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

For a list of impacted wire centers, please [click here](#)

AT&T Phone – Advanced includes Backup Power

- **Capability to Accept Backup Power.** If there is an electrical power outage that affects the electricity in your home, your AP-A device will continue to function by using its built-in back-up battery.
- **Backup Battery Duration and Line Power.** The built-in, rechargeable back-up battery provides up to 24 hours of power on standby. AT&T Phone – Advanced works over our wireless network or any broadband connection. It does not provide line power but with its built-in battery back-up, AP-A will keep you connected if electricity goes out.
- **Purchase and Replacement Information.** The back-up battery is included at no additional cost. If you would like to purchase an additional battery, you may do so through AT&T for \$89 before sales tax.
- **Self-Testing and Self-Monitoring Instructions.** The built-in backup battery is part of the AP-A device. No testing is necessary on the battery as long as the AP-A service is active.

- **Service Limitations with and without Backup Power.** The backup battery will power the AP-A device, but it will not power other equipment like medical and security-monitoring systems. During a power outage, customers should use the AP-A device sparingly to preserve battery life.
- **Warranty Details.** The AP-A device carries a one-year warranty, which also covers the built-in backup battery.
- **Proper Usage and Storage Conditions, Including the Impact on Duration of Failing to Adhere to Proper Usage and Storage.** Since the backup battery is integrated into the AP-A device, it should be maintained under the same conditions as the device. The AP-A device should be used inside the home, keeping the internal temperature between 32 °F and 113 °F (0 °C and 45 °C). Storing the device at higher or lower temperatures could adversely impact the duration of backup power available from the battery.
- **Security Responsibilities and Other Steps You May Take to Ensure Safe Use of AP-A.** As noted, AP-A has a built-in battery backup device that can provide power for up to 24 hours. However, if the device does not have electrical or battery power, then the AP-A service will not work, including emergency 911 service. The AP-A device should remain plugged in to an electrical power source for the service to continue working and to ensure that the battery remains fully charged.

Your language. Delivered. Plus 200 more. Call 855.845.1472

致電 855.845.1472獲取中文資訊。

でこの情報を得るには 855.845.1472にお電話ください。 .

이 정보를 한국어로 원하시면 855.845.1472로 전화하시기 바랍니다.

Tumawag sa 855.845.1472 upang makuha itong impormasyon sa Tagalog.

Gọi số 855.845.1472 để có được thông tin này bằng tiếng Việt.

позвоните по телефону: 855.845.1472 чтобы получить эту информацию на русском языке.

zadzwoń pod numer 855.845.1472, aby uzyskać te informacje w języku polskim.

Por favor, llame al 855.845.1472 para obtener esta información en español.

AT&T's National Center for Customers with Disabilities (NCCD)

- Voice: 866.241.6568
- TTY: 866.241.6567
- Hours:
 - Mon–Fri: 11 a.m. – 9 p.m. PST
 - Sat: 11 a.m. – 8 p.m. PST

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¹In the areas impacted by this notice, your home phone service is called AT&T Residential Local Service and is provided by Pacific Bell Telephone Company, d/b/a AT&T California. A complete list of impacted areas is attached.

To ensure the delivery of AT&T emails to your inbox, please add att@message.att-mail.com to your email address book or safe senders list.

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