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March 1, 2018

Ken McNeely, President
AT&T California
430 Bush Street
San Francisco, CA

Via Email

Dear Ken,

We are contacting AT&T to request your help to close the digital divide in California. AT&T's Access program offers affordable high-speed home internet access services to low income residential customers. We are confident that AT&T shares our goal that programs like these, coupled with federal and state low income telephone and broadband programs, will ensure that millions of California low income households have access to high quality, reliable, and affordable broadband services.

As you know, TURN works on behalf of vulnerable utility consumers and monitors public purpose programs to make sure these offerings meet the needs of the targeted communities by offering meaningful and innovative services. We are confident that programs like AT&T's Access will only become more popular. However, because your program currently has no public reporting obligations, it is difficult to understand the role of these programs, alongside existing low-income programs, to serve an ever-growing market demand for high quality broadband. This lack of data is a missed opportunity to help millions of California consumers save money and enjoy the benefits of connectivity. Sharing this critical data will maximize the subscription potential for this program and inform national and state policy.

In 2018, the California Public Utilities Commission will be restructuring its LifeLine low income telephone program and the rules for its California Advanced Services grant program, including providing \$330M in grants throughout the state to spur broadband adoption and expand infrastructure. **To help TURN better understand best practices and effective strategies for reaching these critical populations and to identify geographic areas that would benefit from greater outreach and focus for these programs, TURN requests that AT&T provide us with granular enrollment data on your Access low income broadband program.** In particular, we request enrollment data broken down by month over the past three years, or since the program began, whichever is more recent. We also request that the data be disaggregated by geographic location, again using the most granular level of data available. Finally, TURN requests information regarding the most popular programs used to demonstrate eligibility and the most popular services offered as part of your program. Without this data, we are concerned that

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limited ratepayer resources applied to current public purpose programs will not be used efficiently.

We are happy to discuss this request further to allow you to provide the data in a format that is most relevant to your program. TURN is aware that other consumer advocacy organizations are requesting similar data on these programs and we are happy to coordinate with them to receive the data in the most efficient way. We look forward to working with you on these issues to help bridge the digital divide in California and bring high quality advanced services to millions of Californians.

Thank you

A handwritten signature in black ink, appearing to read "Mark Long". The signature is written in a cursive, flowing style.

Cc:
Rhonda Johnson, VP
Isabelle Salgado, VP
Bill Devine, VP
Marc Blakeman, VP