

1 [Urging the California Public Utilities Commission to Require Protections as a Condition of  
2 Approval of AT&T's Request to Relinquish its Carrier of Last Resort and Eligible  
3 Telecommunications Carrier Designations]

4 **Resolution urging the California Public Utilities Commission to require lasting**  
5 **protection and to identify an alternative Carrier of Last Resort (COLR) to preserve**  
6 **guaranteed access to basic phone service for those who are most vulnerable as a**  
7 **condition of approval of AT&T's request to relinquish its COLR and Eligible**  
8 **Telecommunications Carrier (ETC) Designations.**

9  
10 WHEREAS, On March 3, 2023, AT&T submitted applications to the California Public  
11 Utilities Commission (CPUC), requesting to be relinquished from its Carrier of Last Resort  
12 (COLR) obligation and to surrender its designation as an Eligible Telecommunications Carrier  
13 (ETC) in California; and

14 WHEREAS, Given that AT&T is the COLR and ETC providing telephone service to the  
15 City and County of San Francisco, the CPUC's decision on AT&T's requests will affect both  
16 residential and business customers citywide; and

17 WHEREAS, The CPUC created the COLR obligation to ensure that everyone in  
18 California has access to reliable phone service and defines COLR as a telecommunications  
19 service provider that is legally required to provide access to basic telephone service, typically  
20 "plain old telephone service" (POTS), to any customers requesting such service; and

21 WHEREAS, COLRs serve the public good by requiring that residents have access to  
22 critical services regardless of location or the customer's ability to receive service from another  
23 carrier; and

24 WHEREAS, By granting AT&T's request to relinquish its COLR obligation without  
25 confirming whether existing POTS customers have access to alternative telephone lines or

1 the capability to seek comparable phone services, the CPUC will essentially remove the  
2 current safety net that guarantees every resident access to affordable, quality phone service;  
3 and

4 WHEREAS, Although in its Application Summary, AT&T claims that “approval of the  
5 application would harm no one” because 99.95 percent of consumers in AT&T California’s  
6 service territory live in areas with at least one comparably or lower-priced broadband or  
7 mobile wireless voice alternatives to POTS, approximately 62,779 (33,842 residential and  
8 28,937 business) POTS lines remain in San Francisco, according to data extracted from  
9 AT&T’s Amended Application, dated May 17, 2023; and

10 WHEREAS, Many San Franciscans continue to rely on POTS for emergency calls  
11 26,476 emergency calls were made to 911 in 2023 using POTS lines, according to data  
12 obtained from San Francisco Department of Emergency Management received on February  
13 20, 2024; and

14 WHEREAS, The CPUC defines an ETC as a telephone company operating in a area  
15 that receives financial assistance from the federal government-established Universal Service  
16 Fund to provide quality and affordable telephone service to customers at all income levels;  
17 and

18 WHEREAS, The CPUC’s approval of AT&T’s requests to surrender its ETC  
19 designation would allow AT&T to stop participating in the federal Lifeline program, which is  
20 designed to help subsidize telephone service for low-income customers; and

21 WHEREAS, According to its Frequently Asked Questions, the CPUC anticipates that a  
22 household receiving federal Lifeline from AT&T may see an increase of \$5.25 per month for  
23 voice-only service, or \$9.25 per month for bundled or internet service if AT&T’s requests are  
24 approved without conditions; and

1           WHEREAS, The CPUC is holding Public Participation Hearings, in person and virtually,  
2 to offer the public a chance to understand and express their concerns regarding AT&T's  
3 request and how CPUC's decision might affect customers throughout California; now,  
4 therefore, be it

5           RESOLVED, That the Board urges the community to participate in the CPUC's next  
6 virtual Public Participation Hearings on March 19, 2024, and offer your feedback about  
7 AT&T's requests; and, be it

8           RESOLVED, That the Board of Supervisors urges the California Public Utilities  
9 Commission to require lasting protection, including a published written transition plan that  
10 outline steps AT&T will take to ensure no customers are left without phone service, as a  
11 condition of approval of AT&T's request and, be it

12           FURTHER RESOLVED, That the CPUC identifies an alternative COLR to maintain  
13 guaranteed access to basic phone service for all of Californians if they grant AT&T's request;  
14 and, be it

15           FURTHER RESOLVED, That the Clerk of the Board is hereby directed to transmit  
16 copies of this Resolution to the California Public Utilities Commission as a demonstration of  
17 the Board's commitment to ensure everyone continues to have access to basic, and  
18 potentially lifesaving, phone service without disruption.



**City and County of San Francisco**  
**Tails**  
**Resolution**

City Hall  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4689

**File Number:** 240245

**Date Passed:** March 19, 2024

Resolution urging the California Public Utilities Commission to require lasting protection and to identify an alternative Carrier of Last Resort (COLR) to preserve guaranteed access to basic phone service for those who are most vulnerable as a condition of approval of AT&T's request to relinquish its COLR and Eligible Telecommunications Carrier (ETC) Designations.

March 19, 2024 Board of Supervisors - AMENDED, AN AMENDMENT OF THE WHOLE BEARING NEW TITLE


Ayes: 9 - Chan, Dorsey, Mandelman, Melgar, Peskin, Preston, Safai, Stefani and Walton  
Excused: 2 - Engardio and Ronen

March 19, 2024 Board of Supervisors - ADOPTED AS AMENDED

Ayes: 9 - Chan, Dorsey, Mandelman, Melgar, Peskin, Preston, Safai, Stefani and Walton  
Excused: 2 - Engardio and Ronen

File No. 240245

**I hereby certify that the foregoing Resolution was ADOPTED AS AMENDED on 3/19/2024 by the Board of Supervisors of the City and County of San Francisco.**

  
\_\_\_\_\_  
Angela Calvillo  
Clerk of the Board

**Unsigned**

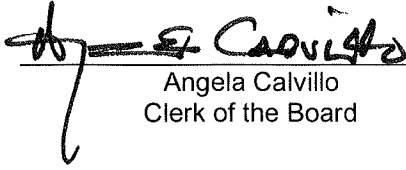
\_\_\_\_\_  
London N. Breed  
Mayor

**03-28-2024**

\_\_\_\_\_  
Date Approved

File No. 240245

I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, or time waived pursuant to Board Rule 2.14.2, became effective without her approval in accordance with the provision of said Section 3.103 of the Charter or Board Rule 2.14.2.

  
\_\_\_\_\_  
Angela Calvillo  
Clerk of the Board

03-28-2024

\_\_\_\_\_  
Date