



November 3, 2025

Phone number ending in: [REDACTED]



Important Update About Your AT&T Home Phone Service

Hi [REDACTED],

At AT&T, we are always looking for ways to improve your experience and bring you the best products in the industry. That's why we're upgrading home phone service in your area to a new, enhanced solution that's **reliable and cost-effective**.

Our upgraded service (AT&T Phone – Advanced) supports your essential needs, including phone calls, fax machines, alarms, medical monitoring, and 911 access, using advanced technology for a seamless experience.

As part of this upgrade, the AT&T Residential Local Service plan you're currently using will be discontinued on or after **March 15, 2027**. We know how important it is for our customers to keep their current phone number and stay connected. We're here to make the transition easy for you.

To keep your phone number and ensure uninterrupted service, you have the option to transition to:

- Our new AT&T Phone – Advanced, offering the latest in-home phone technology, or
- An AT&T Wireless plan, designed for flexibility and convenience

Our experts are available to assist you and answer any questions you may have. You can reach us **Monday through Friday, 8:00 AM – 8:00 PM CT, and Saturday, 9:00 AM – 7:00 PM CT, at 800.288.2020.**

If you do not believe that an alternative voice service including reliable access to 9-1-1 is available to you, from either AT&T Illinois or another provider of wired or wireless voice service where you live, you have the right to request the Illinois Commerce Commission to investigate the availability of alternative voice service including reliable access to 9-1-1. To do so, you must submit such a request either in writing or by signing and returning a copy of this notice, no later than January 2, 2026, 60 days after the date of the first notice of this discontinuance, to the following address:

Chief Clerk of the Illinois Commerce Commission
527 East Capitol Avenue
Springfield, Illinois 62701
800-524-0795

You must include in your request a reference to the notice you received from AT&T Illinois and the date of the notice.

Thank you for being a valued customer. We look forward to serving you and providing a better and reliable experience.

Your AT&T Team

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