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**AT&T'S RESPONSE TO COMMISSION STAFF'S FIRST
REQUEST FOR INFORMATION**

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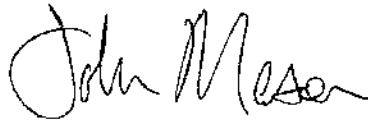
PROJECT NO. 56822

INVESTIGATION OF EMERGENCY § PUBLIC UTILITY COMMISSION
PREPAREDNESS AND RESPONSE §
BY UTILITIES IN HOUSTON AND §
SURROUNDING COMMUNITIES § OF TEXAS

AT&T'S RESPONSE TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

COMES NOW, Southwestern Bell Telephone Company, LLC d/b/a AT&T Texas and Teleport Communications America, LLC ("AT&T"), and, in order to comply with Commission rules, files this response to Commission Staff's Request for Information ("RFI"). AT&T received Commission Staff's RFIs on August 12, 2024, requiring a response on or before August 30, 2024. Therefore, these responses are timely filed. Subject to and without waiving objection, included within its response are additional details with respect to AT&T's affiliate, wireless operations. While not regulated under PURA (*See* PURA § 51.003), AT&T is offering such information so that the Commission may have a comprehensive view of the overall network impacts. AT&T stipulates that its responses may be treated by all parties as if they were filed under oath.

Respectfully submitted,



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ATTORNEY FOR AT&T

RFI No. 1-1:

Did you experience any disruption of service or service outages within the Impacted Area due to damage caused by Hurricane Beryl? If so, please describe the nature and causes of the outages, the duration of any outages, facilities affected by the outages, and efforts made by you and any involved third parties to restore service to customers in the Impacted Area.

Response:

Yes. Our wireless and wired networks were impacted by the storm. The fluid nature of any storm system, storm damage, unsafe working conditions and rolling power outages all directly impact telecommunications networks.

Starting early July 8, 2024, AT&T's wireless network was experiencing impact and by 5:30 p.m., there were eleven counties that experienced primary impact, meaning the AT&T network was operating at less than 80% of normal in those areas. Those counties include: Brazoria, Ft. Bend, Galveston, Harris, Liberty, Matagorda, Montgomery, Polk, San Jacinto, Tyler and Wharton. There were other counties experiencing some degree of impact as well, but not at "primary impact" status.

- Outages were primarily attributed to:
 - Loss of commercial power;
 - Damaged AT&T network facilities;

AT&T network performance reached "Business As Usual" (BAU) status by July 14, 2024 for wireless operations and resumed "Business As Usual" (BAU) performance by July 18, 2024 for wireline operations.

Our teams prepped extensively in the days leading up to the storm. In addition, we had restoration crews on standby nearby and our disaster recovery teams were ready to deploy a fleet of network equipment to affected areas once it was safe to do so.

AT&T personnel were embedded in the State Operations Center (SOC) prior to the storm's landfall beginning Friday, July 5, 2024. Being embedded in the SOC prior to the storm's landfall allowed us to establish open lines of communication with necessary stakeholders early, not during the height or aftermath of the crisis.

- AT&T worked closely with the Texas Division of Emergency Management (TDEM) to facilitate communications regarding impact to AT&T's wireless and wireline ability to deliver services.

- AT&T personnel staffing the SOC coordinated with affected stakeholders, including; AT&T operations, state and local government agencies, public safety authorities, and commercial power providers.

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RFI No. 1-2:

Did you experience any disruption of service or service outages in areas of Texas outside the Impacted Area due to damage caused by Hurricane Beryl? If so, please describe the nature and causes of the outages, the duration of any outages, facilities affected by the outages, and efforts made by you and any involved third parties to restore service to customers in those affected areas.

Response:

Other areas of Texas were affected as a result of Hurricane Beryl's impact, but this impact was peripheral and AT&T managed service restoral quickly. AT&T worked with stakeholders to resolve disruptions. BAU operational status resumed in these other areas within approximately 36 hours of landfall.

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RFI No. 1-3:

If any outages due to a third-party infrastructure issue were caused by the impact of Hurricane Beryl, please identify the third party and describe the issue(s) and what steps were taken to resolve it and restore service to customers.

Response:

AT&T representatives were based in the State Operations Center and interfacing with stakeholders prior to landfall on July 5, 2024. Further, AT&T had representatives covering the City of Houston and Harris County's Emergency Operations Centers after landfall. This enabled AT&T to be prepared and ready once storm-related network impacts began to surface. In addition, AT&T FirstNet representatives reached out to CenterPoint Energy to establish an additional escalation path, if necessary to support public safety initiatives.

Third party outages AT&T experienced were mainly due to loss of commercial power. In addition:

- Based upon our damage assessment and working relationship with various power companies, some AT&T facilities were impacted due to third-party damaged telephone poles.
- Centerpoint, Entergy and Texas New Mexico Power were some of the power companies that had poles carrying AT&T infrastructure.
- There were also smaller power cooperatives impacted.
- With employees and supplemental network infrastructure staged at the ready, AT&T restoration began as soon as it was safe to engage post-storm. This restoration required coordination with power companies to identify power restoration priorities and safety protocols.
- Power must generally be placed first, and power restored, before telecommunication lines can be rehung or replaced. AT&T is aware that there was at least one situation where an AT&T fiber was cut by a power company crew/contractor during pole restoration efforts. This resulted in a fiber outage that was subsequently repaired by AT&T.
- At peak, ***** cell sites went out of service as a function of power outages. AT&T backup generators kicked in on thousands of cell sites. Temporary generators and teams of technicians refueling them deployed to sites as required for the power outage. Redundant coverage from adjacent sites provided coverage for most sites that went out of service.

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RFI No. 1-4:

Please describe the extent of any structural damage to your facility(s) due to Hurricane Beryl.

Response:

Over 24,000 copper and fiber service Distribution Areas (DAs) were in the Hurricane Beryl impacted areas and less than 5% of the DAs experienced structural damage due to Beryl.

AT&T experienced the following structural damage:

- Approximately 164 poles.
- 270,000 feet of fiber cable.
- 120,000 feet of copper cable.
- Over 75% of the impacted cable could be rehung (once the power facilities were in place) and did not require replacement.
- One cell site in Houston had physical damage to the antenna mounting structure caused by high winds. However, customer disruptions were reduced because nearby cell sites were able to accommodate a significant portion of the impacted traffic from the damaged cell site. The site was secured and repaired within a week via third-party structural engineers and crane workers.
- AT&T retail stores in the impact area were affected. AT&T closed or modified hours for over 200 retail stores on July 8, 2024, during the strongest part of the hurricane event.
- AT&T retail store damage was insignificant with only one minor flooding incident.
- AT&T administrative buildings experienced no significant damage with the exception of one building.

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RFI No. 1-5:

Please identify the total number of customers affected by Hurricane Beryl-related outages, categorized by service type and zip code.

Response:

Consistent with FCC reporting rules for NORS (Network Outage Reporting System) and/or DIRS (Disaster Information Reporting System), AT&T experienced the following potential customer impacts at peak:

- Wireless: Approximately [*****]
- Wireline: Approximately [*****]

Potential impacted wireless customers were generally located in the following billing zip-codes:

77002, 77003, 77004, 77005, 77006, 77008, 77009, 77010, 77011, 77012, 77013, 77014, 77015,
77016, 77017, 77018, 77019, 77020, 77021, 77022, 77023, 77024, 77025, 77026, 77027, 77028,
77029, 77030, 77031, 77032, 77033, 77034, 77035, 77036, 77036, 77037, 77038, 77039, 77040,
77041, 77042, 77043, 77044, 77045, 77046, 77047, 77048, 77049, 77050, 77051, 77053, 77054,
77055, 77056, 77057, 77058, 77059, 77060, 77061, 77062, 77063, 77064, 77065, 77066, 77067,
77068, 77069, 77070, 77071, 77072, 77073, 77074, 77075, 77076, 77077, 77078, 77079, 77080,
77081, 77082, 77083, 77084, 77085, 77086, 77087, 77088, 77089, 77090, 77091, 77092, 77093,
77094, 77095, 77096, 77098, 77099, 77201, 77338, 77346, 77373, 77379, 77388, 77396, 77401,
77406, 77407, 77414, 77415, 77417, 77419, 77420, 77422, 77428, 77429, 77430, 77432, 77433,
77435, 77436, 77437, 77440, 77441, 77443, 77444, 77448, 77448, 77449, 77450, 77451, 77453,
77454, 77456, 77457, 77458, 77459, 77461, 77464, 77467, 77468, 77469, 77471, 77477, 77478,
77479, 77480, 77481, 77482, 77483, 77485, 77486, 77488, 77489, 77493, 77494, 77498, 77502,
77503, 77504, 77505, 77506, 77510, 77510, 77511, 77515, 77517, 77518, 77530, 77531, 77534,
77536, 77539, 77539, 77541, 77545, 77546, 77547, 77550, 77551, 77554, 77563, 77565, 77566,
77568, 77568, 77573, 77577, 77578, 77581, 77583, 77584, 77587, 77590, 77590, 77591, 77598,
77650 *

Impacted Wireline customers were generally located in the following 127 wire center locations identified in AT&T's force majeure declaration as follows:

WIRE CENTER NAME (CLLD)	WIRE CENTER NAME (CLLD)	WIRE CENTER NAME (CLLD)
DANBURY (AGTNTXDA)	BLUERIDGE WST (HSTNTXBW)	KIRBYVILLE (KBVLTXKB)
ANGLETON (AGTNTXTT)	CAPITOL (HSTNTXCA)	KOUNTZE (KNTZTXKN)
ALVIN (ALVNTXAL)	CHANNEL VIEW (HSTNTXCH)	LA BELLE (LBLLTXLB)
BELLVILLE (BLVLTXBL)	CLAY (HSTNTXCL)	LIBERTY (LBRTTXLB)
BRIDGE CITY (BRCYTXBR)	DEER PARK (HSTNTXDP)	LUMBERTON (LMTNTXLM)
BRENIAM (BRIIMTXBR)	ELLINGTON EST (HSTNTXEE)	MADISONVILLE (MDVITXMD)
TERMINAL (BUMTXXTE)	EAST HOUSTON (HSTNTXEH)	MAURICEVILLE (MRVLTXMR)
TWINBROOK (BUMTXXTW)	FAIRBANKS (HSTNTXFA)	MATAGORDA (MTGRTXMI)
UNIVERSITY (BUMTXXUN)	FRIENDSWOOD (HSTNTXFR)	NACOGDOCHES (NCGDTXNC)
VICTOR (BUMTXXVI)	GLENDALE (HSTNTXGL)	NEDERLAND (NDLDTXND)
BUNA (BUNATXBU)	GREENSPOINT (HSTNTXGP)	ORANGE (ORNGTXOR)
BAY CITY (BYCYTXBY)	GREENWOOD (HSTNTXGR)	PINEHURST (PNIHRTXPN)
CHINA (CHINTXCI)	HOMESTEAD (HSTNTXHO)	PRAIRIE VIEW (PRVWTXPR)
CHIRENO (CHRNIXCI)	HUDSON (HSTNTXHU)	PERSHING (PTARTXPE)
CLEVELAND (CLEVIXCL)	IDLEWOOD (HSTNTXID)	WOODLAWN (PTARTXWO)
COLUMBUS (CLMBTXCL)	JACKSON (HSTNTXJA)	YUKON (PTARTXYU)
CLUTE (CLUTTXCL)	LANGHAM CREEK (HSTNTXLA)	ROSENBERG (RSBGTXRR)
LAKE JACKSON (CLUTTXLJ)	LA PORTE (HSTNTXLP)	SAN AUGUSTINE (SAGSTXSA)
CALVERT (CLVTTXCL)	MANVEL (HSTNTXMA)	SABINE PASS (SBPSTXSB)
CENTER (CNTRTXCN)	MED CENTER (HSTNTXMC)	SEALY (SELYTXSE)
CORRIGAN (CRGNTXCR)	MISSION (HSTNTXMI)	SILSBEE (SLSBTXSI)
CYPRESS (CYPRTXCY)	MOHAWK (HSTNTXMO)	SMITHERS LAKE (SMLKTXSM)
DEWEYVILLE (DWVLTXDW)	NATIONAL (HSTNTXNA)	SPLENDORA (SPLDTXSP)
DAYTON (DYTNXXDY)	NEPTUNE (HSTNTXNE)	SPURGER (SPRGTXSP)
EAGLE LAKE (EGLKTXEG)	ORCHARD (HSTNTXOR)	NORTH SPRING (SPRNTXNO)
EL CAMPO (ELCMTXEL)	OVERLAND (HSTNTXOV)	SOUTH SPRING (SPRNTXSO)
EVADALE (EVDLTXEV)	OXFORD (HSTNTXOX)	SOUR LAKE (SRLKTXSR)
FANNETT (FNNTTXFN)	PARKVIEW (HSTNTXPA)	KLEIN (TBLITXKL)
FREEMPORT (FRPTTXFR)	PEARLAND (HSTNTXPE)	TOMBALL (TBLITXTB)
SHERWOOD (GLTNIXSH)	PRESCOTT (HSTNTXPR)	TIMPSON (TMPSTXTM)
SOUTHFIELD (GLTNIXSO)	REPUBLIC (HSTNTXRE)	LA MARQUE (TXCYTXLM)
WEST ISLAND (GLTNIXWI)	RIVERSIDE (HSTNTXRI)	TEXAS CITY (TXCYTXTC)
GARWOOD (GRWDTXGR)	SATSUMA (HSTNTXSA)	SOUTH VIDOR (VDORTXRO)

WIRE CENTER NAME (CLLI)	WIRE CENTER NAME (CLLI)	WIRE CENTER NAME (CLLI)
HEARNE (HERNTXHE)	SEABROOK (HSTNTXSE)	VIDOR (VDORTXSU)
HEMPSTEAD (HMPSTXHM)	SIELDON (HSTNTXSH)	VALLEY LODGE (VLLDITXVL)
HUNTSVILLE (HNVITXHN)	SUNSET (HSTNTXSU)	WESTBURY (WBRYTXWB)
ALDINE (HSTNTXAD)	UNDERWOOD (HSTNTXUN)	WOODVILLE (WDVLTXWD)
AIRLINE (HSTNTXAD)	WALNUT (HSTNTXWA)	WILARTON (WITNTXWII)
ALIEF (HSTNTXAL)	WESTFIELD (HSTNTXWE)	WALLER (WLLRITXWL)
APOLLO (HSTNTXAP)	ELLINGTON WST (HSTNTXWL)	WILDWOOD (WLWDITXWL)
BAMMEL (HSTNTXBA)	WYDOWN (HSTNTXWY)	WARREN (WRRNTXWR)
BARKER (HSTNTXBR)	JASPER (JSPRTXDU)	
BUFFALO (HSTNTXBU)	RAYBURN (JSPRTXRA)	

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RFI No. 1-6

Please provide a timeline outlining the progression of any Hurricane Beryl-related outages experienced by your utility from the initial disruption to complete restoration.

Response:

Preparation

As early as Tuesday, June 25, 2024 the AT&T Weather Operations Center (AWOC) began sending Tropical Atlantic Risk Assessment reports to AT&T teams regarding the storm system that became Hurricane Beryl. AWOC continued monitoring of the storm system, providing daily reports as it continued to strengthen.

On Wednesday, July 3rd, 2024, AT&T's Emergency Operations and Event Management team began coordinating daily Emergency Operation Center (EOC) Sync Calls to bring teams together to discuss plans, communications and strategies for preparedness for Beryl's arrival, including issuing a special weather alert to AT&T employees in South Texas. On Friday, July 5th, Texas External Affairs employees began 12-hour shifts at the SOC, located at the Texas Department of Public Safety headquarters in Austin, Texas.

The AT&T Power Team began testing satellite phones and topping off fuel tanks across the Texas Coastal Regions. Portable generators were staged, cabled, and manually tested. Techs around Texas were placed on standby in the event additional manpower was needed.

AT&T's Network Disaster Recovery (NDR) team began preparing trailers with portable generators and additional assets, including SatCOLTS, network emergency connectivity assets, including satellite backup, amphibious vehicles, microwave backhaul/transport equipment, a Jon boat, and a hazmat response truck. AT&T's Retail Teams began purchasing water for stores, setting up generators, and reviewing emergency contact lists.

Impact and Recovery

After landfall in the early morning hours on Monday, July 8, 2024, AT&T EOC Sync Calls continued daily to discuss recovery plans. AT&T Wireless teams triaged and pre-staged assets across the impacted regions, including Matagorda and Galveston Counties. Work crews were engaged and readied for deployment in the Southeast Texas region. By late afternoon on Monday, July 8, 2024, over 2.6 million customers were without commercial power in Texas. AT&T employees continued to escalate outages to the power companies, with CenterPoint Energy having the highest number of customers and impact. Weather conditions continued to impact AT&T network crews' ability to safely deploy for most of the day.

Additionally, AT&T's Network Disaster Recovery and Drone Operations teams deployed a Flying COW® (Cell on Wings) in Matagorda County and Katy to provide critical wireless service to a local hospital and customers in the surrounding areas.

Due to lack of commercial power, storm damage and employee safety, AT&T had numerous retail stores closed.

By early morning on July 9 field work crews were able to dispatch safely to all impacted areas. Widespread power outages were affecting the area and our primary focus shifted to deploying and refueling generators to provide power to cell sites that were out of service.

From landfall through the end of the day July 9, 2024 AT&T FirstNet responded to nearly 30 emergency support requests made by public safety – spanning federal, state and local agencies.

In addition, we announced waived talk, text and data overage charges for our wireless customers in affected areas. This included AT&T Postpaid & Prepaid customers with billing addresses in affected zip codes from July 8, 2024, through July 17, 2024. In addition, by 3 p.m. on July 9, ***** of affected mobility sites had been restored. By the end of the day on July 9, many of our stores were re-opening to assist customers as needed.

By 9:30 a.m. on July 10, 2024 approximately 200 generators had been placed by AT&T's NDR team at cell sites lacking commercial power and nearly ***** of affected mobility sites had been restored. In addition, AT&T and the non-profit Information Technology Disaster Resource Center (ITDRC) deployed a Mobile Connectivity Center (MCC). The MCC served as a connectivity resource for those who lost power and needed connection to the internet. Impacted citizens were able to charge their devices or use one of the 16 computers in the MCC.

We also deployed ten cell phone charging stations across the Houston community to support those who had been displaced or remained without power.

AT&T Network crews continued the restoral process and by mid-morning July 11, 2024 more than ***** of the mobility sites had been restored. While lack of commercial power remained an ongoing issue, by the end of the day on July 11, 2024 AT&T's wireless network was operating at more than ***** of its normal capacity. The MCC and charging stations remained active and in use.

On Friday, July 12, 2024, although multiple wireline network facilities were still down due to lack of commercial power, significant progress continued to be made in Bay City and Matagorda with cable damage being repaired. By the end of the day, nearly half of the impacted wireline customers had been restored. AT&T's NDR team continued to dispatch trailers with network equipment to the two staging sites located strategically in the east and west Houston areas.

In the following days, AT&T's wireless and wireline restoral process continued to improve significantly, especially as commercial power became more ubiquitous. On Sunday, July 14, 2024, our wireless network reached "business as usual" (BAU) status, operating at more than 99% of normal. By July 18, 2024 we reached BAU status for wireline service.

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RFI No. 1-7:

Please identify any challenges or obstacles that hindered your service restoration efforts.

Response:

AT&T's top priority is ensuring the safety of our employees and our customers. Network crews worked diligently to restore service as quickly and as safely as possible. However, the timeline for restoration can vary from one affected area to another, depending on the severity of the damage. Some of the challenges of service restoration include:

- Commercial power repair and restoration is essential to the efficient working of telecommunication networks.
- While AT&T has numerous back-up generators and deployable generators, they only have a certain duration of operation. AT&T continued efforts to deploy generators and refuel existing generators, but outages still occurred until commercial power was fully restored.
- AT&T worked continuously with affected external stakeholders, including public safety authorities, power utilities, and governmental command and control personnel to prioritize its restoration needs and facilitate reduction of outages.
- Besides safety considerations, restoration efforts to rehang or replace telecommunications cable in certain situations, first requires that the power company restore or replace poles and power cables in order to then place/replace telecommunication cables.

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RFI No. 1-8:

Please describe any communications you had with AEP, CenterPoint, Entergy, or TNMP in advance of Hurricane Beryl concerning potential loss of power or electric service.

Response:

Electric utilities are key partners for our operations. AT&T takes a proactive approach, coordination and communication begins long before disaster strikes.

For example, over the course of the past eighteen months AT&T routinely contacted its Account Managers at the electric utilities across the country to provide the location of the company's critical network locations and help ensure they are enrolled in electric utilities' "priority restoration" and "load shed exemption" (LSE) programs.

Enrolling critical AT&T network locations in these programs, when they are offered by the electric utility, is a key proactive step AT&T takes as part of its overall Network Resiliency efforts. By highlighting the importance of these AT&T locations—like those that serve as critical aggregation hubs on the Network or that are critical to public safety such as 911 related facilities—AT&T raises the profile of these locations with the respective electric utilities so they can be prioritized for commercial power restoration during a real-world event, or in the case of LSE programs, exempted from things like rolling-power outages that could have an adverse effect on Network operations and public safety. While AT&T has backup power facilities at critical Network locations including fixed backup power generators and battery backups, those are not intended for long-duration use. During a crisis event, the priority is to get facilities back on commercial power as quickly as possible to help ensure public safety continuity.

Once AT&T experienced Network impact caused by commercial power loss during Hurricane Beryl, the AT&T Power Company Liaison was in frequent contact with their counterparts at the noted electric utilities. In those communications the AT&T Power Liaison looked to better ascertain estimated times of repair from the electric utilities in order to inform our Network restoration planning and also provided the electric utilities with a listing of locations that AT&T was requesting be prioritized for power restoration given their critical nature.

AT&T personnel were also supporting the Harris County and City of Houston EOCs and were also in contact with their electric utility counterparts that were present.

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RFI No. 1-9:

Please detail the communication strategies you employed to inform your customers about the outage, restoration progress, and estimated timelines, including communication channels used.

Response:

During times of crisis, AT&T tries to reach its customers in a myriad of ways. In the days leading up to a storm, we actively pushed out preparedness tips to customers via the media in Brownsville, Corpus Christi and Houston in an effort to reach as many people as possible. We include information related to how customers can be prepared and how we were preparing our network in advance of the coming storm.

AT&T's FirstNet teams also reached out to key customers proactively to inform them of our efforts to finalize network hardening and to pre-stage ahead of Hurricane Beryl. We additionally took steps to ensure we had a presence at the state and local EOCs. AT&T representatives maintained a daily presence at Houston and/or Harris County's EOC and served 12-hour shifts daily at the State Operations Center.

After landfall, we kept the public apprised of impacts to our Network, restoration progress and humanitarian relief via a dedicated Hurricane Beryl web page, social media and AT&T Texas State President Leslie Ward's newsletter. In addition, our local teams were in constant communication with stakeholders and customers on the ground, including our retail stores, which were open and operating within days of landfall. Finally, we pushed out text messages to our impacted customers to inform them of our customer relief offer, waiving overages of talk, text and data.

A full day-by-day overview of the communication provided through the AT&T Hurricane Beryl website can be found here: <https://about.att.com/pages/disaster-recovery/2024/storm-beryl>

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RFI No. 1-10:

Please describe the customer support measures in place to address inquiries, concerns, and complaints related to the outages, specifying the availability of support channels and response times.

Response:

Customers in affected areas experienced home phone and internet service interruptions due to storm damage and commercial power outages. Please see key highlights below. Some examples of customer support measures are included in the following:

- July 5, 2024: As Hurricane Beryl approached, AT&T distributed a press release with preparedness tips in the Brownsville, Corpus Christi and Houston media markets. Example: AT&T Prepares Network, Offers Tips to Help You Stay Connected (att.com/disasterrecovery)
- For our wireless customers in affected areas, we waived talk, text and data overage charges. This includes AT&T Postpaid & Prepaid customers with billing addresses in 196 zip codes from July 8, 2024 through July 17, 2024.
- Provided information to customers on how to sign up for one-time service restoration texts.
- Provided a website where wireline customers can see network outage status: att.com/outages.
- July 10, 2024:
 - Our FirstNet Response Operations Group responded to 30 requests from public safety agencies, working to ensure first responders on FirstNet have the reliable, dedicated connectivity they need to effectively coordinate and manage disaster response efforts.
 - Our Mobile Connectivity Center with computers and charging capabilities was stationed at the Deputy Almendarez Center located at 10918 Bentley Street, Houston, TX 77093 from 8:00 a.m. to 8:00 p.m. CT.
 - Many of our store locations were open and ready to serve our customers.
 - Additionally, we deployed charging stations across the Houston community to support those who were displaced or remain without power. Locations included:
 - Leonel Castillo Community Center: 2101 South Street
 - West Gray Multi Service Center: 1475 W Gray Street
 - Fonde Community Center: 110 Sabine Street

- MCC - North Harris County Community Center: 10918 Bentley Street
- Weekley Community Center: 8440 Greenhouse Road
- Bayland Community Center: 6400 Bissonnet Street
- Radack Community Center: 18650 Clay Road
- Moody Community Center: 3725 Fulton Street
- Lincoln Community Center: 979 Greshaw Street
- Hester House: 2020 Solo Street

Finally, it is important to note that, although network equipment serving an area may be powered and online, we may not be aware of specific in-home service impacts until customers returned to their homes and commercial power was restored directly to their home.

Responsible Person(s):

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AVP Public Affairs
AT&T Public Affairs
AT&T Services, Inc.
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Javier Rodriguez
Lead Regulatory Relations
External & Legislative Affairs
AT&T Services, Inc.
816 Congress, Suite 1100,
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RFI No. 1-11:

Please outline any proactive outreach efforts your utility makes to vulnerable customers (e.g., elderly, disabled) who may require additional assistance during a weather emergency.

Response:

Customer outreach is communicated through annual bill notices during the hurricane season and over the company website.

Responsible Person(s):

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RFI No. 1-12:

Please describe the lessons learned from Hurricane Beryl's impact on your facilities, network infrastructure, and service delivery.

Response:

The development and analysis of any key learnings related to the Hurricane is in progress. However, it is clear that there is a need to continue working with the commercial power companies serving our key and priority network facilities, on their restoration priority indicator(s).

Responsible Person(s):

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RFI No. 1-13:

Please outline any plans or initiatives to enhance your network's resilience to future natural disasters, including specific infrastructure upgrades or redundancy measures.

Response:

AT&T has a robust network resilience program with guiding principles that include a focus on power, building and technical space, fiber, transport, architecture, standards & procedures, and network diversity. Resiliency is managed through a dedicated organization within the company whose work actively focuses on resiliency workstreams while maintaining restoration priorities for 911, FirstNet, and Wireless (including backhaul). An overview of AT&T's investments include:

- >\$1B investment in AT&T Network Disaster Recovery
- 750+ network recovery assets across the company
- 450+ portable market cell sites
- 65+ technology recovery trailers
- 200+ portable satellite communications solutions
- 40+ flying COWs®
- 2,000+ pieces of supporting equipment
- Regular Network Disaster Recovery trainings and drills
- 400+ recovery team members
- For additional information, visit: about.att.com/ecms/dam/pages/disaster-recovery/network-recovery/network-disaster-recovery-infographic.pdf

Responsible Person(s):

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Engineering & Operations
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RFI No 1-14:

Please describe any investments in emergency preparedness and response capabilities, such as backup power systems, redundant communication channels, or disaster recovery plans.

Response:

AT&T has invested more than \$1 Billion in its U.S. Network Disaster Recovery (NDR) program since its inception over 30 years ago. Launched in 1992, our teams have spent thousands of hours in the field and responded to countless events – from fires and hurricanes to tornadoes and winter storms. We have invested in 450+ portable market cell sites, 65+ technology recovery trailers, 200+ portable satellite communications solutions, 40+ Flying COWs (Cell on Wings), drones and robotic dogs, 8 amphibious vehicles/watercraft, 11,000+ portable generators, and 2,000+ pieces of support equipment along with 400+ recovery team members available to mobilize immediately to help restore service.

AT&T also has its own weather operations center with degreed meteorologists to deliver business-specific weather intelligence, analytics and forecasts. Their expertise mitigates our risk of impact to the AT&T network and assets, along with helping keep our employees safe.

(<https://about.att.com/pages/disaster-recovery/network-recovery>)

Responsible Person(s):

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RFI No. 1-15:

Please provide a summary of any vegetation management program run by your utility to ensure adequate right of way clearance for your communications facilities.

Response:

When AT&T performs any work in areas where vegetation is encroaching on new or existing aerial facilities, AT&T technicians will perform work to clear lines consistent with government regulations, permitting, ordinance, and property owner acceptance as part of their normal work activities. AT&T technicians can perform light trimming, but if heavy trimming or large-scale removal are necessary, or if the trimming area is adjacent to electric lines, the trimming work is performed by outside contractors specifically trained and qualified to perform this work.

Responsible Person(s):

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Associate Director-Sourcing Operations
Tower Strategy & Roaming
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RFI No. 1-16:

Has your utility conducted any studies that examine the costs and benefits of burying communications facilities in weather-volatile areas of the state? If so, please provide an executive summary from the most recent study.

Response:

At this time, AT&T has not specifically examined the cost of proactively burying facilities in the weather volatile areas of Texas. On a case-by-case basis, AT&T may bury existing aerial facilities after an event, if circumstances are appropriate. However, AT&T does as a general matter, in the normal course of business, consider the cost of underground versus aerial when deploying facilities. AT&T has several different networks, wireless, fiber, and copper that present different challenges and opportunities involving such decisions. In general, buried infrastructure may be three or more times the cost of aerial facilities. AT&T continues to routinely assess deployment methods, costs and feasibility as we expand/enhance our network and participate in the deployment of fiber-based Broadband.

Responsible Person(s):

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Additional Information from att.com website:

[AT&T Networks Prepare for Hurricane Beryl \(att.com\) \(https://about.att.com/pages/disaster-recovery/2024/storm-beryl\)](https://about.att.com/pages/disaster-recovery/2024/storm-beryl)

[AT&T Network Disaster Recovery: Our NDR Program \(att.com\) \(https://about.att.com/pages/disaster-recovery/network-recovery\)](https://about.att.com/pages/disaster-recovery/network-recovery)

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[When Disaster Strikes | AT&T NETWORK DISASTER RECOVERY \(NDR\) \(att.com\) \(https://about.att.com/ecms/dam/pages/disaster-recovery/network-recovery/network-disaster-](https://about.att.com/ecms/dam/pages/disaster-recovery/network-recovery/network-disaster-)