

# UTILI-FACTS

## AT&T Local Service Deregulation

In October 2014, AT&T local service was deregulated in Texas.

The Public Utility Commission of Texas (PUC) still helps AT&T customers resolve:

1. Slamming and cramming complaints;
2. Deposit issues;
3. Billing issues (except billing adjustments for service quality issues);
4. Disconnection of service complaints;
5. Certain required disclosures to customers;
6. Certain customer choice issues; and
7. Continuity of service during processing of a bona fide complaint on one of these issues.

### What does “deregulated” mean?

As a deregulated company, AT&T is no longer:

1. subject to PUC rules governing pricing and service quality;
2. obligated to provide service to customers; and
3. required to file their rates and tariffs with the PUC.

### Does this affect my AT&T Uverse or AT&T wireless service?

No, this deregulation only applies to AT&T’s “wired” phone services in Texas, but...

The PUC has never had jurisdiction over complaints about AT&T’s U-verse or Wireless services. Complaints on those must be directed either to the Federal Communications Commission or to the courts.

### Competition instead of regulation

Texas law permits certain incumbent local exchange carriers (ILECs) like AT&T to petition the PUC to deregulate local service areas if at least two competitors provide service in a given local area, or “exchange.” AT&T petitioned the PUC and it found that AT&T met the two-competitor test under Texas law in all of its exchanges.

#### QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120  
(TTY 512-936-7136) (FAX 512-936-7003)

Write: PUC - Consumer Protection Division  
P.O. Box 13326, Austin, TX 78711-3326

Online: <http://www.puc.texas.gov/consumer/complaint/Complaint.aspx>

