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October 15, 2021

Rosemary Chiavetta, Secretary  
 Pennsylvania Public Utility Commission  
 400 North Street, Commonwealth Keystone Building  
 Second Floor – Room N201  
 Harrisburg, PA 17120

***Re: Quarterly Reporting Requirements: At-Risk Accounts  
 Docket No: M-2020-3019244***

Dear Secretary Chiavetta,

In accordance with the Commission’s March 18, 2021 Order in the above-referenced docket, AT&T Corp. and Teleport Communications America, LLC (collectively, “AT&T”) provide the following information covering the third quarter of 2021: (a) Total number of residential and non-residential accounts at risk of termination at the end of the quarter and for the same month of 2019 and 2020; (b) Total aggregate dollars of arrears at the end of the quarter and for the same month in 2019 and 2020 (both total and by vintage, i.e., 30-60 days, 60-90 days, 90+days); and (c) The number of residential and non-residential accounts disconnected for non-payment during the quarter with dollar amounts owed.

AT&T discontinued providing residential local exchange service in Pennsylvania as of June 1, 2021 pursuant to the Public Utility Commission’s May 6, 2021 Order. As a result, we have no residential data to report for the third quarter and will limit our responses to non-residential accounts.

Small Business	# of Accounts at Risk	31 - 60	61 - 90	90+	Total Dollars	Terminations	Termination Total Dollars Due
July 2019	35	\$48,670	\$51,566	\$84,559	\$236,194	7	\$4,807
July 2020	62	\$38,720	\$73,121	\$196,071	\$358,788	7	\$2,458
July 2021	11	\$2,616	\$2,992	\$45,491	\$55,758	7	\$5,988
Small Business	# of Accounts at Risk	31 - 60	61 - 90	90+	Total Dollars	Terminations	Termination Total Dollars Due
Aug 2019	50	\$56,265	\$60,145	\$162,007	\$327,625	4	\$13,184
Aug 2020	40	\$24,390	\$25,770	\$175,516	\$250,657	17	\$3,725
Aug 2021	15	\$4,859	\$3,090	\$53,772	\$63,217	13	\$8,070



Small Business	# of Accounts at Risk	31 - 60	61 - 90	90+	Total Dollars	Terminations	Termination Total Dollars Due
Sept 2019	63	\$52,379	\$87,335	\$186,835	\$387,538	Data Not Yet Available	Data Not Yet Available
Sept 2020	42	\$27,463	\$33,042	\$129,843	\$222,813	Data Not Yet Available	Data Not Yet Available
Sept 2021	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available

Large Business	# of Accounts at Risk	31 - 60	61 - 90	90+	Total Dollars	Terminations	Termination Total Dollars Due
July 2019	200	\$1,157,483	\$434,337	\$4,954,819	\$8,581,026	11	\$704
July 2020	292	\$2,731,643	\$2,427,719	\$6,493,391	\$14,747,992	6	\$5,042
July 2021	265	\$782,372	\$908,718	\$4,244,987	\$7,696,534	44	\$31,634
Large Business	# of Accounts at Risk	31 - 60	61 - 90	90+	Total Dollars	Terminations	Termination Total Dollars Due
Aug 2019-	248	\$958,451	\$1,914,910	\$4,358,602	\$9,195,804	24	\$9,372
Aug 2020	384	\$1,029,233	\$4,509,916	\$5,984,416	\$15,316,581	70	\$25,046
Aug 2021	312	\$781,175	\$1,416,899	\$4,427,541	\$9,096,734	25	\$46,129
Large Business	# of Accounts at Risk	31 - 60	61 - 90	90+	Total Dollars	Terminations	Termination Total Dollars Due
Sept 2019-	352	\$1,316,805	\$1,880,631	\$4,742,251	\$10,262,858	Data Not Yet Available	Data Not Yet Available
Sept 2020	424	\$2,598,534	\$2,674,838	\$7,166,064	\$15,565,035	Data Not Yet Available	Data Not Yet Available
Sept 2021	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available

Please note that the total number of small and large business customers disconnected includes business customers who voluntarily disconnected service during the relevant time periods. We cannot verify the number of those customers, if any, who were disconnected involuntarily for non-payment.

Please contact me at [jm242x@att.com](mailto:jm242x@att.com) if you have any questions.

Respectfully submitted,

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AVP, Senior Legal Counsel