



AT&T

MaryRose Sirianni
Manager
External Affairs

AT&T Florida
150 South Monroe Street
Suite 400
Tallahassee, FL 32301

T: 850-577-5503
F: 850-222-4401
ms8675@att.com
Website: www.att.com

FILED 3/20/2020
DOCUMENT NO. 01524-2020
FPSC - COMMISSION CLERK

March 20, 2020

Mr. Adam Teitzman, Clerk
Division of the Commission and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Force Majeure Declaration

Dear Mr. Teitzman:

Pursuant to Section 4.5.2 of AT&T Florida's Self Effectuating Enforcement Mechanisms Administration Plan ("SEEM Plan"), AT&T Florida hereby declares a force majeure event in connection with various federal, state and local governmental declarations in order to mitigate the threat of the COVID-19 virus.

AT&T has enacted measures to ensure the infrastructure of operational support for our customers remains functional. However, during this unprecedented event, AT&T Florida is experiencing ever-changing situations based on the availability of personnel. To that, AT&T Florida will provide the effective date of this force majeure declaration by broad categories of Service Quality Measures ("SQMs").

1. AT&T Call Centers have been significantly affected, impacting all SQMs associated with Ordering and Billing effective March 16, 2020.
2. Due to increased and varied network traffic levels and patterns, the Trunk Group Performance SQM is impacted effective March 13, 2020.
3. Due to anticipated availability of personnel versus level of workload, the Provisioning and Maintenance & Repair SQMs will be impacted. AT&T is monitoring the situation daily and the impact varies by geography. AT&T will provide the effective date by wire center as that information becomes evident.

AT&T Florida will apprise the Commission periodically on status, providing notification as this force majeure event concludes. Additionally, AT&T will continue to keep CLECs notified via our normal processes.

If you have any questions concerning this matter, please contact MaryRose Sirianni at (850) 577-5553.

Sincerely,



MaryRose Sirianni

cc: Chairman Gary F. Clark, Florida Public Service Commission
Commissioner Art Graham
Commissioner Julie Imanuel Brown
Commissioner Andrew G. Fay
Commissioner Donald J. Polmann
Rhonda Hicks
Cayce Hinton