

December 16, 2015

Members of the Humboldt County Board of Supervisors
825 5th Street, Room 111
Eureka, CA 95501

Dear Members of the Humboldt County Board of Supervisors,

As you know, the North Coast has experienced a number of recent communications outages resulting from fiber cuts. AT&T understands how difficult it can be to lose voice and data communications, even for a short time. The company has been exploring options and we have positive news to share.

AT&T is upgrading the North Coast network to significantly increase the network's protection against outages or service disruptions caused by fiber damage. AT&T has already begun engineering these upgrades, and we estimate they will be complete by the end of 2016. Once completed, the majority of the fiber miles in this area will be protected from single points of failure. This improvement will help protect phone and internet services for consumers and businesses in the North Coast from outages.

To better serve our customers in the North Coast region, AT&T will upgrade the wire centers on the main route of the network in the area by installing new equipment in the central offices and programming that equipment to route traffic over diverse fiber paths. This means that if fiber is cut on one side of the wire center, the equipment will be able to switch and reroute through another path, thereby making the network more resilient and reducing the risk of outages in Humboldt, Lake, Mendocino, Napa, and Sonoma Counties.

These upgrades are part of our ongoing effort to make phased upgrades to our network as technology continues to evolve. We remain committed to optimizing the AT&T network in the North Coast with new technologies and increased capacity as they become available.

Thank you for your advocacy on behalf of the communities you serve. I look forward to working together as we build a stronger, more resilient North Coast network in the year ahead.

Sincerely,

A handwritten signature in black ink, appearing to read "Marc Blakeman". The signature is fluid and cursive, with a large initial "M" and "B".

Marc Blakeman
Vice President, External Affairs
AT&T California

Sincerely,

Marc Blakeman
Vice President, External Affairs
AT&T California

Cc: Congressman Jared Huffman
State Senator Mike McGuire
Assemblymember Jim Wood
Members, Lake County Board of Supervisors
Members, Mendocino County Board of Supervisors
Members, Napa County Board of Supervisors
Members, Sonoma County Board of Supervisors