



Contact: Commissioner  
Angela Elizabeth Speir  
Phone 404-656-4512  
[aspeir@psc.state.ga.us](mailto:aspeir@psc.state.ga.us)

## Georgia Public Service Commission

244 Washington St S.W.  
Atlanta, Georgia 30334  
Phone: 404-656-4501  
Toll free: 1-800-282-5813  
(outside metro Atlanta)

**FOR IMMEDIATE RELEASE**

**From the Office of Commissioner Angela Speir  
NEWS RELEASE**

### **Reasonably Priced High-Speed Internet for New Subscribers**

ATLANTA, September 28, 2007 – Commissioner Angela Elizabeth Speir met with representatives of AT&T in response to consumer complaints that AT&T was not offering the low-priced DSL plan that the Company committed to make available to new DSL customers as a condition of its merger with BellSouth.

“In order to receive approval of its merger from the Federal Communications Commission (FCC), AT&T pledged to provide a low-priced high-speed internet service at a speed of up to 768 kbps to customers that do not have, and have never had, DSL service.”

“However, customers were not told about the low-priced plan when they called AT&T. Worse still, in at least one instance, even when the customer specifically requested the \$10 service, they were told that they could only enroll for the service over the internet. Obviously, this would be a challenge for customers who do not already have internet service,” Commissioner Speir said. “At the same time that AT&T refused to take orders for the low-priced plan over the phone, they were taking phone orders for their more expensive DSL offerings.”

Company representatives explained that AT&T had provided its customer service representatives with a vehicle to enroll customers who do not have access to the internet and committed to retraining its customer service representatives. However, the Company had clearly gone out of its way to make it difficult for customers to learn about, or to sign-up for, the discounted plan.

“It is disingenuous for the Company to make a commitment to the FCC that was an essential part of the deal that got the FCC’s approval and then not follow through with the spirit of their promise,” Speir said. “I have strongly advised the Company to reconsider its practices and do right by its customers.”

News Release  
September 28, 2007

Commissioner Speir is serving her first six-year term on the Commission. In 2002, she became the first woman elected to the Commission and in 2005 was the first woman to serve as Commission Chairman.

###