From:	Terrance Ford on behalf of Terrance Ford <ela@connected.att-mail.com>
To:	Larry Abernathy
Subject:	Staying connected through Hurricane Helene
Date:	Wednesday, October 2, 2024 5:02:45 PM

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Staying connected through Hurricane Helene

Dear Friends,

As we work alongside our neighbors in communities across the state to recover from Hurricane Helene, our thoughts are with the people of South Carolina.

We understand how important it is for our customers to stay connected. **Our teams are working around the clock, and we are utilizing all the resources at our disposal to restore service in areas impacted by Hurricane Helene.**

Damage across the region is extensive, however, the teams are making progress. Currently, our wireless network in South Carolina is operating at more than 93% of normal capacity.

1.png

Response teams in action

So far, this has been **one of the largest mobilizations of our disaster recovery assets for emergency connectivity support.** Public safety agencies on FirstNet have made more than 150 requests for emergency connectivity support across Florida, Georgia, North Carolina, South Carolina,

Tennessee and Virginia. These efforts are essential to maintaining connectivity for our customers and first responders during this critical time.

GAHurricaneHelene2024_3.jpg

SCHurricaneHelene2024_1.jpg

Additionally, our Network Disaster Recovery (NDR) team remains staged at their self-sustaining basecamp, which includes bunkhouses, a food trailer, and command centers, working to ensure we do not take resources away from the communities we serve.

As restoration efforts continue, we urge residents to be cautious with debris removal and avoid cutting or damaging fiber-optic cables that may be temporarily laid on the ground. This helps expedite the restoration process while utility poles are being replaced.

2.png

AT&T is committed to serving our South Carolina customers

To ease the burden on residents and businesses, AT&T is waiving several fees, including installation charges at temporary or permanent locations, and providing up to five free jacks and wiring for Inside Wire Plan customers upon their return to their permanent locations.

We are also waiving overage charges **for wireless customers in affected areas** from September 27, 2024, through October 27, 2024.

In areas affected by Helene, we have opened our network where available to allow customers from other carriers to use if their carrier's service is unavailable.

Customers currently experiencing issues with their AT&T service can reach us at **att.com**, on the myAT&T app or over the phone at 800-288-2020. Wireline customers can also visit **att.com/outages** to sign up for one-time service restoration texts.

We appreciate your patience as we work to bring full services back to South Carolina communities impacted by Hurricane Helene.

Sincerely,

Terrance Ford - Vice President of External Affairs, AT&T South Carolina

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AT&T South Carolina

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