



Jerry D. Hendrix
Vice President
Regulatory Relations

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

T: 850-577-5550
F: 850-224-5073
Jerry.Hendrix@att.com
www.att.com

December 16, 2008

Beth Salak, Director
Competitive Markets and Enforcement
Florida Public Service Commission
Attn: Tariff Section
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RE: AT&T Communications of the Southern States, LLC (AT&T) – TJ615 –
November 20, 2008 Price List Filing

Dear Mrs. Salak:

Pursuant to Florida Statute 364.051, attached for filing with the Commission are the following revised pages for AT&T Florida's Price List:

Revised Price List Pages

First Revised Page 28

Original Page 28.1

Original Page 28.2

The purpose of this filing is to clarify the beginning of a billing dispute. The effective date of this tariff is December 17, 2008.

Acknowledgment, date of receipt and authority number of this filing are requested.

Your consideration and approval will be appreciated.

Yours very truly,

Jerry D. Hendrix (slg)

Regulatory Vice President

Attachments

AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC
FLORIDA

ACCESS SERVICES AND NETWORK INTERCONNECTION SERVICES

ISSUED: December 16, 2008

SECTION 2

EFFECTIVE: December 17, 2008

1ST REVISED PAGE 28

BY: Carol Paulsen-Price List Administrator

CANCELS ORIGINAL PAGE 28

2. GENERAL REGULATIONS

2.4. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2.4.2. Payment of Rates, Charges and Deposits (Cont'd)

C. Payment Dates and Late Payment Charges (Cont'd)

2. Further, if no payment is received by the payment date or if a payment or any portion of a payment is received by the Company after the payment date as set forth in 1. preceding, or if a payment or any portion of a payment is received by the Company in funds which are not Immediately Available funds in U.S. dollars, then subject to billing and systems availability, a Late Payment Charge shall be due to the Company. The Late Payment Charge shall be the payment or the portion of the payment in excess of \$25.00 not received by the payment date times a late factor. The late factor shall be 1.5% per month unless an applicable law or regulation specifies a lower interest rate to be charged or portion thereof applied from the 31st Calendar day after the payment date to and including the date that the Company actually receives the payment. The Late Payment Charge shall be assessed monthly, based on the delinquent balance maintained on the account at the time.

D. Billing Disputes Resolved in Favor of the Company

1. In the event that a Customer disputes all or part of the billed amount, the Customer must submit a documented claim for the disputed amount. If the Company sustains the charges after investigating the dispute, the applicable Late Payment Charge will apply and shall be deemed correct and binding on the Customer. If, alternatively, the Company credits the charges after investigating the dispute, the Late Payment Charge will not apply, as long as the documented dispute is submitted on or before the payment due date or within 90 days after the payment due date and the disputed amount is paid prior to resolution of the dispute. (T)
2. In the event of a billing dispute, the billing dispute date is the date upon which the Customer presents sufficient written documentation to the Company to support its claim for incorrect billing. Sufficient written documentation consists of the following information, where such information is relevant to the dispute: (N)

(M)

(M)

AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC
FLORIDA

ACCESS SERVICES AND NETWORK INTERCONNECTION SERVICES

ISSUED: December 16, 2008

SECTION 2

EFFECTIVE: December 17, 2008

ORIGINAL PAGE 28.1

BY: Carol Paulsen-Price List Administrator

2. GENERAL REGULATIONS

(N)

2.4. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2.4.2. Payment of Rates, Charges and Deposits (Cont'd)

D. Billing Disputes Resolved in Favor of the Company (Cont'd)

2. (Cont'd)

a. Dedicated Access

- I. A clear explanation of the basis of the dispute, including what the Customer believes is incorrect (*e.g.*, nonrecurring charge; mileage; circuit identification) and the reason why the Customer believes the bill is incorrect (*e.g.*, monthly rate billed not same as in tariff; facility not ordered; service not received)
- II. The account number under which the bill was rendered
- III. The date of the bill
- IV. The invoice number
- V. The circuit number, line number, trunk group number, Two-Six Code (TSC), end office or tandem identification, or other appropriate facility identification
- VI. The exact dollar amount in dispute
- VII. The universal service order code(s)(USOCs) associated with the service
- VIII. The Purchase Order Number(s) and dates involved for disputes involving order activity
- IX. Details sufficient to identify the specific amount(s) and item(s) in dispute
- X. The name of the person responsible for the Customer's dispute
- XI. Additional data as the Company reasonably requests from the Customer to resolve the dispute. The request for such additional information shall not affect the Customer's dispute date as set forth preceding.

b. Switched Access

- I. A clear explanation of the basis of the dispute, including what the Customer believes is incorrect (*e.g.*, nonrecurring charge; mileage; circuit identification) and the reason why the Customer believes the bill is incorrect (*e.g.*, monthly rate billed not same as in tariff; facility not ordered; service not received)
- II. The account number under which the bill was rendered
- III. The date of the bill
- IV. The invoice number
- V. The exact dollar amount in dispute
- VI. Call Detail Records (CDRs)
- VII. The universal service order code(s)(USOCs) and/or rate element associated with the service
- VIII. Details sufficient to identify the specific amount(s) and item(s) in dispute
- IX. The name of the person responsible for the Customer's dispute
- X. Additional data as the Company reasonably requests from the Customer to resolve the dispute. The request for such additional information shall not affect the Customer's dispute date as set forth preceding.

(N)

AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC
FLORIDA

ACCESS SERVICES AND NETWORK INTERCONNECTION SERVICES

ISSUED: December 16, 2008

SECTION 2

EFFECTIVE: December 17, 2008

ORIGINAL PAGE 28.2

BY: Carol Paulsen-Price List Administrator

2. GENERAL REGULATIONS

(N)

2.4. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2.4.2. Payment of Rates, Charges and Deposits (Cont'd)

(N)

E. Billing Disputes Resolved in Favor of the Customer

(M)

If the Customer pays the total billed amount and disputes all or part of the amount, the Company will refund any overpayment. In addition, the Company will pay to the Customer penalty interest on the overpayment. When a claim is filed ninety (90) days after the due date, the penalty interest period shall begin on the payment date. When a claim is filed more than ninety (90) days after the due date, the penalty interest period shall begin from the date of the claim or the date of overpayment, whichever is later.

The penalty interest period shall end on the date that the Company actually renders the overpayment to the Customer. The penalty interest rate shall be the rate set forth in C, 2. preceding.

(M)