

REQUEST TO ESTABLISH DOCKET  
(PLEASE TYPE)

Date 7/1/97

Docket No. 970811-TL

1. Division Name/Staff Name COMMUNICATIONS/Hawkins

2. OPR \_\_\_\_\_

3. OCA \_\_\_\_\_

4. Request for Determination of Appropriate Method for Refunding Overcharges on Intra state Long Distance Calls and Local Toll Calls.

5. Suggested Docket Hearing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
- B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

2. Interested Persons and their representatives (if any)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

6. Check one:  Documentation is attached.  
 Documentation will be provided with the recommendation.

Tms 2863



Doris Franklin  
Manager-Regulatory Affairs

Suite 700  
101 N. Monroe Street  
Tallahassee, FL 32301  
904 425-6349

June 23 1997

Mr. Alan Taylor  
Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: AT&T One Rate Plan

Dear Mr. Taylor:

This is a follow-up to my letter of April 25, 1997, regarding a discrepancy in AT&T's fulfillment package sent to some end user customers subscribing to the AT&T One Rate Plan in Florida. As a solution to this situation, AT&T is currently in the process of re-rating and crediting customers' accounts for the difference between the rate quoted in the fulfillment piece and the tariffed rate. The credits should appear on customers' bills before September 1, 1997.

As I stated in my earlier letter, approximately 79,000 Florida customers received the incorrect system-generated brochure. Of those customers, 49,570 made calls that would require re-rating. Those calls constitute a total of 6.2 million minutes of use. The difference in revenue between the tariffed rate of 15 cents per minute and 10 cents quoted in the materials is \$313,042.20. This money will be returned to the affected customers. The 49,570 customers will receive individual credits based on their calls.

As we stated in our April 25 letter, AT&T regrets that this discrepancy occurred and that it created customer confusion. We feel that these credits will correct the situation in a satisfactory manner.

Yours very truly,

*Doris M. Franklin*  
Doris M. Franklin





Doris Franklin  
Manager-Regulatory Affairs

Suite 700  
101 N. Monroe Street  
Tallahassee, FL 32301  
904 425-6349

April 25, 1997



Mr. Alan Taylor  
Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: AT&T One Rate Plan

Dear Mr. Taylor:

Thank you for your letter of April 4, 1997, inquiring about a discrepancy in AT&T's fulfillment package sent to some end user customers subscribing to the AT&T One Rate Plan in Florida. We are currently investigating this situation and have learned the following:

1. A system error generated brochures with the incorrect statement that in-state long distance calls would be rated at 10 cents per minute. The correct and tariffed rate is 15 cents for in-state long distance calls and 10 cents for local toll (intraLATA) calls.
2. Approximately 79,000 Florida customers received the incorrect system-generated brochure. Approximately 46,000 of those customers have received apology letters with the correct rates, and letters are being sent to the remaining customers.

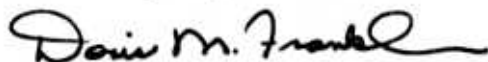
AT&T is in the process of reviewing each of the 79,000 affected end users' billing records to determine the impact, if any, on those bills. We will provide this information to you as soon as it is completed. At that time, we will also provide our detailed plan for addressing this problem.

115PM  
6-17-97  
LWC

Mr. Alan Taylor  
April 25, 1997  
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AT&T certainly regrets that this discrepancy occurred. Needless to say, we are dedicated to satisfying our customers and apologize for any customer confusion this problem has caused.

Yours very truly,

A handwritten signature in cursive script that reads "Doris M. Franklin". The signature is written in black ink and is positioned above the printed name.

Doris M. Franklin