



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

## -M-E-M-O-R-A-N-D-U-M-

**DATE:** OCTOBER 9, 2000

**TO:** DIRECTOR, DIVISION OF RECORDS AND REPORTING (BROWN)

**FROM:** DIVISION OF APPEALS (BROWN) *MCB DES*  
 DIVISION OF COMPETITIVE SERVICES (KENNEDY) *REK*  
 DIVISION OF ECONOMIC REGULATION (HEWITT) *CH*

**RE:** DOCKET NO. 990994-TP - PROPOSED AMENDMENTS TO RULES 25-4.003, F.A.C., DEFINITIONS; 25-4.110, F.A.C., CUSTOMER BILLING FOR LOCAL EXCHANGE TELECOMMUNICATIONS COMPANIES; 25-4.113, F.A.C., REFUSAL OR DISCONTINUANCE OF SERVICE BY COMPANY; 25-24.490, F.A.C., CUSTOMER RELATIONS; RULES INCORPORATED; AND 25-24.845, F.A.C., CUSTOMER RELATIONS; RULES INCORPORATED.

**AGENDA:** 10/17/00 - REGULAR AGENDA - POST HEARING DECISION - PARTICIPATION IS LIMITED TO COMMISSIONERS AND STAFF

**RULE STATUS:** ADOPTION SHOULD NOT BE DEFERRED

**SPECIAL INSTRUCTIONS:** NONE

**FILE NAME AND LOCATION:** S:\PSC\APP\WP\990994.RCM

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RECORDS AND REPORTING

### CASE BACKGROUND

With the development of competition for the provision of telecommunications services, customers have filed numerous complaints with the Commission relating to questionable billing practices by some companies. Several different types of problems relating to customers' bills have caused concern among regulatory bodies in Florida, other states, and at the federal level.

In 1998, in response to these concerns, the Florida Legislature enacted the "Telecommunications Consumer Protection Act" (Act) (See Chapter 98-277, Laws of Florida.) The Act is contained in Sections 364.601 through 364.604, Florida Statutes. That same year, the Legislature also enacted Section 364.0252,

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Florida Statutes, requiring expanded efforts by the Commission to provide consumer information regarding telecommunications services and to provide assistance to customers in resolving billing and service disputes with telecommunications companies.

Section 364.602, Florida Statutes, provides definitions for the terms "Billing Party;" "Commission;" "Customer;" "Originating party;" and "Information service." Section 364.603, Florida Statutes, provides for the methodology for changing telecommunications providers and is considered to be the "anti-slamming" section. Section 364.604, Florida Statutes, regulates telecommunications companies' billing practices.

Section 364.0252, Florida Statutes, requires expanded customer information programs and assistance to customers with telecommunications billing and service disputes. It permits the Commission to require long distance and local telecommunications companies to develop and provide information to customers, and it provides that the Commission may specify by rule the types of information to be developed and the manner by which the information will be provided to customers. In 1999, the section was amended to direct the Commission to undertake a comprehensive and ongoing effort to inform consumers regarding how to protect themselves in a competitive telecommunications market. It specifically identified as areas of concern Lifeline and Link-Up Programs for low-income households and alerting consumers to how they can avoid having their service changed or unauthorized charges added to their telephone bills.

The Commission held workshops around the state to gather input from customers about problems customers faced with their telecommunications billing. The workshops were held in West Palm Beach, Ft. Lauderdale, Miami, Tampa, Orlando, Jacksonville, and Tallahassee between February 4 and April 7, 1999. A rule development workshop was held in Tallahassee on September 28, 1999, and post workshop comments were filed. Thereafter, the Commission proposed comprehensive changes to its billing rules to implement the Telecommunications Consumer Protection Act. The majority of the proposed rules were adopted without objection and were effective July 5, 2000. In response, however, to concerns raised by ALECs and IXC's, the Commission scheduled a rule hearing on whether two subsections of the proposed rules, 25-4.110(2), concerning bill content, and 25-4.110(19), concerning a billing restriction option, should be applied to ALECs and IXC's.

The rule hearing was held on August 21, 2000. The Commission heard presentations and testimony by four staff witnesses and six

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industry representatives. Post-hearing comments were filed on September 13, 2000. This is staff's recommendation that based on the record the Commission should not apply the provisions of Rule 25-4.110(2) and (19) to ALECs and IXC's at this time.

**DISCUSSION OF ISSUES**

**ISSUE 1:** Should the Commission adopt the proposed amendments to Rule 25-24.490, Florida Administrative Code, Customer Relations; Rules Incorporated, and Rule 25-24.845, Florida Administrative Code, Customer Relations; Rules Incorporated, whereby the billing requirements of Rule 25-4.110(2), Florida Administrative Code, Customer Billing for Local Exchange Telecommunications Companies, would apply to interexchange telecommunications companies (IXCs) and alternative local exchange companies (ALECs)?

**RECOMMENDATION:** No. Staff recommends that at this time the Commission should not adopt the proposed amendments to Rule 25-24.490, Florida Administrative Code, Customer Relations; Rules Incorporated, and Rule 25-24.845, Florida Administrative Code, Customer Relations; Rules Incorporated, whereby the billing requirements of Rule 25-4.110(2), Florida Administrative Code, Customer Billing for Local Exchange Telecommunications Companies, would apply IXCs and ALECs.

**STAFF ANALYSIS:** Rule 25-4.110(2), Florida Administrative Code, Customer Billing for Local Exchange Telecommunications Companies, provides:

(2) Six months after the effective date of this rule, each billing party shall set forth on the bill all charges, fees, and taxes which are due and payable.

(a) There shall be a heading for each originating party which is billing to that customer account for that billing period. The heading shall clearly and conspicuously indicate the originating party's name. If the originating party is a certificated telecommunications company, the certificated name must be shown. If the originating party has more than one certificated name, the name appearing in the heading must be the name used to market the service.

(b) The toll-free customer service number for the service provider or its customer service agent must be conspicuously displayed in the heading, immediately below the heading, or immediately following the list of charges for the service provider. For purposes of this subparagraph, the service provider is defined as the company which provided the service to the end user. If the service provider has a customer service agent, the toll-free number must be that of the customer service agent and must be displayed with the service provider's heading or with the customer service agent's heading, if

any. For purposes of this subparagraph, a customer service agent is a person or entity that acts for any originating party pursuant to the terms of a written agreement. The scope of such agency shall be limited to the terms of such written agreement.

(c) Each charge shall be described under the applicable originating party heading.

(d) 1. Taxes, fees, and surcharges related to an originating party heading shall be shown immediately below the charges described under that heading. The terminology for Federal Regulated Service Taxes, Fees, and Surcharges must be consistent with all FCC required terminology.

2. The billing party shall either:

a. Identify Florida taxes and fees applicable to charges on the customer's bill as (including but not limited to) "Florida gross receipts tax," "Franchise fees," "Municipal utility tax," and "Sales tax," and identify the assessment base and rate for each percentage based tax, fee, and surcharge, or

b.(i) Provide a plain language explanation of any line item and applicable tax, fee, and surcharge to any customer who contacts the billing party or customer service agent with a billing question and expresses difficulty in understanding the bill after discussion with a service representative.

(ii) If the customer requests or continues to express difficulty in understanding the explanation of the authority, assessment base or rate of any tax, fee or surcharge, the billing party shall provide an explanation of the state, federal, or local authority for each tax, fee, and surcharge; the line items which comprise the assessment base for each percentage based tax, fee, and surcharge; or the rate of each state, federal, or local tax, fee, and surcharge consistent with the customer's concern. The billing party or customer service agent shall provide this information to the customer in writing upon the customer's request.

(e) If each recurring charge due and payable is not itemized, each bill shall contain the following statement:

"Further written itemization of local billing available upon request."

Section 364.604 of the Telecommunications Consumer Protection Act and Section 364.0252, Florida Statutes, provide the Commission

the specific authority to adopt this rule and apply it to ALECs and IXCs. Section 364.604 states:

(1) Each billing party must clearly identify on its bill the name and toll-free number of the originating party; the telecommunications service or information service billed; and the specific charges, taxes and fees associated with each telecommunications or information service. The originating party is responsible for providing the billing party with all required information. The toll-free number of the originating party or its agent must be answered by a customer service representative or a voice response unit. If the customer reaches a voice response unit, the originating party or its agent must initiate a response to a customer inquiry within 24 hours, excluding weekends and holidays. Each telecommunications carrier shall have until June 30, 1999, to comply with this subsection.

(2) A customer shall not be liable for any charges for telecommunications or information services that the customer did not order or that were not provided to the customer.

(3) Every billing party shall provide a free blocking option to a customer to block 900 or 976 telephone calls.

(4) A billing party shall not disconnect a customer's Lifeline local service if the charges, taxes, and fees applicable to basic local exchange telecommunications service are paid.

(5) Pursuant to Section 120.536, the Commission may adopt rules to implement this section.

Section 364.0252, Florida Statutes, states:

The Florida Public Service Commission shall expand its current customer information program to inform consumers of their rights as customers of competitive telecommunications services and shall assist customers in resolving any billing and service disputes that customers are unable to resolve directly with the company. The commission may, pursuant to this program, require all telecommunications companies providing local or long distance telecommunications services to develop and provide information to customers. The commission may

specify by rule the types of information to be developed and the manner by which the information will be provided to the customers. The Florida Public Service Commission shall undertake a comprehensive and ongoing effort to inform consumers regarding how to protect themselves in a competitive telecommunications market. Of specific concern are informing consumers concerning the availability of the Lifeline and Link-Up Programs for low-income households and alerting consumers to how they can avoid having their service changed or unauthorized charges added to their telephone bills.<sup>1</sup>

In their presentations at the hearing and in their written comments the ALECs and IXCs urged the Commission not to apply Rule 25-4.110(2) to them at this time. The ALECs argued that in order to encourage the development of competition in the provision of

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<sup>1</sup> At present, Section 364.0252, Florida Statutes, is not included in Rule 25-4.110, Florida Administrative Code, as a specific law implemented. The question of its applicability was raised at the August 21, 2000, rule hearing, and the participants were asked to address it in their post-hearing comments. At the hearing and in post-hearing comments some participants asserted that the Commission could not rely on that provision as authority to adopt its rules, because it had not been included when the proposed rules were initially noticed, and it was too late in the process to include the statute now. In its post-hearing comments FCTA cited the case of Save the Manatee Club, Inc. V. Southwest Florida Management District, 00 ER FALR 061 (12/9/99) as authority for that position. The case is not applicable to this rulemaking because it involved a rule challenge at DOAH where the issue of additional statutory authority was first raised as a defense in the rule challenge proceeding, not during the course of the rulemaking proceeding itself. Those who objected to inclusion of the statute in this rule asserted that the Commission would have to initiate rulemaking again if it wished to include it. That is incorrect. The addition of a statutory section in the specific authority/law implemented portion of a rule is a technical change or correction that may even be made to a rule after it is adopted by letter to the Department of State requesting the correction. Such a change does not require rulemaking in the first instance, and can certainly be made at any time while the rulemaking is in progress. Therefore, staff will be sending such a letter to the Department of State to include Section 364.0252, Florida Statutes, as specific authority for, and law implemented by, Rule 25-4.110, Florida Administrative Code.

telecommunications in Florida, Section 364.01, Florida Statutes, directs the Commission to provide to new entrants more flexible regulatory treatment and a lesser level of regulatory oversight than that provided to incumbent providers. They asserted that the bill content rule would not provide them the flexibility to meet their customers' billing requests, and they claimed that it would impose unnecessary costs on a fledgling industry.

The IXCs argued that they were not billing for other entities at present, and when they did bill their own customers they were complying with the FCC's truth-in-billing guidelines. They asserted that the specific formatting and placement requirements of Rule 25-4.110(2) were more restrictive than the FCC's guidelines and would require them to make costly adjustments to their national billing systems.

Both ALECs and IXCs pointed to staff witness Durbin's testimony and exhibits to show that cramming complaints were lessening, and no billing complaints had been filed against ALECs or IXCs. (TR 68) They asserted that this evidence supported their contention that the application of the bill content rule to them at this time would be a "solution in search of a problem." They argued that the specific requirements of Section 364.604, Florida Statutes, would provide the necessary clarity in customers' telephone bills, and no more specificity was needed. They also argued that to the extent that the rule simply "parroted" the statute, it was unnecessary.

BellSouth countered the other participants' arguments by asserting that all telecommunications providers should be subject to the provisions of Rule 25-4.110(2), in order to provide adequate and equal protection to all telecommunications customers in Florida. BellSouth asserted that in a competitive environment all companies should be subject to the same regulation.

It is staff's opinion that Sections 364.04 and 364.0252, Florida Statutes, (as well as Sections 364.19 and 364.337) clearly provide the Commission the specific authority to regulate by rule the clarity and content of the information contained in all telecommunications companies' bills. (See also, comments of AT&T at the hearing, TR 195.) It is also staff's opinion that Rule 25-4.110(2) does not simply "parrot" the statute. It prescribes with specificity the manner by which telecommunications companies must comply with the more general requirement for information in section 364.604(1).



There is, however, little, if any, evidence that customers are experiencing problems with ALECs' or IXC's bills. The record demonstrates that the problems the rule is designed to address -- customer confusion and unauthorized charges -- have occurred primarily with incumbent local exchange companies' bills, because they are the ones who are billing for other entities at this time. Witness Durbin's exhibits (EX 3-5) indicate that their billing problems, too, although far from eradicated, have been declining recently. The evidence does not show that ALECs and IXC's are even billing for other entities at present. (TR 173, late-filed EX 7.) Further, the sample bills provided as late-filed exhibits by the ALEC and IXC participants and their presentations at the hearing indicate that they are presently complying with the statute, and the spirit, if not the letter, of Rule 25-4.110(2), Florida Administrative Code. (EX 8-10, Attachment A to this recommendation.)

In light of these facts, staff recommends that the Commission should not apply Rule 25-4.110(2), Florida Administrative Code, to the ALECs and IXC's at this time. While we acknowledge BellSouth's position that generally all telecommunications providers should be subject to the same regulation, Section 364.01, Florida Statutes, recognizes that that policy may not be appropriate in every instance in a developing competitive market. When competitive telecommunications markets in Florida mature more, and the Commission receives evidence that a problem is developing, the Commission could apply this rule to ALECs and IXC's then. In the meantime, IXC's and ALECs are required to comply with the requirements of Section 364.604, Florida Statutes, and the Commission has the authority to take appropriate action if they fail to do so.

**ISSUE 2:** Should the Commission adopt the proposed amendments to Rule 25-24.490, Florida Administrative Code, Customer Relations; Rules Incorporated, and Rule 25-24.845, Florida Administrative Code, Customer Relations; Rules Incorporated, whereby the billing restriction requirements of Rule 25-4.110(19), Florida Administrative Code, Customer Billing for Local Exchange Telecommunications Companies, would apply to IXCs and ALECs?

**RECOMMENDATION:** No. Staff recommends that the Commission should not adopt the proposed amendments to Rule 25-24.490, Florida Administrative Code, Customer Relations; Rules Incorporated, and Rule 25-24.845, Florida Administrative Code, Customer Relations; Rules Incorporated, whereby the billing restriction requirements of Rule 25-4.110(19), Florida Administrative Code, Customer Billing for Local Exchange Telecommunications Companies, would apply to IXCs and ALECs at this time.

**STAFF ANALYSIS:** Rule 25-4.110(19), Florida Administrative Code, Customer Billing for Local Exchange Telecommunications Companies, provides:

(19) (a) Within one year of the effective date of this rule and upon request from any customer, a billing party must restrict charges in its bills to only:

1. Those charges that originate from the following:

- a. Billing party or its affiliates;
- b. A governmental agency;
- c. A customer's presubscribed intraLATA or interLATA interexchange carrier; and

2. Those charges associated with the following types of calls:

- a. Collect calls;
- b. Third party calls;
- c. Customer dialed calls; and
- d. Calls using a 10-10-xxx calling pattern.

(b) Customers must be notified of this right by billing parties annually and at each time a customer notifies a billing party that the customer's bill contained charges for products or services that the customer did not order or that were not provided to the customer.

(c) Small local exchange telecommunications companies as defined in Section 364.052(1), F.S., are exempted from this subsection.

In preparing this recommendation, staff reviewed the records from the June 6, 2000, Agenda Conference. During the Agenda Conference, representatives from the small LECs argued that the cost to implement the billing restrictions required by Rule 25-4.110 (19), Florida Administrative Code, was prohibitive. The representatives also argued that Rule 25-4.110(19), Florida Administrative Code, should not be applied to small LECs because the number of consumer complaints filed with the Division of Consumer Affairs regarding unauthorized charges on customer's bills were few in number, if any; therefore a billing restriction option for their customers was unnecessary. In response to the small LEC's concerns, the Commission exempted small LECs from Subsection 19 of Rule 25-4.110, Florida Administrative Code.

Throughout the rule hearing on August 21, 2000, several IXC and ALEC industry representatives echoed the same concerns, cost and necessity, raised by the small LECs during the June 6, 2000, Agenda Conference. Like the small LECs, representatives of the IXCs and ALECs claimed that the cost to implement the billing restriction option would be so great that it would effectively preclude telecommunications companies from competing in the market place, cost consumers more, and impede entrance of newcomers into the market. AT&T noted that Chapter 120, Florida Statutes, provides that the Commission must adopt rules that are less costly as long as they substantially accomplish the regulatory objectives. AT&T argued that Subsection 18 of Rule 25-4-110, Florida Administrative Code, which already applies to IXCs and ALECs, is a less costly alternative to the billing restriction and accomplishes the regulatory objective in Section 364.604(2), Florida Statutes, that customers will not be held liable for charges that they did not incur. (TR 198)

The industry was concerned that the Statement of Estimated Regulatory Cost (SERC) prepared by Commission staff did not adequately address the cost for implementing the billing restriction option of Rule 25-4.110, Florida Administrative Code. The industry suggested that a new SERC be initiated because a sufficient number of ALECs and IXCs had not been queried. In response to questions regarding the number of companies that would be affected by the billing restriction option and the cost to implement this option, witness Hewitt explained that he did not know the number of companies that would be affected and the cost estimates he had received from six respondents varied from thousands to millions of dollars. Based on the record, staff received relatively few responses to the SERC request, and it is not clear how many IXCs and ALECs would be affected by Rule 25-4.110 (19), Florida Administrative Code.

During the hearing, Commission witness Durbin was asked if any of the 2,996 cramming complaints identified on Hearing Exhibit 5 involved complaints by customers of ALECs at the time they lodged the complaints. Witness Durbin responded "[n]ot to my knowledge, no." Witness Durbin was also asked if he were aware of any such complaints by ALEC customers regarding the content of their bills. Witness Durbin responded "[n]o, I'm not." (TR 68) Only a few ALECs and IXCs participated at the hearing, but each claimed that data provided by witness Durbin supports the argument that the billing restriction option is a solution looking for a problem. The record indicates that there are relatively few consumer complaints about unauthorized charges when consumers are billed directly by an ALEC or IXC.

In his testimony regarding applicability of the billing restriction option to IXCs and ALECs, staff witness Moses explained that when a company bills for an entity other than itself, it is just as susceptible to fraud as any other billing system, such as the ILECs. (TR 84-85) In response to a question that asked if we are not clear on the costs to implement a billing restriction, technologically unsure how to implement it, and ALEC customers have not complained, how can we be sure that a billing restriction should apply to ALECS, Witness Moses stated his belief that the Commission needs to take a proactive approach instead of a reactive approach and prevent cramming before it happens, should the IXCs and ALECs open their billing systems (bill for other entities). (TR 85, 117-118)

In light of the fact that ALECs and IXCs are not billing for other entities, the fact that the industry claims the costs to implement a billing restriction are great, and consumers have not filed many, if any, complaints regarding cramming when directly billed by ALECs and IXCs, staff recommends that the Commission should not apply Rule 25-4.110(19), Florida Statutes, to ALECs and IXCs at this time. When competitive local telecommunications markets in Florida mature more, and the Commission receives evidence that a problem is developing, the Commission could apply this rule to ALECs and IXCs then. In the meantime, IXCs and ALECs are required to comply with the requirements of subsection 18 of Rule 25-4.110, Florida Administrative Code, which requires the billing party to remove certain charges from bills upon customer notification that the service billed was not provided, or the item charged was not ordered.

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**ISSUE 3:** Should the rules be filed for adoption and this docket closed?

**RECOMMENDATION:** No. The rules should not be filed for adoption, but this docket may be closed.

**STAFF ANALYSIS:** If the Commission approves staff's recommendation on Issues 1 and 2, the rules should not be filed for adoption and this docket may be closed.



TALLAHASSEE, FL 32308-2857

Page: 1  
Billing Period Ending: 7/05/00  
Invoice Date: 7/06/00  
Customer Number: [REDACTED]

**Summary of Charges**

Balance Forward	Account Adjustments	SPRINT Charges	SPRINT Discounts	Taxes and Regulatory Rel. Charges	Current Total	Amount Due By 7/29/00
\$00	\$.00	\$43.65	-\$30.00	\$3.26	\$16.91	\$16.91

**Important Information from Sprint:**



Beginning with customer payments received after August 1, 2000, the Return Check Fee (Non-Sufficient Funds charge) will increase from \$10 to \$15.



This is your new long-distance bill! Sprint employees will now receive their long-distance charges in a separate invoice. Simplify your payments with MySAM online or your credit card! Go to [www.sprint.com](http://www.sprint.com) or call 1-800-877-EMPL.



Join us online at [www.sprint.com](http://www.sprint.com) to browse our catalog of products and services or to access Sprint's outstanding Customer Service. You can order additional services, check account balances and manage your account online.

If you have any questions about your invoice, please call Customer Service at 1-800-877-3675, or visit us at <http://www.sprint.com>.



Sprint continually supports the preservation of global natural resources by providing you invoices printed on sides of recycled paper. This process saves approximately 30 million printed pages and 2,000 trees per year. Paper used for this invoice is made from recycled material containing 50 percent recycled paper.

#### KEY RATING INFORMATION

The codes that appear in the " " column describe the rate in effect at the beginning of the call.  
D = DAY OR PEAK RATE      E = EVENING OR OFF-PEAK RATE      N = NIGHT OR OFF-PEAK RATE

#### TERMS AND CONDITIONS

Thank you for using Sprint.

The following terms and conditions are applicable only to Sprint long distance services billed on this invoice. If you subscribe to Sprint PCS services whose charges may be included on this invoice, separate terms and conditions are applicable.

This bill is due and payable upon presentation, and is past due if unpaid after the date shown on page one of this invoice. Resident customers will be assessed a late fee on balances that remain unpaid for more than 30 days from the invoice date. The late fee will be applied to the entire unpaid balance, including taxes. The late fee will be an amount not greater than the maximum amount allowable law in the state in which the customer resides. Please make check or money order payable to Sprint in U.S. Dollars. Do not send cash your payment is not received within 30 days of the invoice date, or within the time allowed by your state's Public Utility Commission. Sprint may begin procedures to cancel all service to you. You will be informed of such an action if required by law.

If any check sent to Sprint in payment for services is returned unpaid by your bank, you will be charged \$10.00, or the highest amount allowed by applicable law, for each returned check, whichever is less.

If you have any questions about your bill, please call us: the number is shown on page one of this bill. Most of your questions can quickly and conveniently be handled to your satisfaction over the phone.

If you would like to question an item on your bill or comment on our service in writing, please address your letter to:

SPRINT  
Customer Service  
P.O. Box 152048  
Irving, TX 75015-2048

Please include your name, account number, the specific question or comment about the bill, and the dollar amount of the item(s) in question. We assure you we will respond to your letter as soon as possible.

While the item(s) in question are being investigated, you do not have to pay them; however, the amount not in question is still due and payable upon receipt of your bill.

It is Sprint's policy to bill all calls to a customer within the next billing cycle after the calls are made. In some instances, however, you may receive a bill with calls that were made three or more months prior to the invoice date of the bill. In the event the total amount of such calls on one bill equals or exceeds \$50, you may request a deferred payment plan.

#### NOTICE OF JURISDICTION

Pursuant to K.S.A. 60-308 (b) (11), as a business customer, you may be subject to jurisdiction in Kansas for any dispute relating to your telephone service with Sprint. This is because you have arranged for or continued to receive phone service managed, operated or monitored in the State of Kansas.

#### DEPOSITS

Sprint will refund any required deposit in accordance with the applicable rules of your Public Utility Commission.

#### CUSTOMER REQUEST FOR DISCONNECT

Sprint will disconnect your service within 30 days after receiving your request for disconnect, or such shorter term and under such conditions as may be required by your Public Utility Commission.

#### CHANGE OF ADDRESS OR ACCOUNT HOLDER NAME

Address changes may be noted on the form found on the back of page one or by calling Customer Service. If account name changes are necessary, please call the customer service number shown on page one of this invoice.



**SPRINT SENSE(SM)**

Page: 2  
 Billing Period Ending: 7/05/00  
 Customer Number: [REDACTED]

**Account Detail**

**SPRINT CHARGES**

SPRINT SENSE(SM)	Calls	Minutes	Amount
State-to-State	21	212.0	\$27.65
Operator Service	3	8.0	14.50
<b>SUBTOTAL ITEMIZED CALLS</b>	<b>24</b>	<b>220.0</b>	<b>\$42.15</b>
<b>LONG DISTANCE MONTHLY CHARGES</b>			<b>Amount</b>
PRESUBSCRIBED LINE CHG			\$1.50
<b>TOTAL SPRINT CHARGES</b>			<b>\$43.65</b>

**SPRINT DISCOUNTS**

EMPLOYEE DISCOUNT			-\$30.00
<b>TOTAL SPRINT DISCOUNTS</b>			<b>-\$30.00</b>
<b>CURRENT MONTH SUBTOTAL</b>			<b>\$13.65</b>

**TAXES/REG. RELATED CHGS.**

PAYPHONE SURCHARGE @ .26/CALL	3		\$ .78
CITY UTILITY TAX			.03
CARRIER UNIVERSAL SVC CHG			1.60
STATE GROSS RCPTS TAX			.37
FEDERAL EXCISE TAX			.48
<b>TOTAL TAXES/REG. RELATED CHGS.</b>			<b>\$3.26</b>
<b>CURRENT TOTAL</b>			<b>\$16.91</b>

**Itemization of Calls**

ORIGINATING NUMBER: 850 [REDACTED]

Nbr	Date	Time		Called Location	Called Nbr	Minutes	Charges
1	6/07/00	2:42 PM	D	THOMASVL GA	912 [REDACTED]	1.0	\$.25
2	6/07/00	9:10 PM	N	THOMASVL GA	912 [REDACTED]	13.0	1.30
3	6/14/00	9:33 PM	N	CHARLOTTE NC	704 [REDACTED]	9.0	.90
4	6/15/00	11:40 AM	D	THOMASVL GA	912 [REDACTED]	8.0	2.00
5	6/15/00	11:53 AM	D	THOMASVL GA	912 [REDACTED]	4.0	1.00
6	6/17/00	4:09 PM	N	THOMASVL GA	912 [REDACTED]	7.0	.70
7	6/17/00	4:18 PM	N	MONTEREY CA	831 [REDACTED]	35.0	3.50
8	6/18/00	5:03 PM	N	PASCAGOULA MS	228 [REDACTED]	1.0	.10
9	6/18/00	5:04 PM	N	PASCAGOULA MS	228 [REDACTED]	1.0	.10
10	6/18/00	5:11 PM	N	CHARLOTTE NC	704 [REDACTED]	4.0	.40
11	6/19/00	7:00 PM	N	PASCAGOULA MS	228 [REDACTED]	1.0	.10
12	6/20/00	9:41 PM	N	THOMASVL GA	912 [REDACTED]	10.0	1.00
13	6/21/00	9:53 AM	D	THOMASVL GA	912 [REDACTED]	4.0	1.00
14	6/21/00	9:58 AM	D	THOMASVL GA	912 [REDACTED]	2.0	.50
15	6/21/00	6:19 PM	D	THOMASVL GA	912 [REDACTED]	7.0	1.75
16	6/21/00	6:35 PM	D	THOMASVL GA	912 [REDACTED]	17.0	4.25
17	6/22/00	9:58 PM	N	MOSS POINT MS	228 [REDACTED]	2.0	.20
18	6/25/00	9:55 PM	N	MONTEREY CA	831 [REDACTED]	62.0	6.20
19	6/25/00	11:34 PM	N	NEWORLEANS LA	504 [REDACTED]	22.0	2.20
20	6/28/00	9:51 PM	N	CHARLOTTE NC	704 [REDACTED]	1.0	.10
21	6/29/00	8:02 PM	N	CHARLOTTE NC	704 [REDACTED]	1.0	.10
<b>TOTAL FOR 850</b>						<b>212.0</b>	<b>\$27.65</b>



**SPRINT SENSE(SM)**

Page: 3  
Billing Period Ending: 7/05/00  
Customer Number: [REDACTED]

**Itemization of Calls**

ORIGINATING NUMBER: 912 [REDACTED]

Nbr	Date	Time		Called Location	Called Nbr	Minutes	Charges
1	6/21/00	6:29 PM	D	TALLAHASSE FL COLLECT STNISTN From THOMASVL, GA 912 [REDACTED]	850 [REDACTED]	3.0	\$4.50
<b>TOTAL FOR 912 [REDACTED]</b>						3.0	\$4.50

ORIGINATING NUMBER: 912 [REDACTED]

2	6/24/00	9:26 AM	N	TALLAHASSE FL COLLECT PERIPER From THOMASVL, GA 912 [REDACTED]	850 [REDACTED]	3.0	\$6.00
3	7/05/00	6:28 PM	D	TALLAHASSE FL COLLECT STNISTN From THOMASVL, GA 912 [REDACTED]	850 [REDACTED]	2.0	4.00
<b>TOTAL FOR 912 [REDACTED]</b>						5.0	\$10.00
<b>TOTAL ITEMIZATION OF CALLS</b>						220.0	\$42.15

\*D = 7am to 7pm Mon-Fri or International peak rate period.  
\*N = 7pm to 7am Mon-Fri & wkends or International off-peak rate period.

Call Legend:  
P = PAYPHONE ORIGINATED CALL

DOCKET NO. 990994-TP  
DATE: OCTOBER 9, 2000

ATTACHMENT A  
PAGE 5 OF 28

SEP-01-99 WED 03:16 PM

FAX NO.

P. 02/06

RETURN TOP HALF WITH PAYMENT

SPRINT METROPOLITAN NETWORKS, INC  
P.O. BOX 145000/MC 4360  
ALTAHONTIC SPRINGS, FL 32714-5000

407-~~555~~- (911)  
AUGUST 28, 1999

~~CONFIDENTIAL~~

TOTAL AMOUNT DUE BY SEP. 16, 1999  
PAY BEFORE SEP 28 TO AVOID A LATE CHARGE OF 7.07

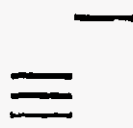


AMOUNT PAID \_\_\_\_\_

MAKE CHECKS PAYABLE TO:



SPRINT  
P. O. BOX 38784  
TAMPA, FL 33638-3784



51654~~XXXXXXXXXX~~11091699000471630004716309170628991109

0917  
R

SPRINT METROPOLITAN NETWORKS, IN

PAGE 1  
~~XXXXXXXXXX~~ (911)  
AUGUST 28, 1999

BUSINESS OFFICE NO. 1-800-255-8333  
PREVIOUS BALANCE IF ANY IS PAST DUE. PLEASE PAY IMMEDIATELY.

PREVIOUS CHARGES	PAYMENT ON 08-17-99	ADJUSTMENTS	PAST DUE BALANCE	CURRENT CHARGES	PAYMENT DUE BY
489.24	489.24	.00	.00	471.63	SEP. 16, 1999



CARRIER SUMMARY

CARRIER	ADJUSTMENTS	CURRENT CHARGES
SPRINT METRO NETWORKS, INC	.00	471.63
TOTALS	.00	471.63

CONTINUED ON BACK OF THIS PAGE

DOCKET NO. 990994-TP  
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ATTACHMENT A  
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SPRINT METROPOLITAN NETWORKS, IN PAGE 2  
407-255-8333 (911)  
AUGUST 28, 1999

FOR BILLING INQUIRIES OR TO PLACE AN ORDER,  
CALL 1-800-255-8333.

SUMMARY OF CURRENT CHARGES

LOCAL SERVICE	SEE DETAIL	298.66
NON-REGULATED SERVICE	SEE DETAIL	22.45
CHARGES AND CREDITS	SEE DETAIL	62.45
LONG DISTANCE CALLS	SEE DETAIL	14.96
TAXES	SEE DETAIL	53.11

**TOTAL CURRENT CHARGES** 471.63

LOCAL SERVICE  
SERVICE - AUG 28 TO SEP 27

DESCRIPTION	QUANTITY	UNIT RATE	AMOUNT
TELEPHONE NUMBER [REDACTED]			
HEARING/SPEECH SURCHARGE	1	.09	.09

SEP-01-99 WED 03:17 PM

FAX NO.

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SPRINT METROPOLITAN NETWORKS, IN PAGE 3  
 407- (911)  
 AUGUST 28, 1999

DESCRIPTION	QUANTITY	UNIT RATE	AMOUNT
TERM 2-24 MONTHS	1	28.40	28.40
TELEPHONE NUMBER 407 [REDACTED]			
HEARING/SPEECH SURCHARGE	1	.09	.09
TERM 2-24 MONTHS	1	28.40	28.40
TELEPHONE NUMBER 407 [REDACTED]			
HEARING/SPEECH SURCHARGE	1	.09	.09
TERM 2-24 MONTHS	1	36.85	36.85
TELEPHONE NUMBER 407 [REDACTED]			
HEARING/SPEECH SURCHARGE	1	.09	.09
TERM 2-24 MONTHS	1	36.85	36.85
TELEPHONE NUMBER 407 [REDACTED]			
HEARING/SPEECH SURCHARGE	1	.09	.09
TERM 2-24 MONTHS	1	36.85	36.85
TELEPHONE NUMBER 407 [REDACTED]			
HEARING/SPEECH SURCHARGE	1	.09	.09
TERM 2-24 MONTHS	1	36.85	36.85
TELEPHONE NUMBER 407 [REDACTED]			
HEARING/SPEECH SURCHARGE	1	.09	.09
TERM 2-24 MONTHS	1	36.85	36.85
TELEPHONE NUMBER 407 [REDACTED]			
HEARING/SPEECH SURCHARGE	1	.09	.09
TERM 2-24 MONTHS	1	28.40	28.40
TELEPHONE NUMBER 407 [REDACTED]			
HEARING/SPEECH SURCHARGE	1	.09	.09
TERM 2-24 MONTHS	1	28.40	28.40
<b>TOTAL LOCAL SERVICE</b>			<b>298.66</b>

**NON-REGULATED SERVICE**  
 SERVICE - AUG 28 TO SEP 27

DESCRIPTION	QUANTITY	UNIT RATE	AMOUNT
TELEPHONE NUMBER 407 [REDACTED]			
MSGLN SHADOW MAILBOX	1	3.00	3.00
STUTTER TONE MESSAGE WAIT	1	.50	.50
TELEPHONE NUMBER 407 [REDACTED]			
MSGLN SHADOW MAILBOX	1	3.00	3.00
STUTTER TONE MESSAGE WAIT	1	.50	.50
TELEPHONE NUMBER 407 [REDACTED]			
MSGLN VOICE MAIL-ELITE	1	7.95	7.95
STUTTER TONE MESSAGE WAIT	1	.50	.50
TELEPHONE NUMBER 407 [REDACTED]			
MSGLN SHADOW MAILBOX	1	3.00	3.00
STUTTER TONE MESSAGE WAIT	1	.50	.50
TELEPHONE NUMBER 407 [REDACTED]			
MSGLN SHADOW MAILBOX	1	3.00	3.00
STUTTER TONE MESSAGE WAIT	1	.50	.50
<b>TOTAL NON-REGULATED SERVICE</b>			<b>22.45</b>

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SEP-01-99 WED 03:17 PM

FAX NO.

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SPRINT METROPOLITAN NETWORKS, IN PAGE 4  
 407- (911)  
 AUGUST 28, 1999

**CHARGES AND CREDITS**

PARTIAL MONTH CHARGE FOR NONREGULATED SERVICE ESTABLISHED	R704089	22.45
PARTIAL MONTH CREDIT FOR LOCAL SERVICE DISCONTINUED	R704092	28.40
PARTIAL MONTH CHARGE FOR LOCAL SERVICE ESTABLISHED	R704092	28.40
SVC. CONN. CHG. 2ND OF 3 INSTALLMENTS		60.00

**TOTAL CHARGES AND CREDITS** 82.45

**LONG DISTANCE CHARGES**

**BILL FROM 407- [REDACTED]**

REF	DATE	TIME	PLACE CALLED	NUMBER CALLED	FROM PLACE	FROM NUMBER	CODE	MIN	AMOUNT
1	JUL 26	04:53:37pm	SANFORD FL	407- [REDACTED]			AD	3.0	.48
2	JUL 29	11:01:36am	SANFORD FL	407- [REDACTED]			AD	2.0	.32
3	JUL 29	11:14:47am	SANFORD FL	407- [REDACTED]			AD	4.0	.64
4	JUL 29	11:18:04am	SANFORD FL	407- [REDACTED]			AD	7.0	1.12
5	JUL 29	11:43:08am	SANFORD FL	407- [REDACTED]			AD	3.0	.48
6	JUL 29	11:58:57am	SANFORD FL	407- [REDACTED]			AD	3.0	.48
7	AUG 02	00:26:02am	SANFORD FL	407- [REDACTED]			AD	4.0	.64
8	AUG 02	12:37:14pm	SANFORD FL	407- [REDACTED]			AD	1.0	.16
9	AUG 02	03:04:42pm	SANFORD FL	407- [REDACTED]			AD	4.0	.64
10	AUG 04	02:47:52pm	SANFORD FL	407- [REDACTED]			AD	3.0	.48
11	AUG 05	10:08:19pm	SANFORD FL	407- [REDACTED]			AD	7.0	1.12
12	AUG 05	01:03:24pm	SANFORD FL	407- [REDACTED]			AD	3.0	.48
13	AUG 05	02:13:41pm	SANFORD FL	407- [REDACTED]			AD	4.0	.64
14	AUG 05	02:04:12pm	SANFORD FL	407- [REDACTED]			AD	3.0	.48
15	AUG 09	10:53:38am	SANFORD FL	407- [REDACTED]			AD	3.0	.48
16	AUG 09	03:53:08pm	SANFORD FL	407- [REDACTED]			AD	5.0	.80
17	AUG 11	12:57:28pm	SANFORD FL	407- [REDACTED]			AD	3.0	.48

**SUBTOTAL FOR 407- [REDACTED]** 10.24

**BILL FROM 407- [REDACTED]**

REF	DATE	TIME	PLACE CALLED	NUMBER CALLED	FROM PLACE	FROM NUMBER	CODE	MIN	AMOUNT
1	AUG 19	05:54:00pm	SANFORD FL	407-323-6267			AE	1.0	.16

**SUBTOTAL FOR 407- [REDACTED]** .16

**BILL FROM 407- [REDACTED]**

REF	DATE	TIME	PLACE CALLED	NUMBER CALLED	FROM PLACE	FROM NUMBER	CODE	MIN	AMOUNT
1	AUG 04	11:57:15am	SANFORD FL	407- [REDACTED]			AD	3.0	.48
2	AUG 26	02:47:04pm	SANFORD FL	407- [REDACTED]			AD	2.0	.32

**SUBTOTAL FOR 407- [REDACTED]** .84

**BILL FROM 407- [REDACTED]**

REF	DATE	TIME	PLACE CALLED	NUMBER CALLED	FROM PLACE	FROM NUMBER	CODE	MIN	AMOUNT
1	JUL 29	11:25:31am	SANFORD FL	407- [REDACTED]			AD	1.0	.16
2	AUG 03	04:23:02pm	SANFORD FL	407- [REDACTED]			AD	3.0	.48
3	AUG 04	01:16:00pm	SANFORD FL	407- [REDACTED]			AD	1.0	.16
4	AUG 04	02:07:24pm	SANFORD FL	407- [REDACTED]			AD	4.0	.64
5	AUG 05	01:01:39pm	SANFORD FL	407- [REDACTED]			AD	1.0	.16

SEP-01-99 WED 03:17 PM

FAX NO.

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SPRINT METROPOLITAN NETWORKS, IN PAGE 5  
 407-207- (911)  
 AUGUST 28, 1999

RCF	DATE	TIME	PLACE CALLED	NUMBER CALLED	FROM PLACE	FROM NUMBER	CODE	RIM	AMOUNT
4	AUG 04	08:55:38am	SANFORD FL	407-			AD	3.8	.48
7	AUG 04	12:27:14pm	SANFORD FL	407-			AD	2.8	.32
8	AUG 09	03:13:32pm	SANFORD FL	407-			AD	5.0	.80
9	AUG 13	04:58:26pm	SANFORD FL	407-			AD	1.8	.10
10	AUG 23	04:18:03pm	SANFORD FL	407-			AD	2.0	.16
SUBTOTAL FOR 407-207-								3.74	
TOTAL LONG DISTANCE CHARGES									14.96

\*\*\*Rate Codes for Interstate and Intrastate Long Distance Calls

	Customer Dist. Rate	Overseas Rate	Service Charge/Custom Feature	
A - Automatic Number Identification (ANI)	D - Day	R - Standard	C - Calling Card	F - Call Forward
M - Multiple Rate Period	E - Evening	T - Discount	P - Person	X - Conference
	N - Night/Weekend	Y - Economy	S - Station	

- C - When this symbol appears in the left margin, it indicates credit has been applied and the toll call is being billed at the reduced rate.
- R - When this symbol appears in the left margin, it indicates a toll call has been billed to your account after being investigated by a toll investigation group.

DETAIL OF TAXES

FEDERAL TAX	11.00
STATE TAX	29.53
GROSS RECEIPTS TAX-OTHER	8.08
COUNTY 911 SERVICE CHARGE	4.50
<b>TOTAL TAX</b>	<b>53.11</b>

CONTINUED ON BACK OF THIS PAGE

**DOCKET NO. 990994-TP  
WORLD COM, INC.'S  
LATE-FILED EXHIBIT NO. 9**

Late-filed Exhibit No. 9 consists of two sample bills, which are attached:

The first bill is a sample bill from New York, where WorldCom is providing local service to residential customers. The New York sample bill depicts charges for local, local toll, long distance, and calling card calls. WorldCom plans to slightly modify the New York sample bill to conform to Florida-specific rules when it provides local service to residential customers in Florida. Specifically, one difference is that New York is a full-toll denial state while Florida is a full-service denial state, and WorldCom plans to modify the bill to take that difference into consideration.

The second bill is a sample bill from Florida that depicts charges for local toll, and long distance service for a residential customer.

MCI WorldCom Account: 2F 123456  
 Telephone Number: 305 555-1234  
 Customer Service: www.mci.com/service

Statement Date: 10/03/00  
 Page 1 of 4  
 1 800 999-0280

All customer information and a 24hr. - 7 day a week toll free customer service number and web address is located on every page of the bill.

Service Provider's logo clearly marked within the header on every page. The new corporate name changed November 1998.

**Summary of Charges**

Previous Charges.....	\$27.34
Payments through 10/02/00.....	\$00.00
Balance Forward.....	\$27.34
Current Charges.....	\$25.27

Online Account Manager

Visit [www.mci.com/service](http://www.mci.com/service) for immediate access to your MCI WorldCom account and customer service anytime!

---

**Total Amount Due..... \$52.61**

---

**Payment Due Date..... UPON RECEIPT**

---

Clear summary of total charges incurred, payment required, and date by which payment is due.

**Important!**  
 Please see reverse for account information.

X PLEASE FOLD BELOW AND DETACH. RETURN ONLY THE LOWER PORTION X

Statement Date: October 3, 2000	MCI WorldCom Account: 2F123456
Payment Due Date: UPON RECEIPT	Balance Due: \$52.61

Moving? Update E-mail?  
 Check here and see reverse side.

Indicate amount paid

Please make check of money order  
**PAYABLE TO MCI WORLD.COM. DO NOT SEND CASH.**  
 Return this form with your payment.

**MAIL TO:**

MCI WORLD.COM RES SERVICE  
 PO BOX 52252  
 PHOENIX, AZ 85072-2252

Payment and mailing instructions.

```

- 
- #BWNBMRR *****153-005-151 1
- #88888888UR000002# 349
- *CT20*75*01**
- SAMPLE CUSTOMER
- BOX 1234
- MIAMI, FL 10001
- 
- 
- 
- 
  
```

```

- 024
- 402095 04260400020209043 990591369 00012957 00012957
  
```



MCI WorldCom Account: 2F123456  
Telephone Number: 305 555-1234  
Customer Service: www.mci.com/service

Statement Date: 10/03/00  
Page 2 of 4  
 1 800 999-0280



**When to pay your bill**

Your payment must be received by the "PAYMENT DUE DATE" in order to be reflected on your next invoice. If we don't receive payment for the charges on this statement by the "PAYMENT DUE DATE", your account will become past due and subject to a late payment charge as applicable in your state.

**How to pay your bill**

Mail your check and remittance stub in the return envelope or a standard envelope and return to:

MCI WORLD COM RES SERVICE  
P.O. Box 52252  
Phoenix, AZ 85072-2252

**Correspondence and Internet Access**



Written Inquiries: MCI WorldCom, P.O. Box 4600, Iowa City, IA 52244-4600



Online Account Manager from MCI WorldCom: www.mci.com/service

Information on how to correspond by mail and by the internet.

If a customer is past due they receive this message instead of a consumer education message.

Our records indicate a balance of \$27.34 remains from your previous invoice(s). If you have made full payment recently, please disregard this reminder. You are a valued MCIWorldCom customer, and we appreciate the opportunity to serve you.

**E-MAIL?** To receive information from MCI WorldCom about products and services, give us your e-mail address: \_\_\_\_\_ @ \_\_\_\_\_

**MOVING?** Simply provide your new address and telephone number below and we'll be sure your MCI WorldCom account moves with you. If you currently don't have all of the specific information, please provide the date you plan on moving.

Check here if change of address only and complete information below.

**YOUR NEW ADDRESS**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

( ) - \_\_\_\_\_  
Current Phone Number

( ) - \_\_\_\_\_  
New Phone Number

MOVE DATE: \_\_\_\_\_

**ENSURE YOUR MCI WORLD COM SERVICES MOVE WITH YOU. CHECK THE SERVICES AND SIGN BELOW.**

Long distance and local toll (where available)

Long distance only

I authorize MCI WorldCom to notify my local telephone company that I want to transfer my services as indicated above from my old telephone number to the New Phone Number(s) listed. I understand that I can only have one primary carrier for each of these services per telephone number, and my local telephone company may charge a small fee for this or any other change.

SIGNATURE (Required) X \_\_\_\_\_

DATE \_\_\_\_\_

025

DOCKET NO. 990994-TP  
DATE: OCTOBER 9, 2000

ATTACHMENT A  
PAGE 12 OF 28

MCI WorldCom Account: 2F123456  
Telephone Number: 305 555-1234  
Customer Service: [www.mci.com/service](http://www.mci.com/service)

Statement Date: 10/03/00  
Page 3 of 4

1 800 999-0280



### Service Summary

Local Toll Service..... 6.00  
Long Distance..... 6.80  
MCI 5c Everyday Plus Fee (09/03/00 - 10/02/00)..... 5.95  
**\$18.75**

Taxes and Surcharges..... **\$6.52**  
Current Charges **\$25.27**

### Local Toll Service

Calls from 305 555-1234:

Date	Time	Place	Number	Rate	Min	Amount
Sep 10	11:27P	Red Wing, FL	305 111-2222	Ofpk	20	2.00
Sep 16	3:20P	Red Wing, FL	305 444-4444	Peak	35	3.00
Sep 21	3:30P	Red Wing, FL	305 111-2222	Peak	15	1.00
Total Calls from 305 555-1234						\$6.00

**Total Local Toll Service \$6.00**

### Long Distance

Calls from 305 555-1234:

Date	Time	Place	Number	Rate	Min	Amount
Sep 3	10:00A	Washington, DC	202 222-2222	Peak	30	2.70
Sep 5	8:58P	Grnts Pass, OR	503 444-3333	5cent	22	1.10
Sep 10	11:15P	Seattle, WA	206 333-3333	5cent	42	2.10
Sep 20	9:45P	Washington, DC	202 666-6666	5cent	18	.90
Total Calls from 305 555-1234						\$6.80

**Total Long Distance \$6.80**

Charges broken down by service type.

Earn an AmericaWest Flight Faster! As a member of the MCI/Flight Fund program you earn 5 miles for each dollar your spend on MCI WorldCom services (excluding taxes, credits and surcharges). For details call 1-877-MCI-FUND!

Each section lists where calls originated and are sorted by that number.

With MCI WorldCom, you are also getting great rates on all of your local toll calls.

Product messages describing services the customer is receiving.

MCI 5c Everyday Plus

Now you can save with MCI WorldCom's new low 5 cents per minute rate on all your state-to-state calls from home every evening and all weekend long!

Invoice Continues  
on Reverse ...

MCI WorldCom Account: 2F123456      Statement Date: 10/03/00  
 Telephone Number: 305 555-1234      Page 4 of 4  
 Customer Service:  www.mci.com/service       1 800 999-0280



DOCKET NO. 990994-TP  
 DATE: OCTOBER 9, 2000

**Taxes and Surcharges**

**Long Distance Service**

Federal Excise Tax.....	.86
State and Local Taxes.....	1.43
Federal, State, and Local Surcharges.....	3.17
Federal Universal Service Fee.....	1.06

**Total Taxes and Surcharges**      **\$6.52**

Federal Universal Service Fee appeared in July 1998 for Residential customers.

**Key to Rate Codes:**

Ofpk = Call Priced at Off-Peak Rate  
 Peak = Call Priced at Peak Rate  
 5cent = 5 cent Rate

Legend Reference explaining rate keys and special call marks.

**For Your Information ...**

**ENSURE YOU KEEP YOUR MCI WorldCom<sup>SM</sup> BENEFITS!**  
 Simply call your local phone company today and request that your local toll and long distance service not be switched to another company without your verbal or written authorization.

Important messages about MCI WorldCom services, telecom industry information, and product offerings began running here in late 1998.

MCI WorldCom local toll service has been added to one or more of the following telephone numbers. Please see below for all current services on your account.

Truth in Billing New Service Provider message began 8/2/00. This long distance customer just added MCI WorldCom for local toll service.

For (305) 555-1234, MCI WorldCom is your carrier for: Local Toll and Long Distance.


The Anti-Slamming PIC'd list of services message runs every month and began appearing in June 1999.

**End of Invoice.**  
**Thank You for Choosing MCI WorldCom.**

ATTACHMENT A  
 PAGE 14 OF 28



MCI WorldCom Account: 2F123456  
Telephone Number: 718 555-1234  
Customer Service:  [www.mci.com/service](http://www.mci.com/service)

Statement Date: 10/03/00  
Page 2 of 5  
Customer Service:  1 800 999-0280





Identify local provider for customers with local service.

**When to pay your bill**  
Your payment must be received by the "PAYMENT DUE DATE" in order to be reflected on your next invoice. If we don't receive payment for the charges on this statement by the "PAYMENT DUE DATE", your account will become past due and subject to a late payment charge as applicable in your state.

**Questions about your bill**  
Your local service provider is MCI metro Access Transmission Services, LLC. If you have any questions about your bill, please call your Service Representative at the number shown above.

Information on how to correspond by mail and by the Internet

**How to pay your bill**  
Mail your check and remittance stub in the return envelope or a standard envelope and return to:  
**MCI WORLD COM RES SERVICE**  
P.O. Box 52251  
Phoenix, AZ 86072-2251

**Correspondence and Internet Access**  
 Written Inquiries: MCI WorldCom, P.O. Box 4600, Iowa City, IA 52244-4600  
 Online Account Manager from MCI WorldCom: [www.mci.com/service](http://www.mci.com/service)

Consumer education message.

**Changes to your account - Moving?**  
If you're moving or need to make changes to your account, please call the Customer Service number shown above. A Customer Service Professional will be happy to assist you.

"Countdown to Smart Dialing" contains ten of the most important dialing tips that consumers must know when they pick up the phone. It includes cost cutting hints, tools to fight phone scams and a handy cut-out Smart Dialing Guide. "Countdown" was just released by Call for Action, a Washington, DC-based consumer advocacy group and MCI WorldCom. You can get your free copy by sending a self addressed stamped envelope to Call for Action, 5272 River Rd., Bethesda, MD 20816 or visit MCI WorldCom's website at <http://www.mciworld.com> and search for Countdown.

MCI WorldCom Account: 2F123456  
 Telephone Number: 718 555-1234  
 Customer Service: [www.mci.com/service](http://www.mci.com/service)

Statement Date: 10/03/00  
 Page 3 of 5



**Local Service Summary**

Service for 718 555-1234  
 MCI WorldCom Local Savings 100 (10/03/00 - 11/02/00)..... 14.99  
 Call Waiting (10/03/00 - 11/02/00)..... 4.93  
**\$19.92**

**Long Distance Summary**

Local Toll Service..... 6.00  
 Long Distance..... 6.80  
 MCI WorldCom Card..... 6.96  
 MCI 5c Everyday Plus Fee (09/03/00 - 10/02/00)..... 5.95  
**\$25.71**

Taxes and Surcharges..... **\$13.24**

Current Charges **\$58.87**

**Local Calls**

(09/03/00 - 10/02/00)  
 Calls from 718 555-1234:

	Calls	Minutes	Rate	Amount
Local Calls Made	37	1044		
Calls Included with Plan	100			
<b>Total Calls from 718 555-1234</b>				<b>\$0.00</b>

**Local Toll Service**

Calls from 718 555-1234:

Date	Time	Place	Number	Rate	Min	Amount
Sep 10	11:27P	Red Wing, NY	516 111-2222	Ofpk	20	2.00
Sep 16	3:20P	Red Wing, NY	516 444-4444	Peak	35	3.00
Sep 21	3:30P	Red Wing, NY	516 111-2222	Peak	15	1.00
<b>Total Calls from 718 555-1234</b>						<b>\$6.00</b>

**Total Local Toll Service \$6.00**

Earn an AmericaWest Flight Faster! As a member of the MCI Flight Fund program you earn 5 miles for each dollar you spend on MCI WorldCom services (excluding taxes, credits and surcharges). For details call 1-877-MCI FUND!

Charges broken down by service type.

Summary of Local Calls made.

Each toll section lists where calls originated and are sorted by that number.

Product messages describing service customer is receiving.

With MCI WorldCom, you are also getting great rates on all of your local toll calls.

Invoice Continues on Reverse ...

MCI WorldCom Account: 2F123456      Statement Date: 10/03/00  
 Telephone Number: 718 555-1234      Page 4 of 5  
 Customer Service: [www.mci.com/service](http://www.mci.com/service)      1 800 999-0280



**Long Distance**

Calls from 718 555-1234:

Date	Time	Place	Number	Rate	Min	Amount
Sep 3	10:00A	Washington, DC	202 222-2222	Peak	30	2.70
Sep 5	8:58P	Grnts Pass, OR	503 444-3333	5cent	22	1.10
Sep 10	11:15P	Seattle, WA	206 333-3333	5cent	42	2.10
Sep 20	9:45P	Washington, DC	202 666-6666	5cent	18	.90
Total Calls from 718 555-1234						\$6.80

**Total Long Distance**      **\$6.80**

MCI 5c Everyday Plus

Now you can save with MCI WorldCom's new low 5 cents per minute rate on all your state-to-state calls from home every evening and all weekend long!

**MCI WorldCom Card**

MCI WorldCom Card Calls for 7185551234:

Date	Time	Place	Number	Rate	Min	Amount
Sep 18	3:00P	Weston, CT	203 454-8888	24 Hr	3	3.02 P
	Called from	Newark, NJ	973 986-4789			
Sep 20	4:07P	Lexington, KY	606 255-1234	24 Hr	5	3.94
	Called from	Cincinnati, OH	513 777-4300			
Total MCI WorldCom Card Calls for 7185551234						\$6.96

**Total MCI WorldCom Card**      **\$6.96**

**Taxes and Surcharges**

<b>Local Service</b>	
Local Number Portability.....	.23
Network Access Surcharge- Primary line.....	4.35
Federal Excise Tax.....	.91
State & Local Taxes.....	1.07
<b>Long Distance Service</b>	
Federal Excise Tax.....	.86
State and Local Taxes.....	1.43
Federal, State, and Local Surcharges.....	3.17
Federal Universal Service Fee.....	1.22

**Total Taxes and Surcharges**      **\$13.24**

Separate Taxes and Surcharge breakout for Local and non-Local service.

Federal Universal Service Fee appeared in July 1998 for Residential customers.

071


MCI WorldCom Account: 2F123456

Statement Date: 10/03/00

Telephone Number: 718 555-1234

Page 5 of 5

Customer Service:  [www.mci.com/service](http://www.mci.com/service)

 1 800 999-0280



**Key to Rate Codes:**

Ofpk = Call Priced at Off-Peak Rate  
Peak = Call Priced at Peak Rate  
5cent = 5 cent Rate  
P = Call Made from Payphone  
24 Hr = Call Priced at 24-Hour Rate

Legend Reference explaining rate keys and special call marks.

**For Your Information ...**

**ENSURE YOU KEEP YOUR MCI WorldCom<sup>SM</sup> BENEFITS!**

Simply call your local phone company today and request that your local toll and long distance service not be switched to another company without your verbal or written authorization.

For (718) 555-1234, MCI WorldCom is your new carrier for: Local Toll Service

MCI WorldCom offers a variety of payment options to help pay your bill on time every month. To learn more about these options, call 1-800-410-8708. Failure to pay your MCI WorldCom charges could result in a loss of access to MCI WorldCom's great products. It could also lead to the involvement of a collections agency. Your dial tone will not be affected by failure to pay any non-local telecommunications charges.

Important messages about MCI WorldCom services, telecom industry information, and product offerings began running here in late 1998.

Truth in Billing New Service Provider message began 8/2/00. This long distance customer just added MCI WorldCom for local toll service.

This message for deniable and non-deniable clarification began running on our integrated invoices in non-FSD states in June 2000.

**End of Invoice.  
Thank You for Choosing MCI WorldCom.**





Customer Service: 1 800 662-3036  
Text Phone (TTY): 1 800 833-3232

2b

Jul 1, 2000  
Customer # 1234 5678 9012 3456  
Page 2 of 5



**Extra! Extra!**

**Welcome to your AT&T Local and Long Distance bill.**

Your AT&T bill gives you the latest updates on AT&T products and services, so you can make the most informed choices for all your communication needs. It presents your calling information simply and concisely, and offers several easy payment options. If you wish, you can have your bill paid automatically via credit card or checking account. Or, you can request the AT&T Inter@ctive Bill at <http://www.att.com/clickebill> With your new AT&T bill, the choice is yours.

**Please let us know**

**New address? Has anything changed?**  
Please check the box on the front of this page and print below.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip

( ) \_\_\_\_\_  
Home phone

\_\_\_\_\_  
E-mail address

Don't move without AT&T. When you change addresses, call 1 800 9 GET ATT (1800 943-8288) to get AT&T quality and service in your new home.

Customer Service: 1 800 662-3036  
 Text Phone (TTY): 1 800 833-3232

2b

Jul 1, 2000  
 Customer # 1234 5678 9012 3456  
 Page 3 of 5



**AT&T Local Services**

2c

Jun 2 - Jul 1, 2000

Charges for 214 555-6712:

Basic service and calls .....	~~~~~
Other local calls .....	~~~~~
Custom calling features .....	~~~~~
Installation and repairs .....	~~~~~
Taxes and surcharges .....	~~~~~
<b>Total AT&amp;T Local Services .....</b>	<b>\$~~~~~</b>

**Basic service and calls**

d2e

For 214 555-6712

Date	Description	Amount
1 Jul 2-Aug 1	AT&T local + 3 features Caller ID Call waiting 3-way calling	~~~~~
2 Jul 2-Aug 1	Local number portability service charge	~~~~~
3 Jul 2-Aug 1	FCC line charge	~~~~~
		<b>\$~~~~~</b>

**Other local calls**

d2e

For 214 555-6712

Per-use calls

Date	Description	Amount
4 Jun 2-Jul 1	Call return (1 at \$.50)	~~~~~
		<b>\$~~~~~</b>

Operator assisted calls

Date	Where	Time	Amount
5 Jun 25	Via Relay,CA	8:00pm	~~~~~
			<b>\$~~~~~</b>
<b>Total other local calls</b>			<b>\$~~~~~</b>

**Custom calling features**

d2e

For 214 555-6712

Date	Description	Amount
6 Jul 2-Aug 1	Call forwarding	~~~~~
		<b>\$~~~~~</b>

**Installation and repairs**

Date	Description	Amount
7 Jun 5	Install new jack	~~~~~
		<b>\$~~~~~</b>

035

Customer Service: 1 800 662-3036  
Text Phone (TTY): 1 800 833-3232

2b

Jul 1, 2000  
Customer # 1234 5678 9012 3456  
Page 4 of 5

**Taxes and surcharges**

2c, 2d1

Description	Amount
Federal tax	~~~~~
9-1-1 surcharge	~~~~~
TX Infrastruct. Fund Reimb.	~~~~~
Local tax	~~~~~
State tax	~~~~~
Texas Universal Service	~~~~~
Texas Poison Control Surcharge	~~~~~
TX 9-1-1 surcharge	~~~~~
	\$~~~~~

**Important information about your local telephone service**

Federal regulation requires AT&T to inform our valued customers that local service may be disconnected in the event of the failure to pay the local charges. However, to avoid collection activity, please remember to pay all charges by the due date.

You may notice a new or revised municipal fee on your telephone bill this month. This charge was developed using a formula provided by your municipality, with information supplied by your local telephone company. For more information on this fee, please contact your city officials.

If you believe that a Telecommunications Carrier has switched you, or included unauthorized charges on your bill, you may contact: Public Utility Commission of Texas, Office of Customer Protection, PO Box 13326, Austin, Texas 78711-3326, 512 936-7120 or in Texas (toll-free) 1 888 782-8477, fax 512 936-7003, e-mail address: [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)  
Hearing and speech-impaired individuals with text telephones (TTY) may contact the Commission at 512 936-7136.

Customer Service: 1 800 662-3036  
 Text Phone (TTY): 1 800 833-3232



Jul 1, 2000  
 Customer # 1234 5678 9012 3456  
 Page 5 of 5



**AT&T Long Distance Services**

Jun 2 - Jul 1, 2000

Charges for 214 555-6712:

AT&T One Rate® Plus Plan calls .....	~~~~~
National access contribution .....	~~~~~
Taxes and surcharges .....	~~~~~
<b>Total AT&amp;T Long Distance Services .....</b>	<b>\$~~~~~</b>

**AT&T One Rate® Plus Plan calls**

Description	Amount
AT&T One Rate® Plus Plan monthly fee Jul 2 - Aug 1, 2000	~~~~~
Direct dialed calls	~~~~~

**Total AT&T One Rate® Plus Plan calls .....** \$~~~~~

**Direct dialed calls**

Date	Number called	Where	Time	Rate	Type	Min	Amount
8 Jun 6	312 555-1234	San Rafael,IL	8:00am	day	direct	^^	~~~~~
9 Jun 7	617 555-2030	Lubbock,TX	9:35pm	eve	direct	^^	~~~~~
							~~~~~
							\$~~~~~

**National access contribution**

Date	Description	Amount
10	Universal connectivity charge	~~~~~
11	Carrier line charge	~~~~~
		\$~~~~~

For an explanation of these charges, please call 1 800 532-2021.

**Taxes and surcharges**

Description	Amount
Federal tax	~~~~~
TX Infrastruct. Fund Reimb.	~~~~~
Local tax	~~~~~
State tax	~~~~~
Texas Universal Service	~~~~~
\$~~~~~	

**Your selected service providers**

Telephone No.	Service	Provider	As of Date
214 555-6712	Local	AT&T	Jul 1, 2000
	Local toll	AT&T	Jul 1, 2000
	Long distance	AT&T	Jul 1, 2000

**Your AT&T Statement** 2a

July 20 - August 19, 2000

#BWNCJFM  
 330500000510114-353 C 1 FN 320\*\*\*\*\* 000004-000016  
 || || || || || || || || || || || || || || || || || || || || || ||  
 JOHN M SMITH  
 125 MAIN STREET  
 BROOKSVILLE FL 34601-6850

Customer # 352 555-1999  
 Page 1 of 4

2b Customer Service: 1 800 222-0300  
 Text Phone (TTY): 1 800 833-3232

**Summary of charges**

Previous balance .....	~~~~~
Payment received Aug 14 - Thank you .....	- ~~~~~
AT&T One Rate <sup>®</sup> Plan calls .....	~~~~~
AT&T One Rate <sup>®</sup> International Plan calls .....	~~~~~
National access contribution .....	~~~~~
Taxes and surcharges .....	~~~~~
<hr/>	
<b>Total amount due</b>	<b>\$ ^ ^ ^ ^ ^ ^ ^ ^</b>
<b>Date due</b>	<b>September 13, 2000</b>

**What you saved**

**Your overall AT&T savings**  
 This month you saved ..... \$ ^ ^ ^ ^ ^ ^ ^ ^  
 Over the last 3 months you saved ..... \$ ^ ^ ^ ^ ^ ^ ^ ^  
 Savings are compared to AT&T standard rates.



**Extra! Extra!**  
 Welcome to your AT&T bill. It's filled with valuable information you can use to get the most out of your service.  
 Continued ▶

**Detach and return with payment**

Please write your account number on your check or money order made payable to AT&T. Do not send cash. Do not staple this portion to your payment. Thank you.

---

<b>Total amount due</b>	<b>\$ ^ ^ ^ ^ ^ ^ ^ ^</b>
<b>Date due</b>	<b>September 13, 2000</b>

Amount enclosed: \$

|| || || || || || || || || || || || || || || || || || || || || ||  
 AT&T  
 PO BOX 8212  
 AURURA IL 60572-8212

Continues on back



JOHN M SMITH  
 Jul 20-Aug 19, 2000  
 Customer # 352 555-1999 D

Moving? Check the box and print new address on back.

Customer Service: 1 800 222-0300  
Text Phone (TTY): 1 800 833-3232

2b

Jul 20 - Aug 19, 2000  
Customer # 352 555-1999  
Page 2 of 4



**Extra! Extra!**

**Welcome to your AT&T Long Distance bill.**

Your AT&T bill gives you the latest updates on AT&T products and services, so you can make the most informed choices for all your communications needs. It presents your calling information simply and concisely, and offers several easy payment options. If you wish, you can have your bill paid automatically via credit card or checking account. Or, you can request the AT&T Inter@ctive Bill at <http://www.att.com/clickebill>. With your new AT&T bill, the choice is yours.

**Please let us know**

**New address? Has anything changed?**

Please check the box on the front of this page and print below.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip

(\_\_\_\_\_)\_\_\_\_\_  
Home phone

\_\_\_\_\_  
E-mail address

Don't move without AT&T. When you change addresses, call 1 800 MOVE-ATT®, ext. 83767 to get AT&T quality and service in your new home.

AT&T Proprietary - RESTRICTED  
Solely for authorized persons having a need to know pursuant to Company instructions.(FLPUC.p65)

Customer Service: 1 800 222-0300  
 Text Phone (TTY): 1 800 833-3232

2b

Jul 20 - Aug 19, 2000  
 Customer # 352 555-1999  
 Page 3 of 4



**AT&T One Rate Plan calls**

Description	Amount
Direct dialed calls	~~~~~
Calling card calls	~~~~~
<b>Total AT&amp;T One Rate® Plan calls</b>	<b>\$^^^^^^</b>

With AT&T One Rate® you enjoy making all your domestic direct dialed calls from home for one low rate.

**Direct dialed calls**

Date	Number called	Where	Time	Rate	Type	Min	Amount
1 Jul 25	727 555-1234	Stpetersbrg,FL	8:00am	day	direct	34	~~~~~
2 Jul 26	619 555-8520	La Jolla,CA	6:20am	night	direct	78	~~~~~
3 Jul 27	617 555-2030	Boston,MA	9:35pm	eve	direct	81	~~~~~
4 Aug 10	908 555-5874	Peapack,NJ	8:18pm	eve	direct	58	~~~~~
5 Aug 12	727 555-1234	Stpetersbrg,FL	9:35am	day	direct	38	~~~~~
6 Aug 13	401 555-4500	Newport,RI	8:18pm	eve	direct	58	~~~~~
							<b>347 \$^^^^^^</b>

**AT&T calling card calls**

Card number: 891 253 1234

Date	Number called	Where	Time	Rate	Type	Min	Amount
7 Jul 28	312 555-1234	San Rafael,IL	8:00pm	day	station	1	~~~~~
	Called from 401 555-4500	Newport,RI					
							<b>1 \$^^^^^^</b>

**AT&T One Rate International Plan calls**

Description	Minutes	Amount
AT&T One Rate® International Plan monthly fee Aug 19 - Sep 19, 2000		~~~~~
International calls after savings	17	~~~~~
<b>Total AT&amp;T One Rate® International Plan calls after savings</b>		<b>\$^^^^^^</b>

With AT&T One Rate® International you pay one low rate to each country you call from home anytime, day or night.

This month you saved \$^^^^^^ with AT&T One Rate® International Plan.

**International calls**

**Direct dialed calls**

Date	Number called	Where	Time	Rate	Type	Min	Amount after savings
8 Jul 24	331488589612345	France	12:00pm	econ	direct	3	~~~~~
9 Jul 28	0962665784112345	Jordan	2:22am	econ	direct	14	~~~~~
							<b>17 \$^^^^^^</b>

Solely for authorized persons having a need to know pursuant to Company instructions.(FLPUC.p65)

AT&T Proprietary - RESTRICTED



Customer Service: 1 800 222-0300  
Text Phone (TTY): 1 800 833-3232

2b

Jul 20 - Aug 19, 2000  
Customer # 352 555-1999  
Page 4 of 4

### National access contribution

Date	Description	Amount
10	Universal connectivity charge	~~~~~ \$AAAAAAAA

For an explanation of these charges, please call 1 800 532-2021.

### Taxes and surcharges

2c, 2d1

Description	Amount
Federal tax	~~~~~
Florida Gross Receipts Tax Surcharge	~~~~~
Local tax	~~~~~
Florida Intrastate Gross Receipts Surcharge	~~~~~ \$AAAAAAAA

### Important information about your telephone service

From time to time, we develop new offers and make pricing changes that you may want to know more about. We've set up a special web site to help you get the most out of your AT&T services--please visit us online at <http://www.att.com/home>

Solely for authorized persons having a need to know pursuant to Company instructions.(FLPUC.p65)

AT&T Proprietary - RESTRICTED