

**ORIGINAL**  
070370-1P

**Timolyn Henry**

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**From:** Woods, Vickie [vf1979@att.com]  
**Sent:** Friday, June 08, 2007 4:45 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** New Docket: AT&T Florida's Petition for Waiver of Rule 25-4.110, F.A.C.  
**Attachments:** Waiver.pdf

- A. Vickie Woods  
Legal Secretary to James Meza III, Manuel A. Gurdian and Tracy W. Hatch  
AT&T Florida  
150 South Monroe Street  
Suite 400  
Tallahassee, Florida 32301  
(305) 347-5560  
[vickie.woods2@bellsouth.com](mailto:vickie.woods2@bellsouth.com)
- B. Docket No.: (New Docket)  
Petition by AT&T Florida for Waiver of Rule 25-4.110(5)(c), Florida Administrative Code
- C. AT&T Florida  
on behalf of Manuel A. Gurdian
- D. 16 pages total (includes letter, Certificate of Service, pleading and Exhibits A and B)
- E. AT&T Communications of the Southern States, LLC and BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Petition for Waiver of Rule 25-4.110, F.A.C.

.pdf

<<Waiver.pdf>>

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ORIGINAL

Legal Department

Manuel A. Gurdian  
Attorney

AT&T Florida  
150 South Monroe Street  
Room 400  
Tallahassee, Florida 32301  
(305) 347-5561

June 8, 2007

Ms. Ann Cole  
Office of the Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

070370-TP


**Re: Petition by AT&T Florida for Waiver of Rule 25-4.110(5)(c),  
Florida Administrative Code**

Dear Ms. Cole:

Enclosed is BellSouth Telecommunications, Inc. d/b/a AT&T Florida's  
Petition for Waiver of Rule 25-4.110(5)(c), Florida Administrative Code.

Copies have been served to the parties shown on the attached Certificate  
of Service.

Sincerely,



Manuel A. Gurdian

cc: All parties of record  
Jerry Hendrix  
James Meza III  
E. Earl Edenfield, Jr.

DOCUMENT NUMBER-DATE

04650 JUN-8 07

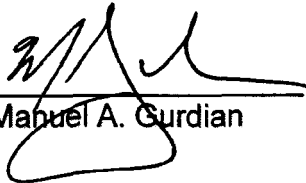
FPSC-COMMISSION CLERK

**CERTIFICATE OF SERVICE  
Petition by AT&T Florida for Waiver  
of Rule 25-4.110(5)(c), Florida Administrative Code**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

Electronic Mail and First Class U. S. Mail this 8th day of June, 2007 to the following:

Patrick K. Wiggins  
Staff Counsel  
Florida Public Service  
Commission  
Division of Legal Services  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850  
[pwiggins@psc.state.fl.us](mailto:pwiggins@psc.state.fl.us)



Manuel A. Gurdian

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by AT&T Florida for )  
Waiver of Rule 25-4.110(5)(c), Florida )  
Administrative Code )  
\_\_\_\_\_ )

Docket No. 070370-TP  
  
Filed June 8, 2007

**AT&T Florida's Petition for Waiver of Rule 25-4.110(5)(c),  
Florida Administrative Code**

BellSouth Telecommunications, Inc. d/b/a AT&T Florida ("AT&T Florida"), pursuant to Section 120.542, Florida Statutes, and Rule 28-104.002, Florida Administrative Code, hereby petitions the Florida Public Service Commission ("Commission") to waive the requirements of Rule 25-4.110(5)(c), Florida Administrative Code, requiring a local exchange company ("LEC") to list the items for which nonpayment will result in disconnection of the customer's basic local service for the reasons set forth below. Specifically, AT&T Florida seeks the following:

1. AT&T Florida is a local exchange company lawfully doing business in the State of Florida whose regulated operations are subject to the jurisdiction of the Commission pursuant to Chapter 364, Florida Statutes.
2. AT&T Florida's principal place of business is 675 W. Peachtree Street, NE, Atlanta, Georgia 30375.
3. All pleadings, notices and other documents directed to AT&T Florida in this proceeding should be provided to:

James Meza III<sup>1</sup>  
Tracy W. Hatch  
Manuel A. Gurdian  
AT&T Florida

<sup>1</sup> The undersigned is licensed in Louisiana only, is certified by the Florida Bar as Authorized House Counsel (No. 464260) per Rule 17 of the Rules Regulating the Florida Bar, and has been granted qualified representative status by the Commission in Order No. PSC-07-0211-FOF-OT.

c/o Nancy H. Sims  
150 South Monroe Street, Ste. 400  
Tallahassee, FL 32301  
[james.meza@bellsouth.com](mailto:james.meza@bellsouth.com)  
305.347.5558 (telephone)  
850.222.8640 (fax)

E. Earl Edenfield Jr.  
AT&T Southeast  
675 West Peachtree Street,  
Suite 4300  
Atlanta, GA 30375  
[kip.edenfield@bellsouth.com](mailto:kip.edenfield@bellsouth.com)  
404.335.0763 (telephone)

4. Rule 25-4.110(5)(c), Florida Administrative Code, requires LECs to list on customer bills the items for which nonpayment will result in disconnection of the customer's basic local service.

5. Specifically, Rule 25-4.110(5)(c) provides as follows:

(5) All bills rendered by a local exchange company shall clearly state the following items:

(c) Items for which nonpayment will result in disconnection of the customer's basic local service, including a statement of the consequences of nonpayment;

6. Rule 25-4.110 cites to Florida Statutes §§ 350.127 and 364.604(5) as the "specific authority" for the Rule. Florida Statutes §§ 350.113, 364.03, 364.04, 364.052, 364.17, 364.19, 364.601, and 364.604 are cited as the "Law Implemented."

7. Pursuant to this Rule, AT&T Florida currently lists regulated and non-regulated charges separately on the bills it sends to customers and provides a statement of the consequences of nonpayment.

8. In its current bill format, AT&T Florida denotes the charges that are unregulated with a double asterisk \*\*. A sample of AT&T Florida's current bill format is attached hereto as Exhibit "A".

9. AT&T Florida's current bill format, states that "[r]egulated charges are the minimum you must pay in order to maintain your local telephone service. If you do not pay this amount: your local service may be disconnected, and you may need to pay a charge or deposit to have your service reconnected. The amount of Regulated Charges may be obtained by calling 1 888 757-6500."

10. The customer, in order to determine the total amount that they are required to pay to avoid disconnection, must either add the non-asterisked (i.e. regulated) charges to ascertain the total amount or contact an AT&T customer representative.

11. The information that is critical to the customer is the total amount they must pay to avoid disconnection, and not the individual charges that make up the total. Therefore, rather than denoting each charge individually that must be paid to avoid disconnection, AT&T Florida's proposed bill format would provide the total amount to be paid to avoid disconnection. The relevant portion of the proposed bill format would read as follows:

**PREVENT DISCONNECT**

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges **MUST** be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$\_\_\_. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action. A Late Payment Charge of \$3.20 may apply to an unpaid regulated balance and a 1.5% Interest charge may apply to an unpaid unregulated balance.

A sample of AT&T Florida's proposed bill format is attached hereto as Exhibit "B".

12. In the event that a customer wants to know which regulated charges comprise the total amount to avoid disconnection, the customer will be able to contact an AT&T customer representative to obtain the itemized regulated charges.

13. Moreover, as indicated in the above excerpt of AT&T Florida's proposed bill format, the customer would still be advised of the consequences of nonpayment.

14. The proposed bill format is currently in use in 13 states and is intended to be used throughout the AT&T 22 state region. If the waiver requested in the instant Petition is not granted, AT&T Florida, in order to comply with the Rule's itemization requirement, would incur (1) information technology costs to continue to deploy the current bill format and (2) the costs required to train its customer service representatives who handle the Southeast region on two different types of billing methods and procedures. The incurrence of these costs, as well as any other currently unidentifiable costs to maintain separate bill formats on an ongoing basis, is an inefficient use of resources and would cause a "substantial hardship" upon AT&T Florida.

15. AT&T Florida believes that its proposed bill format serves the purposes of the underlying statutes and achieves the Rule's intent, as the proposed bill format is clear and concise, and the customer is provided the total amount required to be paid in order to avoid disconnection.

16. A requirement to itemize all of the charges that a customer must pay to avoid disconnection of service is unnecessary, because the main item of interest for the


customer is not each itemized charge but the total amount that must be paid to avoid disconnection.

17. Accordingly, based upon the foregoing, AT&T Florida requests that the Commission permanently waive the provisions of Rule 25-4.110(5)(c) requiring AT&T Florida to provide all items for which nonpayment will result in disconnection of the customer's basic local service.

WHEREFORE, AT&T Florida requests that, having demonstrated good cause, the Commission waive the provisions of Rule 25-4.110(5)(c) that require AT&T Florida to provide all items for which nonpayment will result in disconnection of the customer's basic local service.

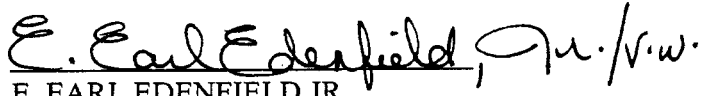
Respectfully submitted this 8th day of June, 2007.

AT&T FLORIDA



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JAMES MEZA NI  
AUTHORIZED HOUSE COUNSEL NO. 426260  
TRACY W. HATCH  
MANUEL A. GURDIAN  
c/o Nancy H. Sims  
150 South Monroe Street, Ste. 400  
Tallahassee, FL 32301  
(305) 347-5558



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E. EARL EDENFIELD JR.  
AT&T Southeast  
675 West Peachtree Street,  
Suite 4300  
Atlanta, GA 30375  
(404) 335-0763





FL CONSUMER CUSTOMER  
Account Number  
786 555-8777 434 0448

Monthly Statement  
as of June 20, 2007

Account Summary	Amount
Previous Balance .....	\$150.83
Payments (Posted as of June 20) .....	-99.29
<b>Past Due (Please pay now) .....</b>	<b>\$51.54</b>

Current Charges Summary:

<b>AT&amp;T Companies</b>	
Local & Local Toll (Page 3) .....	\$42.05
<b>Other Companies</b>	
AT&T Corp. (Page 4) .....	\$7.77
<b>Total Current Charges (Due July 11) .....</b>	<b>\$49.82</b>

**Total Amount Due (Past Due plus Current Charges) . . . . \$101.36**

**AT&T Questions?**  
 Customer Service: 1 888 757-6500  
 PIN: 9529  
 Outside Calling Area: 1 800 753-0710  
 Repair: 611  
 Online: www.bellsouth.com  
 See Other Companies' pages for their  
 contact numbers.

News You Can Use - Page 5

Local Services provided by AT&T Florida.

**Convenient Payment Options:**  
 Online: www.bellsouth.com/pay  
 Pay By Phone: 1 888 757-6500



**Current Charges Due By July 11: \$49.82**  
**Amount Due Now: \$51.54**

▲ Detach & return payment slip with your check, payable to AT&T in U.S. funds.

**Total Amount Due: \$101.36**  
**Amount Enclosed \$ \_\_\_\_\_**

Account Number  
786 555-8777 434 0448

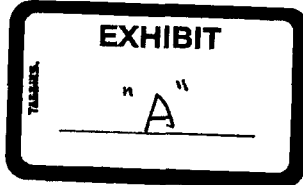
**Yes! I am interested  
in BellSouth®  
FastAccess® DSL.**

P.O. Box 1262  
Charlotte, NC  
28201-1262



FL CONSUMER CUSTOMER  
1234 CONSUMER COURT  
MIAMI FL 33144-2639

7869555877743404407127011305811000000000000051540000010136





FL CONSUMER CUSTOMER  
Account Number  
786 555-8777 434 0448

**Your Current Charges total is \$49.82**

Regulated charges are the minimum you must pay in order to maintain your local telephone service. If you do not pay this amount:  
your local service may be disconnected, and  
you may need to pay a charge or deposit to have your service reconnected.  
The amount of Regulated Charges may be obtained by calling 1 888 757-6500.

Late Charge Reminder: A \$3.20 Late Payment Charge may apply to an unpaid regulated balance and a 1.5% Interest charge may apply to an unpaid unregulated balance as of Jul 20.

If you do not pay the rest of your bill, which includes unregulated charges -- all of which are identified by \*\* on your bill:  
your local phone service will not be disconnected, and  
you are still responsible for paying these charges.

**Terms and Conditions**

**Recurring eCheck**

I hereby authorize AT&T Services (AT&T) to automatically charge my checking account, at the financial institution name on this application for payment of bills rendered to me by AT&T. I further authorize the financial banking institution to accept these charges to my checking account. If corrections in the account are necessary, it may involve adjustments (credits or debits) to my AT&T account. I understand that both the financial institution and AT&T reserve the right to terminate my participation in this payment plan. I also understand that I may discontinue enrollment at any time with written notice to AT&T or by calling after allowing the company and the financial institution a reasonable time to act upon my notification.

**e-Bill Enrollment**

I agree to receive my AT&T bill on this website and authorize AT&T to stop sending me paper bills and notices. I understand that I may receive one more paper bill depending upon my billing cycle. I agree to provide AT&T with my e-mail address for the receipt of e-Bill notices and to keep the e-mail address updated. I agree to pay my bill using one of these approved methods (since sending paper checks without the remittance stub may delay payment posting): Automatic Payments, MasterCard/VISA, Online Payment from the BellSouth.com website, or Online Payment from my financial institution or bill consolidator. I also understand that I may discontinue enrollment at any time. To de-enroll from BellSouth® e-Bill service, visit [www.bellsouth.com/stopebill](http://www.bellsouth.com/stopebill).

Account Number:  
786 555-8777 434 0448

Address Correction:  
If your current billing address has changed, please clearly print your new address below.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*Please note that if you need to change the billing name on your account, you will need to contact customer service at one of the numbers shown on page 1.

Check box for Recurring eCheck

Enroll me in AT&T automatic recurring eCheck! By signing below, I authorize my bank to deduct the monthly amount due on my AT&T bill from the account shown on the enclosed check and to remit it to AT&T. Allow 1 - 2 billing cycles for recurring eCheck to begin.

Signature

Date

Check box for e-Bill Enrollment

Enjoy the convenience of receiving an e-mail instead of a paper statement each month. By providing your email address below, you are authorizing AT&T to enroll your account in e-Bill.

\_\_\_\_\_

For more information about recurring eCheck and about e-Bill, visit [www.bellsouth.com/pay](http://www.bellsouth.com/pay)



FL CONSUMER CUSTOMER  
Account Number  
786 555-8777 434 0448

Introducing DIRECTV®! Now a part of BellSouth Answers®!

Customize a bundle that's right for you!

Local - Long Distance - Wireless - Internet Services - DIRECTV

Service Provider  
Summary

Listed below are Local Toll and Long Distance Providers for your line(s).

Line Number	Local Toll Company	Long Distance Company
786 555-8777	AT&T Corp.	AT&T Corp.

Service Provider Contact Number

AT&T Corp.	1 800 222-0300
------------	----------------

AT&T Local and  
Local Toll Charges

Local Monthly Service	Quantity	Amount
From June 20 through July 19		
1. Residential Line .....		\$13.58
2. Call Forwarding .....		5.95
3. Inside Wire Maintenance Service Plan .....		6.95 **
<b>Total Local Monthly Service .....</b>		<b>\$26.48</b>

Other Charges and Credits

	Amount
4. Late Payment Charge on Regulated Balance .....	\$3.20
5. Interest Charge on Unregulated Balance .....	.11 **
The above charges/credits are one-time charges/credits associated with your account or with changes made to your account during this billing cycle.	
<b>Total Other Charges and Credits .....</b>	<b>\$3.31</b>

Government Mandated and Authorized Charges

	Quantity	Amount
(For Additional Information See Definitions - Page 6)		
Changes made to your service on May 2, 2007		
6. Charge for Increase in Rates for Federal Universal Service Charge, Due to Changes in the Rules of the FCC (05/03/07 - 06/19/07 ) (\$ .13/mo) .....		\$ .20
7. Federal Excise Tax .....		.92
8. FL - State Communications Tax .....		.66
9. FL - Local Communications Tax .....		1.60
10. Telecommunications Access System Act Surcharge .....		.15 **
11. Emergency 911 Charge. This charge is billed on behalf of Dade County .....		.50 **
12. Cost of Dade County manhole ordinance #83-3 .....		.17
<b>Total Government Mandated and Authorized Charges .....</b>		<b>\$4.20</b>

Surcharges and Other Fees

	Quantity	Amount
(For Additional Information See Definitions - Page 6)		
13. Storm Recovery Fee .....		\$ .50
14. Fed Univ Svc Chg-Addl .....		.79
15. FCC Authorized Charge for Network Access for Additional Line .....		6.77
<b>Total Surcharges and Other Fees .....</b>		<b>\$8.06</b>

**Total Local and Local Toll Charges .....** **\$42.05**

\*\* Unregulated Charge.



FL CONSUMER CUSTOMER  
Account Number  
786 555-8777 434 0448

Detailed  
Statement of  
Charges

AT&T Invoice Charges For Period Ending JUNE 13, 2007  
For 786-555-8777

For AT&T Corp.  
Billing Questions,  
Call 1 800 222-0300  
24 Hours a Day -  
7 Days a Week

AT&T Messages

Effective April 22, 2007, AT&T's Carrier Cost Recovery Fee will decrease temporarily to \$1.49 if you subscribe to local service by AT&T or an AT&T affiliate. Effective July 1, 2007, this fee will return to \$1.99. This fee helps AT&T recover costs associated with providing state-to-state and international long distance service including expenses for national regulatory fees & programs and connection & account servicing charges. For more information, please call 1 800 854-9940. Thank you for choosing AT&T.

AT&T Messages

Thank you for choosing AT&T.

Other Charges and Credits

Amount

1. Universal Connectivity Charge .....	.75
For an explanation of this charge, please call 1 800 532-2021 or visit <a href="http://www.consumer.att.com/connectivity_charge">www.consumer.att.com/connectivity_charge</a>	
2. Basic Rate Monthly Charge .....	4.95
3. Carrier cost recovery fee .....	1.49
This fee recovers costs for providing long distance service including costs for regulatory fees & programs and connection & account servicing. This fee is not a tax or charge required by the government. For more information, call 1 800 854-9940.	
Total Other Charges and Credits .....	7.19

Taxes

Amount

4. FL State Comm Services Tax .....	.17
5. FL Local Comm Services Tax .....	.10
6. FL Local Comm Services Tax .....	.31
Total Taxes .....	.58

Total AT&T Corp. Current Charges ..... 7.77

This portion of your bill is provided as a service to AT&T Corp.



FL CONSUMER CUSTOMER  
Account Number  
786 555-8777 434 0448

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News You Can Use  
From AT&T

Disclosures

**Important Message for Residential Customers**

As your communications provider, we want to make sure you're aware of changes in BellSouth services or billing. The Late Payment Charge, currently \$2.70, is scheduled to increase to \$3.20, beginning with bills dated on or after June 1, 2007. The Late Payment Charge applies when the previous month's bill has not been paid in full before the next billing date.

If you have questions regarding this change, please call your AT&T Florida representative. Thank you for subscribing to services from AT&T Florida.

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**BellSouth Has A New Check Conversion Program**

Paying by check authorizes BellSouth to send the information from your check electronically to your financial institution for payment. Funds may be withdrawn from your account as soon as the same day your payment is received by BellSouth. Through this program you will not receive your check back from your financial institution. If you choose to opt-out of BellSouth's check conversion program please call 1 800 231-2021.

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**PAYMENT BY PHONE**

Your BellSouth phone bill can now be handled over the phone by electronic check. To make a secure electronic bill payment from your bank account, call BellSouth Customer Service at the number located on the front of your bill. You will need to provide to our Customer Service Representative either your four-digit Personal Identification Number (PIN) shown by 'Customer Service' on the first page of your BellSouth bill, or the last four digits of the social security number associated with your telephone account. By providing your bank account information and PIN or social security number, you are authorizing BellSouth and your bank or financial institution to process a one-time debit from your bank account for payment of your BellSouth bill. Bill payment options are also available on our Website at bellsouth.com. Thank you for choosing BellSouth for your communications needs.

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**Important Notice About Disputed Debts**

Please note, any check or payment instrument in an amount less than the full amount due that you send BellSouth marked 'PAID IN FULL' or otherwise tender as full satisfaction of a disputed amount, must be sent to BellSouth Accounts Receivable Management, P.O. Box 198992, Section 22, Nashville, TN 37219-8992 and NOT the payment address shown on the payment return document. Thank you for choosing BellSouth for your communications needs.

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**Returned Check Policy Notice**

An important part of BellSouth's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to BellSouth from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

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(continued)



FL CONSUMER CUSTOMER  
Account Number  
786 555-8777 434 0448

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**News You Can Use  
From  
AT&T(continued)**

**General Interest**

Want a faster internet? Make the switch from slow dial-up to FastAccess DSL and experience the difference a faster internet can make. Talk and surf on the same line and get instant connections that will allow you to surf faster, pay bills faster, shop faster and much more! Getting started is a breeze. Our user-friendly start-up kit makes installation quick and easy. Plus, you'll get reliable service backed by our knowledgeable, live customer support staff 24/7. Service not available in all areas. Order today and you can get \$75 cash back. Offer ends 6/30/2007. Reward redemption required. Visit [www.att.com/fastaccessdsl9](http://www.att.com/fastaccessdsl9) or call 1 877 689-2617.

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Cingular Wireless® and BellSouth are joining the new AT&T and are now offering the hottest phones and plans! Call 1 800 698-7714 today to take advantage of these great deals.

---

**'Call Before You Dig. It's the Law'.  
811**

**(Dialing made simple. Only three digits)**

**You can help promote Safety on your job and in your community by calling to get underground utilities**

**Located before you DIG!**

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BellSouth is joining AT&T to bring you all of these services: Unlimited Long Distance and Local, International, cellular service, Digital TV service, and high-speed Internet. Now for a limited time you can enjoy greater savings on many of these products and experience our award-winning customer service. So bundle today and start saving month after month. Call 1 866 430-3785 or visit [att.com/bundlenow](http://att.com/bundlenow) today to take advantage of our limited-time cash back offer.

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**NOTICE REGARDING BILL DISCREPANCY**

BellSouth strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify BellSouth within 60 days after the receipt of your BellSouth bill.

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**Definitions**

For additional information,  
please visit our website  
[www.bellsouth.com](http://www.bellsouth.com)

**Emergency 911 Service**

Your local government asked you to pay a small charge each month to help provide for emergency service in your community.

**FCC Authorized Charge for Network Access**

A charge to recover costs associated with connecting to a telecommunications service provider's interstate network.

**Telecommunications Relay Service**

A surcharge to fund the relay center that provides hearing/speech impaired customers the ability to communicate with others.



**FL CONSUMER CUSTOMER**  
**Account Number**  
**786 555-8777 434 0448**

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**To make a payment:**

Pay online @[www.bellsouth.com/pay](http://www.bellsouth.com/pay) OR write your account number on your check payable in U.S. funds to AT&T and mail it to:

AT&T  
P.O. Box 1262  
Charlotte, NC 28201-1262

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**Rate and Tax Codes**

A = Federal Tax Only	H = Federal, State and Local Tax	P = Person
B = Federal and State Tax	I = State and Local Tax	R = Standard*
C = Calling Card	J = Local Only	S = Station
D = Day	K = Federal and Local Tax	T = Discount*
E = Evening	M = Multiple Rate Periods	X = Conference
F = Call Forward	N = Night/Weekend	Y = Economy*
G = State Tax Only		

\* International







**For Discussion Only**  
SE Consumer FL...Reg LPC  
v0.02 060807 ct6697

FL CONSUMER CUSTOMER  
APT 109  
1212 TELEPHONE AVE  
MIAMI, FL 33174-2240

Page 2 of 2  
Account Number 786 555-0000 315 0444  
Billing Date Jun 20, 2007

**AT&T Corp.**

**Important Information**

Effective April 22, 2007, AT&T's Carrier Cost Recovery Fee will decrease temporarily to \$1.49 if you subscribe to local service by AT&T or an AT&T affiliate. Effective July 1, 2007, this fee will return to \$1.99. This fee helps AT&T recover costs associated with providing state-to-state and international long distance service including expenses for national regulatory fees & programs and connection & account servicing charges. For more information, please call 1 800 854-9940.

Thank you for choosing AT&T.

AT&T Invoice Charges For Period Ending JUN 13, 2007  
For 786 555-0000

**Other Charges and Credits**

1. Universal Connectivity Charge	.75
For an explanation of this charge, please call 1 800 532-2021 or visit <a href="http://www.consumer.att.com/connectivity_charge">www.consumer.att.com/connectivity_charge</a>	
2. Basic Rate Monthly Charge	4.95
3. Carrier cost recovery fee	1.49
This fee recovers costs for providing long distance service including costs for regulatory fees & programs and connection & account servicing. This fee is not a tax or charge required by the government. For more information, call 1 800 854-9940.	
<b>Total Other Charges and Credits</b>	<b>7.19</b>

**Government Fees and Taxes**

4. FL - State Communications Tax	.17
5. FL - Local Communications Tax	.10
6. FL - Local Communications Tax	.31
<b>Total Government Fees and Taxes</b>	<b>.58</b>

**Total AT&T Corp. 7.77**

**News You Can Use**

**PREVENT DISCONNECT**

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges **MUST** be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$99.99. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action. A Late Payment Charge of \$3.20 may apply to an unpaid regulated balance and a 1.5% Interest charge may apply to an unpaid unregulated balance.

**LONG DIST. PROVIDERS**

Our records indicate that you have selected AT&T Corp. or a company that resells their services as your primary local toll carrier and AT&T Corp. or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

**LATE PAYMENT CHANGE**

As your communications provider, we want to make sure you're aware of changes in AT&T's services or billing. The Late Payment Charge, currently \$2.70, is scheduled to increase to \$3.20, beginning with bills dated on or after June 1, 2007. The Late Payment Charge applies when the previous month's bill has not been paid in full before the next billing date. If you have questions regarding this change, please call your AT&T Florida representative. Thank you for subscribing to services from AT&T Florida.

**PAYMENT BY PHONE**

Your AT&T phone bill can now be handled over the phone by electronic check to make a secure electronic bill payment from your bank account, call AT&T Customer Service at the number located on the front of your bill. You will need to provide to our Customer Service Representative either your four-digit Personal Identification Number (PIN) shown by 'Customer Service' on the first page of your AT&T bill, or the last four digits of the social security number associated with your telephone account. By providing your bank account information and PIN or social security number, you are authorizing AT&T and your bank or financial institution to process a one-time debit from your bank account for payment of your AT&T bill. Bill payment options are also available on our Website at [att.com](http://att.com). Thank you for choosing AT&T for your communications needs.

**DISPUTED DEBTS**

Please note, any check or payment instrument in an amount less than the full amount due that you send AT&T marked 'PAID IN FULL' or otherwise tender as full satisfaction of a disputed amount, must be sent to AT&T Accounts Receivable Management, P.O. Box 198992, Section 22, Nashville, TN 37219-8992 and NOT the payment address shown on the payment return document. Thank you for choosing AT&T for your communications needs.

**RETURNED CHECK POLICY**

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

**BILL DISCREPANCY**

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

**811 BEFORE YOU DIG**

Dialing made simple. Only three digits - 811. Call Before You Dig. It's the Law! You can help promote Safety on your job and in your community by calling to get underground utilities located before you dig!

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Thank you for being a valued AT&T customer! When you pay by check, AT&T sends information from your check electronically to your bank for payment. Your account will be debited in the amount of your check and it will appear on your bank statement. Your original check will be destroyed once processed. If we cannot post the transaction electronically, we will present an image copy of your check for payment. If you do not wish to participate in AT&T's check conversion program please call 866 555-5555. And, if you want to save time and stamps, sign up for auto payment at [www.att.com/stoppaper](http://www.att.com/stoppaper) using your checking account or credit card - it's easy, secure and convenient!

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