

Ruth Nettles

From: Woods, Vickie [vf1979@att.com]
Sent: Monday, July 16, 2007 4:46 PM
To: Filings@psc.state.fl.us
Subject: 070370-TL AT&T's First Amended Petition for Waiver of Rule 25-4.110(5)(c), Florida Administrative Code
Attachments: Amended_.pdf

ORIGINAL

- 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
- B. Docket No.: 070370-TL
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. 20 pages total (includes letter, Certificate of Service, pleading and Exhibits A and B)
- E. BellSouth Telecommunications, Inc. d/b/a AT&T Florida's First Amended Petition for Waiver of Rule 25-4.110(5)(c), Florida Administrative Code

.pdf

<<Amended_.pdf>>

The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential, proprietary, and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from all computers. GA625

7/16/2007

DOCUMENT NUMBER - DATE

05966 JUL 16 5

FPSC-COMMISSION CLERK

Manuel A. Gurdian
Attorney

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

ORIGINAL

July 16, 2007

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

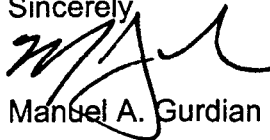
**Re: Docket No.: 070370-TL Petition by AT&T Florida for Waiver of
Rule 25-4.110(5)(c), Florida Administrative Code**

Dear Ms. Cole:

Enclosed is BellSouth Telecommunications, Inc. d/b/a AT&T Florida's First *Amended* Petition for Waiver of Rule 25-4.110(5)(c), Florida Administrative Code, which we ask that you file in the captioned docket.

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

05966 JUL 16 5

FPSC-COMMISSION CLERK

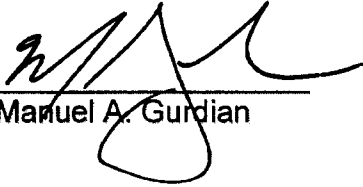
CERTIFICATE OF SERVICE
Docket No. 070370-TL

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

Electronic Mail and First Class U. S. Mail this 16th day of July, 2007 to the following:

Rick Mann
Staff Counsel
Florida Public Service
Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
rmann@psc.state.fl.us

Joint Administrative Procedures Committee
Room 120
The Holland Building
Tallahassee, FL 32399-1300



Manuel A. Gurdian

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by AT&T Florida for) Docket No. 070370-TL
Waiver of Rule 25-4.110(5)(c), Florida)
Administrative Code)
_____) Filed July 16, 2007

**AT&T Florida's First *Amended* 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 states 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 III¹
Tracy W. Hatch
Manuel A. Gurdian
AT&T Florida

¹ 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
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
404.335.0763 (telephone)

4. Under the provisions of Florida Statutes § 120.542, a Petitioner requesting a waiver of Commission rule(s) must first demonstrate that the purpose of the underlying statute will otherwise be served if the waiver of the rule is granted. Secondly, the Petitioner must demonstrate that continued enforcement of the rule would result in substantial hardship for the Petitioner or violate principles of fairness. *See* Florida Statutes Section 120.542 (2). “Substantial hardship” is defined as “a demonstrated economic, technological, legal or other type of hardship to the person requesting the variance or waiver.” *See id.*

5. 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.

6. 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;

7. 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.”

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

9. Specifically, 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” and provides as follows: “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.”

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 Florida 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 customer with 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. For more information, call the Plans and Services number listed in the Billing Summary section on page 1.

A sample of AT&T Florida's proposed bill format and a detailed explanation of the new bill features to be provided with the first bill are attached hereto as Exhibit "B".

12. A requirement to identify 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 the total amount that must be paid to avoid disconnection. 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 this information. 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.

13. 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 requirement, would incur (1) information technology costs of \$344,000 (non-recurring) and \$191,000 (recurring yearly) to support a unique bill format for Florida only; (2) training costs of \$130,000 (non-recurring) and \$79,000 (recurring yearly) to train its customer service representatives on two different types of billing methods and procedures; and (3)

opportunity costs of missed paper, printing and postage savings totaling \$2,000,000.² The incurrence of these costs, which total more than \$2.4 million, 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.

14. AT&T Florida believes that its proposed bill format will improve customer satisfaction, will reduce call volumes to its customer service centers, and is more environmentally friendly in that it will reduce AT&T Florida’s paper usage (the current bill averages approximately 4.5 sheets of paper, and the new bill format is expected to average 2 sheets of paper).

15. The proposed bill format serves the purposes of the underlying statutes and achieves the Rule’s intent, as the proposed bill format is clear, concise, well organized and easy to read and the customer is provided the total amount required to be paid in order to avoid disconnection.

16. Moreover, the proposed bill format complies with the Federal Communications Commission’s (“FCC”) Truth-In-Billing rules. In addition, the FCC has specifically stated that “a carrier need not label every charge as either deniable or non-deniable.” *In re: Truth-in-Billing and Billing Format*, Order on Reconsideration in CC Docket No. 98-170; FCC 00-111, paragraph 8 (Issued July 13, 2000).

² If the instant Petition is denied, a unique bill format for Florida will have to be developed. As a result, there will be a corresponding delay in implementation of the new billing format in all 9 AT&T Southeast states in order to accommodate the itemization requirement of the Rule for approximately 4 months. AT&T Florida estimates that the new bill format, even with modifications to comply with the Commission’s Rule if this Petition is not granted, will reduce the average bill from 4.5 sheets of paper to 2 sheets and thus result in reduced postage, printing and paper savings that are estimated to be approximately \$500,000 a month.

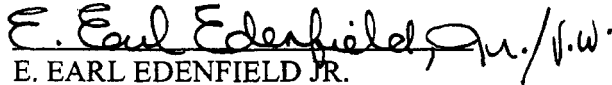
WHEREFORE, based upon the foregoing, AT&T Florida requests that the Commission permanently waive the provisions of Rule 25-4.110(5)(c) requiring AT&T Florida to provide all items for which nonpayment will result in disconnection of the customer's basic local service.

Respectfully submitted this 16th day of July, 2007.

AT&T FLORIDA



JAMES MEZA III
~~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



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
Past Due (Please pay now)	\$51.54
Current Charges Summary:	
AT&T Companies	
Local & Local Toll (Page 3)	\$42.05
Other Companies	
AT&T Corp. (Page 4)	\$7.77
Total Current Charges (Due July 11)	\$49.82
Total Amount Due (Past Due plus Current Charges)	\$101.36

AT&T Questions?
 Customer Service: 1 888 757-8500
 P.M.: 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: 1 888 757-8500



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

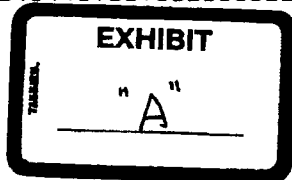
Yes! I am interested
 in BellSouth®
 FastAccess® DSL.

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



FL CONSUMER CUSTOMER
 1234 CONSUMER COURT
 MIAMI FL 33144-2639

786955587774340440712701130581100000000000051540000010136





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.

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



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

	Quantity	Amount
Local Monthly Service		
From June 20 through July 19		
1. Residential Line		\$13.58
2. Call Forwarding		5.95
3. Inside Wire Maintenance Service Plan		6.95 **
Total Local Monthly Service		\$26.48
Other Charges and Credits		Amount
4. Late Payment Charge on Regulated Balance		\$3.20
5. Interest Charge on Unregulated Balance11 **
The above charges/credits are one-time charges/credits associated with your account or with changes made to your account during this billing cycle.		
Total Other Charges and Credits		\$3.31
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 Tax92
8. FL - State Communications Tax66
9. FL - Local Communications Tax		1.60
10. Telecommunications Access System Act Surcharge15 **
11. Emergency 911 Charge. This charge is billed on behalf of Dade County.....		.50 **
12. Cost of Dade County manhole ordinance #83-317
Total Government Mandated and Authorized Charges		\$4.20
Surcharges and Other Fees	Quantity	Amount
(For Additional Information See Definitions - Page 6)		
13. Storm Recovery Fee		\$.50
14. Fed Univ Svc Chg-Addl79
15. FCC Authorized Charge for Network Access for Additional Line		6.77
Total Surcharges and Other Fees		\$8.06
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

	<u>Amount</u>
1. Universal Connectivity Charge75
For an explanation of this charge, please call 1 800 532-2021 or visit www.consumer.att.com/connectivity_charge	
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	<u>7.19</u>

Taxes

	<u>Amount</u>
4. FL State Comm Services Tax17
5. FL Local Comm Services Tax10
6. FL Local Comm Services Tax31
Total Taxes	<u>.58</u>

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

**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.

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.

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.

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.

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.

(continued)



FL CONSUMER CUSTOMER
Account Number
788 555-8777 434 0448

**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 or call 1 877 689-2617.

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!

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 today to take advantage of our limited-time cash back offer.

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.

Definitions

For additional information, please visit our website 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

To make a payment:

Pay online @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

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



New Bill Features

A Detailed Look at the features on your new bill

The following sample will illustrate and explain many of the items you see on your monthly telephone bill and how they are organized in the new bill format.

- 1. Bill-At-A-Glance** - Provides a summary of charges, payments and adjustments to your account.
- 2. Total Amount Due** - The sum of all charges incurred during the billing period and any past due charges.
- 3. Bill Due Date** - The date your payment is due in full.
- 4. Billing Summary** - A detail of charges is displayed by service provider. To help protect your account against slamming and unauthorized products and services, we have included each carrier's phone number with its name and charges. For your convenience, your PIN is also shown here when calling the business office.
- 5. News You Can Use Summary** - A quick reference of the helpful information you will find regarding the confirmation of services, reminders and changes, or updates to your telephone lines and services. The detailed message is located in the News You Can Use section, after the last AT&T affiliate section.
- 6. Payment Remittance** - A removable payment stub with your account number, the amount due and the remit address. An envelope is included to send this stub and your payment.
- 7. Page Number** - Your billing statement is printed on both sides of each page. To help you keep the pages in order, you'll find the page number in the top right hand corner of each page.
- 8. Account Number** - A unique 17-digit digit number used to identify your account. Have this number ready anytime you call an AT&T company to add services or ask questions.
- 9. Web Address** - Visit the AT&T website at www.att.com to find more information about products and services.
- 10. AT&T Benefits** - A confirmation statement for customers who take advantage of certain packages, bundles or combination of services.
- 11. Detail of Payments and Adjustments** - Appears on your billing statement when a payment or an adjustment has been made to your account during that billing period. If only one payment is made during the billing period, this section will not appear. Instead, the payment information will be shown in the Bill-At-A-Glance section.
- 12. Plans and Services** - Detailed itemization of services for each of your phone lines during the billing period. This can include local services and affiliate charges that are part of a package. Your local services are provided by AT&T Florida.
- 13. Monthly Service** - The recurring fee for AT&T telephone service and equipment such as Voice Mail or Caller ID.
- 14. Surcharges and Other Fees** - Displays various surcharges and fees for items such as 9-1-1 Emergency System, municipal and state charges.
- 15. Government Fees and Taxes** - The local, state and federal taxes that apply to Plans and Services section.
- 16 &**
- 17. Affiliate Services** - Charges for any additional services you use that are provided by an AT&T Affiliate will be displayed following the Plans and Services section.
- 18. News You Can Use** - Helpful information for your use: confirmation of services, reminders, and changes or updates to your telephone lines and services.
- 19. Back of Remit Message** - This message provides details of how your payment is processed when paying by check.
- 20. Terms and Conditions** - Other helpful information is printed here every month.
- 21. Provider Page Header** - This is a long distance provider whose charges are included on your bill. Their inquiry number will be displayed on this page as well as in Billing Summary on page 1.
- 22. Message** - This is a helpful message from the provider with key information about your service.
- 23. Current Charges** - A list of the charges from this long distance provider. This could include package charges, a summary of call-by-call detail and taxes.
- 24. Key to Calling Codes** - Defines the call codes that apply to the long distance charges.
- 25. Provider Total Line** - Total amount billed by this provider, which also corresponds to the amount listed on page 1, under Billing Summary.

EXHIBIT

"B"

TALKER



For Discussion Only

SOUTHEAST CUSTOMER
APT 109
1212 TELEPHONE AVE
OCHOEE, FL 34141-9999

Page 2 of 4
Account Number 305 555-1111 616 0441
Billing Date Jun 23, 2007

Plans and Services

Government Fees and Taxes - Continued

No.	Description	Quantity	
1.	Telecommunications Access Sys Act	1	.15
2.	Emergency 911 Charge - Dade Cnty	1	.50
3.	Dade Cnty manhole ord #83-3	1	.17
Total Government Fees and Taxes			524

Total Plans and Services 50.95

AT&T Long Distance Service

Important Information

Provide family and friends with a toll-free number and unique PIN so they can reach you without being charged. You pay just 10 cents per minute, billed to your AT&T account. Call 1 800 895-5555 TODAY (must be placed from your home telephone number) to request AT&T Toll Free at Home Service! Some restrictions apply.

Monthly Service

Type of Service	Period	
4. Unlimited Plan	06/16-07/15	23.99
5. Global Solutions Plus Plan	06/16-07/15	1.00
Total Charges for 305 555-1111		24.99
Total Monthly Service		24.99

Surcharges and Other Fees

6. Federal Universal Service Fee	1.79
7. Carrier Cost Recovery Fee	.99
Total Surcharges and Other Fees	2.78

Government Fees and Taxes

8. FL - State Communications Tax	.65
9. FL - Local Communications Tax	1.59
Total Government Fees and Taxes	2.24

Total AT&T Long Distance Service 30.01

AT&T Internet Service

Itemized Charges and Credits

No.	Date	Description	
Charges for 305 555-1111			
User ID: se_customer			
10.	6-01	FastAccess® Ultra Service	32.95
		Service Date: - 06/01/07 - 06/30/07	
Total AT&T Internet Service			32.95

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 \$237.72. 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. For more information, call the Plans and Services number listed in the Billing Summary section on page 1.

CARRIER INFORMATION

Our records indicate that you have selected AT&T Long Distance Service or a company that resells their services as your primary local toll carrier and AT&T Long Distance Service 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 \$3.20, is scheduled to increase to \$5.00, beginning with bills dated on or after July 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.

DIRECTORY ASSISTANCE

This information is provided as advance notification of an increase in the charge for Directory Assistance service beginning on or after August 4, 2007. The charge for each Directory Assistance call will increase from \$1.25 to \$1.35. A maximum of two numbers may be requested per call.

LIFELINE SERVICE

Did you know that low-income support may be available to help with your home telephone bill? Lifeline service and Link-Up service provide assistance with monthly recurring and connection charges to qualified residential telephone subscribers. These programs make telephone service more accessible to those who might not be able to afford it otherwise. You may be eligible if you currently receive income-based benefits from a plan such as Temporary Assistance to Needy Families (TANF), Food Stamps, Medicaid, Supplemental Security Income (SSI), Low Income Home Energy Assistance Program (LIHEAP), Federal Housing/Section 8 or National School Lunch Free Lunch Program. If your income is at or below 135% of the poverty level but you are not currently receiving benefits from one of the listed programs, you may be able to qualify by contacting the Office of Public Counsel in Tallahassee on 1 800 540-7039. Call 1 888 757-6500 or visit the Lifeline/Link-Up Website www.lifelinesupport.org for more information. If you know of others who might qualify for low-income assistance, please tell them that AT&T may be able to provide phone service at the reduced rate even if they have prior unpaid telephone bills.

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!

© 2006 AT&T Knowledge Ventures. All rights reserved. AT&T is a registered trademark of AT&T Knowledge Ventures.

9565.08.51977.01.02.0000000 NYNNNNY 9089.9089 c#6897 070607

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/stopper using your checking account or credit card - it's easy, secure and convenient!

SOUTHEAST CUSTOMER
APT 109
1212 TELEPHONE AVE
OCHOEE, FL 34141-9999

9565.8.231.51977.1 AV 0.255



For Discussion Only

SOUTHEAST CUSTOMER
APT 109
1212 TELEPHONE AVE
DCHOEE, FL 34141-9999

Page 3 of 4
Account Number 305 555-1111 616 0441
Billing Date Jun 23, 2007

Terms and Conditions

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 the Plans and Services number listed in the Billing Summary section on page 1. You will need to provide to our Customer Service Representative either your four-digit Personal Identification Number (PIN) shown under the Plans and Services number 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. 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.



SOUTHEAST CUSTOMER
 APT 109
 1212 TELEPHONE AVE
 OCHOEE, FL 34141-9999

Page 4 of 4
 Account Number 305 555-1111 616 0441
 Billing Date Jun 23, 2007

Questions: 1 888 757-6500

Important Information

Important Information

This portion of your bill is provided as a service to MCI. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Long Distance

Charges for 305 555-1111

Itemized Calls

Item

No.	Date	Time	Place Called	Number	Code	Min	
1.	5-23	1217P	HOLLYWOOD FL	954 983-0000	DS	4 G	2.08
			FROM OCHOEE FL	305 225-0000			
2.	5-23	600P	HOLLYWOOD FL	954 961-0000	ES	12 G	3.64
			FROM OCHOEE FL	305 225-0000			
3.	5-24	712A	HOLLYWOOD FL	954 961-0000	NS	1 G	1.48
			FROM OCHOEE FL	305 225-0000			
4.	5-27	603P	HOLLYWOOD FL	954 983-0000	ES	22 G	5.58
			FROM OCHOEE FL	305 225-0000			
5.	5-27	918P	HOLLYWOOD FL	954 962-0000	ES	1 G	1.48
			FROM OCHOEE FL	305 225-0000			
6.	5-28	1209P	HOLLYWOOD FL	954 962-0000	DS	13 G	6.20
			FROM OCHOEE FL	305 225-0000			
7.	5-31	1238P	HOLLYWOOD FL	954 962-0000	DS	10 G	3.25
			FROM OCHOEE FL	305 225-0000			
8.	6-01	1202P	HOLLYWOOD FL	954 983-0000	DS	21 G	5.39
			FROM OCHOEE FL	305 225-0000			
9.	6-02	1234P	HOLLYWOOD FL	954 962-0000	NS	2 G	2.90
			FROM OCHOEE FL	305 225-0000			
10.	6-06	619P	HOLLYWOOD FL	954 962-0000	ES	10 G	3.25
			FROM OCHOEE FL	305 225-0000			
11.	6-06	1217P	HOLLYWOOD FL	954 983-0000	NS	5 G	2.27
			FROM OCHOEE FL	305 225-0000			
12.	6-09	812P	HOLLYWOOD FL	954 983-0000	NS	88 G	18.46
			FROM OCHOEE FL	305 225-0000			
13.	6-11	1228P	HOLLYWOOD FL	954 962-0000	DS	6 G	4.10
			FROM OCHOEE FL	305 225-0000			

G = State Tax only

Total Itemized Calls 60.11

Total Charges for 305 555-1111

Total Long Distance 60.11

Taxes

14. FL - State Communications Tax 1.45

15. FL - Local Communications Tax 3.46

Total Taxes 4.91

Key to Calling Codes

D Day E Evening N Night/Weekend
 S Station

Total MCI 65.02

Thank you for choosing MCI, A Verizon Company.