

State of Florida



# 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-**

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**DATE:** October 12, 2007  
**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk  
**FROM:** Laura V. King, Public Utilities Supervisor, Division of Competitive Markets & Enforcement *LVK*  
**RE:** Docket No. 070370-TL - Documents for Docket File

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Please place the attached e-mail and documents in the docket file for Docket No. 070370-TL.  
Thank you.

c: Beth Salak

DOCUMENT NUMBER DATE

09348 OCT 12 5

FPSC-COMMISSION CLERK

**Laura King**


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**From:** Sirianni, Maryrose [ms8675@att.com]  
**Sent:** Tuesday, October 09, 2007 12:12 PM  
**To:** Laura King  
**Subject:** FW: Bill waiver  
**Attachments:** SE EBF\_FL\_v0.08 100707.pdf

fyi

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**From:** Sirianni, Maryrose  
**Sent:** Tuesday, October 09, 2007 12:11 PM  
**To:** 'Nancy Pruitt'  
**Cc:** Sirianni, Maryrose  
**Subject:** Bill waiver

Nancy,

As we discussed on the phone late last week, AT&T Florida proposes the following revisions to its bill waiver petition.

1. Prevent Disconnect Section.
- A. AT&T proposes to bold the prevent disconnect message title, as follows:

S  
**PREVENT DISCONNECT**

- b. AT&T proposes to capitalize and bold the following language that refers to the total amount due.

**THESE CHARGES ARE ALREADY INCLUDED IN THE TOTAL AMOUNT DUE AND ARE \$237.72.**

- c. AT&T proposes to add "but will not result in disconnection of your local service" to the following sentence.

Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action, but will not result in disconnection of your local service.

AT&T Florida did look at the other suggestions that were made at the 9/25 agenda conference. However, as described below, AT&T Florida believes that the proposed changes as discussed above bring additional clarity to the bill and address concerns raised at the agenda conference.

One of the suggestions was to place the prevent disconnection section with a banner such as the one that states "news you can use." All of the major sections on the bill are identified by use of a Header. News You Can Use is one of the major sections that is identified via a header. The Prevent Disconnect is a **message to the end user**, it is not a separate **section**. To make this message into a header would be inconsistent with the remainder of the bill. In addition, we currently display the Prevent Disconnect as the first message in the news you can use section in all of our 13 states, which will become across all states when the new bill is implemented. To change the format for Florida would be inconsistent with the new bill format across all states. Finally, AT&T would incur significant expense to create this new "section" in Florida. First, we would need to create the section in the bill; then we would need to make major changes to our bill messaging

10/12/2007

system. Today that system allows us to drive messages to either the news you can use section or Terms & Conditions section. It would need to be modified to allow us to drive messages to a section that doesn't exist today.

Another suggestion was made at the agenda to print the prevent disconnect section on a color background, as in the Bill-At-A-Glance section. However, AT&T Florida only prints in one color and that is black. The paper comes preprinted with the blue bars on the top and bottom, along with the words "Monthly Statement" in blue at the top left of the 8 1/2 X 14 sheet, and the light blue shading in Bill-At-A-Glance. Everything that is printed by our printers is printed in black. To add another color of ink just so we could print the Prevent Disconnect message in a different color would be extraordinarily expensive. The printing machines are designed for 1 color.

Additionally, the Prevent Disconnect Message could not be "pre-printed" in another color because the location of the message varies throughout the bill based on what other information is on the bill. For instance, on the bill that was provided to you, the prevent disconnect message is on the top right hand column on page 2. That may not be the same location on all bills in all states. Everything else aside, if you were to add the pre-printed blue, it would be static. Therefore, creating ongoing placement problems.

The pre-printed paper that the proposed bill is on is currently used in 50 states. This paper is used by more than just the AT&T local companies; there are several other bills that use the same paper stock including such products as U-Verse, Lucky Dog, and the legacy T CLEC bills. The paper stock is ordered quarterly. In fact, in mid-September, we had over 25 Million pages in stock, and that doesn't include the stock that is in the pipeline being produced and held by the supplier. While I do not have access to the contract terms, I am sure it is a long term contract. We print in excess of 500 Million pages a year on this paper. All things considered, to suggest that Florida alone move to a different paper would be very costly to the company. It wouldn't be just different paper, we would need to print Florida bills on a different machine from the other states, or print Florida bills at a separate time when we could load unique paper into the machines.

I have attached a revised bill for your review. I will have hard copies in full color and size delivered to you on tomorrow. Please let me know if you have further questions, or if you would like to discuss.

Thanks  
MaryRose

AT&T Florida  
Regulatory Manager  
(850) 577-5553 phone  
(850) 222-8640 fax

<<SE EBF\_FL\_v0.08 100707.pdf>>

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10/12/2007



## 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 list 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](http://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.



For Discussion Only

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

7 Page 1 of 4  
8 Account Number 305 555-1111 616 0441  
Billing Date Jun 23, 2007  
9 Web Site att.com

# Monthly Statement

## 1 Bill-At-A-Glance

Previous Bill	284.42
Payment Received 6-23	147.12CR
Adjustments	3.81
Past Due - Please Pay Immediately	141.11
Current Charges	178.93

**Total Amount Due \$320.04**

3 Current Charges Due in Full by Jul 15, 2007

## 4 Billing Summary

Questions? Call:

Plans and Services	50.95
1 889 757-6500 PIN: 7772	
Repair Service: 611	
AT&T Long Distance Service	30.01 #
1 888 757-6500	
AT&T Internet Service	32.95
1 888 321-2375	
MCI	65.02
1 888 757-6500	

# New services provided and billed.

**Total Current Charges 178.93**

## 5 News You Can Use Summary

- PREVENT DISCONNECT
- LATE PAYMENT CHANGE
- LIFELINE SERVICE
- 811 BEFORE YOU DIG
- CARRIER INFORMATION
- DIRECTORY ASSISTANCE
- BILL DISCREPANCY

See "News You Can Use" for additional information

## AT&T Benefits

- Thank you for choosing a package plan tailored for your needs while providing award winning customer service.

## Detail of Payments and Adjustments

No.	Date	Description	Adjustments	Payments
1.	6-23	Payment		147.12
2.	6-26	Late Payment Charge	3.20	
3.	6-26	Interest Charge	.61	
Totals			3.81	147.12

## Plans and Services

Monthly Service - Jun 23 thru Jul 22

4. Complete Choice@ Plan	31.00
Telephone Line w/touch-tone	
Three-Way Calling	
30 Code Speed Calling	
9 Code Speed Calling	
Call Waiting Deluxe	
Call Forwarding	
Repeat Dialing (*66)	
Call Return (*69)	
Call Trace (*57)	
Call Block (*60)	
Caller ID Name/Number Delivery with Anonymous Call Rejection	
5. Inside Wire Maintenance Plan	6.95
<b>Total Monthly Service</b>	<b>37.95</b>

## Surcharges and Other Fees

No.	Description	Quantity	
6.	Storm Recovery Fee	1	.50
7.	FCC Authorized Charge for Network Access	1	6.50
8.	Fed Universal Service Charge	1	.76
<b>Total Surcharges and Other Fees</b>			<b>7.76</b>

## Government Fees and Taxes

No.	Description	Quantity	
9.	Federal Excise Tax	1	1.27
10.	FL - State Communications Tax	1	.92
11.	FL - Local Communications Tax	1	2.23

Local Services provided by AT&T Florida.

U.S. Pat. D410,950 and D414,510

Return bottom portion with your check in the enclosed envelope



**DUE BY: Jul 15, 2007 \$320.04**

**Late: After Jul 15, 2007 \$ 323.24**



Past Due Charges - \$141.11 - Please Pay Immediately  
Billing Date Jun 23, 2007

Account Number **305 555-1111 616 0441**  
Please include your account number on your check

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

Make checks payable to:

AT&T  
REMIT PRIMARY ADDRESS LINE  
REMIT CITY, STATE, ZIP4 ADDRESS LINE  
|||||

6

3059225000061604407257011308901000000000001409100000032004



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APT 109  
1212 TELEPHONE AVE  
OCHOEE, FL 34141-9999

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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
<b>Total Government Fees and Taxes</b>			<b>5.24</b>

**Total Plans and Services 50.95**

**16 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
<b>Total Charges for 305 555-1111</b>		<b>24.99</b>
<b>Total Monthly Service</b>		<b>24.99</b>

**Surcharges and Other Fees**

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

**Government Fees and Taxes**

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

**Total AT&T Long Distance Service 30.01**

**17 AT&T Internet Service**

**Itemized Charges and Credits**

No.	Date	Description	
<b>Charges for 305 555-1111</b>			
10.	6-01	FastAccess@ Ultra Service	32.95
User ID: se_customer			
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 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, but will not result in disconnection of your local service. 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](http://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!

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9565.08.51977.01.02.0000000 NYNNNNYNY 9089.9089 ct6697 100707

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/toppaper](http://www.att.com/toppaper) using your checking account or credit card - it's easy, secure and convenient!

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

9565.08.231.51977 1 AV 0.256



For Discussion Only

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APT 109  
1212 TELEPHONE AVE  
OCHOOEE, FL 34141-9999

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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.

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### 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  
 DCHOEE, FL 34141-9999

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

Questions? 1 888 757-6500

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**Important Information**

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

22

**Current Charges**

Long Distance

Charges for 305 555-1111

Itemized Calls

Item

No.	Date	Time	Place Called	Number	Code	Mins	
1.	5-23	1217P	OCHOEE FL	305 555-1111	DS	4 G	2.08
			FROM HOLLYWOOD FL	954 961-0000			
2.	5-23	600P	OCHOEE FL	305 555-1111	ES	12 G	3.64
			FROM HOLLYWOOD FL	954 981-0000			
3.	5-24	712A	OCHOEE FL	305 555-1111	NS	1 G	1.49
			FROM HOLLYWOOD FL	954 983-0000			
4.	5-27	603P	OCHOEE FL	305 555-1111	ES	22 G	5.59
			FROM HOLLYWOOD FL	954 982-0000			
5.	5-27	918P	OCHOEE FL	305 555-1111	ES	1 G	1.49
			FROM HOLLYWOOD FL	954 982-0000			
6.	5-29	1209P	OCHOEE FL	305 555-1111	DS	13 G	6.20
			FROM HOLLYWOOD FL	954 982-0000			
7.	5-31	1238P	OCHOEE FL	305 555-1111	DS	10 G	3.25
			FROM HOLLYWOOD FL	954 983-0000			
8.	6-01	1202P	OCHOEE FL	305 555-1111	DS	21 G	5.39
			FROM HOLLYWOOD FL	954 982-0000			
9.	6-02	1234P	OCHOEE FL	305 555-1111	NS	2 G	2.90
			FROM HOLLYWOOD FL	954 982-0000			
10.	6-06	619P	OCHOEE FL	305 555-1111	ES	10 G	3.25
			FROM HOLLYWOOD FL	954 983-0000			
11.	6-06	1217P	OCHOEE FL	305 555-1111	NS	5 G	2.27
			FROM HOLLYWOOD FL	954 983-0000			
12.	6-09	612P	OCHOEE FL	305 555-1111	NS	88 G	18.48
			FROM HOLLYWOOD FL	954 982-0000			
13.	6-11	1228P	OCHOEE FL	305 555-1111	DS	6 G	4.10
			FROM HOLLYWOOD FL	954 983-0000			

G = State Tax only

Total Itemized Calls 60.11  
 Total Charges for 305 555-1111  
 Total Long Distance 60.11

Government Fees and Taxes

14. FL - State Communications Tax	1.45
15. FL - Local Communications Tax	3.46
<b>Total Taxes</b>	<b>4.91</b>

Key to Calling Codes

D Day E Evening N Night/Weekend  
 S Station

**Total MCI 65.02**

25