

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-

**DATE:** ~~September 13, 2007~~ November 7, 2007

**TO:** Office of Commission Clerk (Cole)

**FROM:** Division of Competitive Markets & Enforcement (Pruitt, King)  
Office of the General Counsel (Mann) *AT to PKW*

**RE:** Docket No. 070370-TL - Petition for waiver of Rule 25-4.110(5)(c), F.A.C., regarding requirement of local exchange companies to list items for which nonpayment will result in disconnection of customer's basic local service, by BellSouth Telecommunications, Inc. d/b/a AT&T Florida d/b/a AT&T Southeast.

**AGENDA:** ~~09/25/07~~ 11/20/07 - Proposed Agency Action - Interested Persons May Participate

**COMMISSIONERS ASSIGNED:** All Commissioners

**PREHEARING OFFICER:** Administrative

**CRITICAL DATES:** Statutory Deadline: ~~10/15/07~~ Waived

**SPECIAL INSTRUCTIONS:** ~~None~~ Attachments Not Available In Word

**FILE NAME AND LOCATION:** S:\PSC\CMP\WP\070370.RCM.DOC  
S:\PSC\CMP\WP\070370A.RCM.DOC

RECEIVED-FPSC  
07 NOV -7 PM 1:45  
COMMISSION  
CLERK

### Case Background

On June 8, 2007, BellSouth Telecommunications, Inc. d/b/a AT&T Florida d/b/a AT&T Southeast (AT&T) filed a request for a rule waiver pursuant to Section 120.542, Florida Statutes, and Rule 28-104.002, Florida Administrative Code (F.A.C.). AT&T seeks relief from Rule 25-4.110(5)(c), F.A.C., a customer billing requirement for incumbent local exchange companies.

DOCUMENT NUMBER-DATE

10142 NOV-7 07

FPSC-COMMISSION CLERK

Date: ~~September 13, 2007~~ November 7, 2007

On July 16, 2007, AT&T filed a Motion for Leave to File Amended Petition and its Amended Petition to supplement its arguments and information in the original petition. On July 20, 2007, the Commission issued Order No. PSC-07-0595-PCO-TL granting the Motion.

The Florida Administrative Weekly notice of the waiver request was published on August 17, 2007. No written comments were received during the 14-day comment period.

AT&T seeks the waiver in order to use a new bill format that does not have a special identification mark for each separate unregulated charge on a customer's bill. However, all charges are listed on the bill. AT&T is currently using the proposed bill format in 13 states. AT&T intends to use the proposed bill format throughout its 22-state region. With the waiver, AT&T states it would not incur additional costs associated with information technology, customer service training, and paper, printing and postage to generate a Florida-specific bill format.

At the September 25, 2007 Agenda Conference, concerns were raised involving the wording and prominence of the Prevent Disconnect message in the proposed bill. After AT&T waived the statutory deadline, this item was deferred to allow AT&T time to address the concerns raised and present additional information to staff. Attachment B has been revised by AT&T to reflect the changes made since the September 25, 2007 Agenda Conference.

The Commission is vested with jurisdiction in this matter pursuant to Sections 120.542, 350.127, 364.012, 364.10, and 364.604, Florida Statutes.

### Discussion of Issues

**Issue 1:** Should the Commission approve the request for waiver of the billing requirement of Rule 25-4.110(5)(c), Florida Administrative Code, by BellSouth Telecommunications, Inc. d/b/a AT&T Florida d/b/a AT&T Southeast?

**Recommendation:** Yes, the Commission should approve the request for waiver of the billing requirement of Rule 25-4.110(5)(c), Florida Administrative Code. (**Pruitt**)

**Staff Analysis:** This is a petition for a waiver of Rule 25-4.110(5)(c), Florida Administrative Code. Under Section 120.542, Florida Statutes, and Rule 28-104.002, Florida Administrative Code, a person affected by a Commission Rule may petition the Commission for a waiver of that Rule. The Commission has general statutory authority to grant this waiver under Section 120.542, Florida Statutes, which states:

Variations and waivers shall be granted when the person subject to the rule demonstrates that the purpose of the underlying statute will be or has been achieved by other means by the person and when application of a rule would create a substantial hardship or would violate principles of fairness.

Pursuant to Rule 25-4.110(5)(c), Florida Administrative Code, an incumbent local exchange company (ILEC) must identify the charges which could result in disconnection of service if not paid. The Rule requires all ILECs to clearly state on their bills:

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

In order to comply with the Rule, AT&T currently identifies unregulated charges on its bills (**Attachment A**) with a double asterisk \*\* and an accompanying footnote. The bills also contain on the second page the following statement:

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. 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.

Under the current bill format customers must either subtract the unregulated charges from the total charges or call customer service to determine the amount that must be paid to maintain local service. AT&T states that the major concern of customers is the total amount that must be paid to avoid disconnection, not the individual charges.

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AT&T currently is using its proposed bill format (~~Attachment B~~) in 13 states and wants to expand its use to the nine AT&T Southeast states. The proposed bill format does not distinguish between regulated and nonregulated charges. However, all of the charges are listed on the bill, ~~which has the following statement:~~

This item was deferred at the September 25, 2007 Agenda conference to allow AT&T time to address the concerns raised involving the wording and prominence of the Prevent Disconnect message in the proposed bill. On October 9, 2007, AT&T informed staff of additional changes the company could make in the "News You Can Use" section of its proposed bill format (**Revised Attachment B**) to address the concerns raised at the September Agenda Conference.<sup>1</sup> These changes include bolding the words, PREVENT DISCONNECT, the title of the message, and capitalizing and bolding the entire sentence which contains the minimum amount to be paid to maintain local service. AT&T also changed the next sentence in the message to include the words "but will not result in disconnection of your local service." The following incorporates AT&T's additional changes:

### **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~~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.

In response to the suggestion that the Prevent Disconnect information be highlighted with a colored background, AT&T explained that it only prints bills in black on preprinted paper with a blue strip at the top and bottom, blue coloring for the words, Monthly Statement, and light blue shading on the first page for Bill-At-A-Glance. AT&T further explained that the Prevent Disconnect message space could not be prehighlighted in blue since the message would not appear in the same space for every customer's bill depending on the services and features unique to each customer. This preprinted paper is used in every state by AT&T and other AT&T affiliates. The paper is ordered quarterly, and the company currently has 25 million preprinted pages in stock which does not include any current production held by the supplier. AT&T uses approximately 500 million preprinted pages a year.

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<sup>1</sup> Document Number 09348-07, filed October 12, 2007, in instant docket includes revised proposed bill.

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In addition, it was suggested at the September 25, 2007 Agenda Conference that the Prevent Disconnect information be its own section with a separate banner. AT&T stated currently its billing system places messages in one of two sections: "News You Can Use" or "Terms and Conditions." AT&T does not view Prevent Disconnect as a section but rather as a message under "News You Can Use." AT&T stated that to change the Prevent Disconnect message to a separate section for Florida would be inconsistent with the new bill format for the other states and would be a "significant expense."

AT&T intends to keep Prevent Disconnect as the opening message under "News You Can Use" which will also be the first title under the "News You Can Use Summary" found on the initial page of the proposed bill in Revised Attachment B.<sup>2</sup> Staff notes that AT&T's proposed approach is consistent with one already sanctioned by the Federal Communications Commission (FCC) as being compliant with federal Truth-in-Billing rules.<sup>3</sup>

AT&T contends that its proposed bill format meets the Rule's intent and will reduce the number of calls to its customer service centers, increase customer satisfaction, and be more environmentally friendly by reducing the average bill from 4.5 to 2 sheets of paper.

Rule 28-104.002, F.A.C., Petition for Variance or Waiver, asks for specifics regarding what substantial hardship will be incurred if the waiver is not granted. Section 120.542(2), Florida Statutes, defines substantial hardship as ". . . a demonstrated economic, technological, legal, or other type of hardship to the person requesting the variance or waiver."

In support of its case for substantial hardship, AT&T states that if the waiver is denied the company ". . . 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."<sup>4</sup> The company argues that ". . . 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."

Staff believes that in this instance AT&T's proposed bill format meets the underlying purpose of Rule 25-4.110(5)(c), Florida Administrative Code. The new bill format achieves the Rule's intent by providing the customer the total amount required to avoid disconnection of basic service. Staff also believes that AT&T has met the requirement of Section 120.542(2), Florida Statutes, by demonstrating an immediate and ongoing substantial economic hardship. Staff views the proposed bill format compared to AT&T's current bill format as more easily read and consumer friendly.

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<sup>2</sup> Document Number 09503-07, filed October 17, 2007, in instant docket.

<sup>3</sup> Re. SNET, *Truth-in-Billing and Billing Format*, Order on Reconsideration, CC Docket No. 98-170, FCC 00-111, at ¶¶ 7-8.

<sup>4</sup> AT&T states that denial of the petition in Florida would cause a four-month delay in implementing the new billing format in the other eight AT&T Southeast states while a unique Florida bill format was programmed and customer service representatives trained to handle calls for either type of bill format. The proposed new bill format would require less paper, printing, and postage for a monthly cost savings of \$500,000 or \$2,000,000 for four months.

Therefore, staff recommends that the Commission approve the request for waiver of Rule 25-4.110(5)(c), Florida Administrative Code.

**Issue 2:** Should this docket be closed?

**Recommendation:** If no person whose substantial interests are affected by the proposed agency action files a protest within 21 days of the issuance of the order, this docket should be closed upon the issuance of a consummating order. **(Mann)**

**Staff Analysis:** At the conclusion of the protest period, if no protest is filed this docket should be closed upon the issuance of a consummating order.



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>
<b>Current Charges Summary:</b>	
<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>
<b>Total Amount Due (Past Due plus Current Charges) . . . .</b>	<b>\$101.36</b>

**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**

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

Account Number  
786 555-8777 434 0448

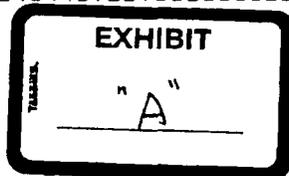
**Yes! I am interested**  
 in BellSouth®  
 FastAccess® DSL.

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/psy](http://www.bellsouth.com/psy)



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		1 800 222-0300
AT&T Corp.		

AT&T Local and  
Local Toll Charges

	Quantity	Amount
<b>Local Monthly Service</b>		
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>
<b>Other Charges and Credits</b>		<b>Amount</b>
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>
<b>Government Mandated and Authorized Charges</b>	<b>Quantity</b>	<b>Amount</b>
(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>
<b>Surcharges and Other Fees</b>	<b>Quantity</b>	<b>Amount</b>
(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>
<b>Total Local and Local Toll Charges.....</b>		<b>\$42.05</b>

\*\* Unregulated Charge.



FL CONSUMER CUSTOMER  
Account Number  
786 555-8777 434 0448

Detailed  
Statement of  
Charges

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

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

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 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 .....	<u>7.19</u>

Taxes

	<u>Amount</u>
4. FL State Comm Services Tax .....	.17
5. FL Local Comm Services Tax .....	.10
6. FL Local Comm Services Tax .....	.31
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  
786 555-8777 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](http://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](http://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](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

**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

**Rate and Tax Codes**

A = Federal Tax Only  
B = Federal and State Tax  
C = Calling Card  
D = Day  
E = Evening  
F = Call Forward  
G = State Tax Only

H = Federal, State and Local Tax  
I = State and Local Tax  
J = Local Only  
K = Federal and Local Tax  
M = Multiple Rate Periods  
N = Night/Weekend

P = Person  
R = Standard\*  
S = Station  
T = Discount\*  
X = Conference  
Y = Economy\*

\*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 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

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**Plans and Services**

**Government Fees and Taxes - Continued**

**15**

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**

**News You Can Use**

**18**

**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!

**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**

**Charges for 305 555-1111**

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**

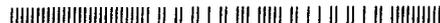
No.	Date	Description	
<b>Charges for 305 555-1111</b>			
User ID: se_customer			
10.	6-01	FastAccess@ Ultra Service	32.95
Service Date: - 06/01/07 - 06/30/07			
<b>Total AT&amp;T Internet Service</b>			<b>32.95</b>

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

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## Terms and Conditions

### PAYMENT BY PHONE

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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.

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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.

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**Current Charges**

Long Distance

Charges for 305 555-1111

Itemized Calls

No.	Date	Time	Place Called	Number	Code	Min	
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	954 961-0000			
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	954 962-0000			
5.	5-27	918P	OCHOEE FL	305 555-1111	ES	1 G	1.49
			FROM HOLLYWOOD FL	954 962-0000			
6.	5-29	1209P	OCHOEE FL	305 555-1111	DS	13 G	6.20
			FROM HOLLYWOOD FL	954 962-0000			
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	954 962-0000			
9.	6-02	1234P	OCHOEE FL	305 555-1111	NS	2 G	2.90
			FROM HOLLYWOOD FL	954 962-0000			
10.	6-06	618P	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	18.46
			FROM HOLLYWOOD FL	954 962-0000			
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  
**Total Taxes 4.91**

Key to Calling Codes

D Day E Evening N Night/Weekend

S Station

**Total MCI 65.02**

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