

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: October 17, 2007
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Nancy E. Pruitt, Regulatory Analyst III, Division of Competitive Markets & Enforcement
RE: Docket No. 070370-TL - Documents for Docket File

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

RECEIVED-FPSC
07 OCT 17 AM 10:16
COMMISSION
CLERK

c: Beth Salak

DOCUMENT NUMBER-DATE

09503 OCT 17 08

FPSC-COMMISSION CLERK

Nancy Pruitt

From: Beth Salak
Sent: Wednesday, October 17, 2007 9:46 AM
To: Laura King; Nancy Pruitt; Sally Simmons
Subject: RE: Bill Waiver

Please put this email in the docket file. Thanks!

From: Laura King
Sent: Wednesday, October 17, 2007 9:44 AM
To: Nancy Pruitt; Sally Simmons; Beth Salak
Subject: FW: Bill Waiver

From: Sirianni, Maryrose [mailto:ms8675@att.com]
Sent: Wednesday, October 17, 2007 9:42 AM
To: Laura King
Cc: Sirianni, Maryrose
Subject: RE: Bill Waiver

Laura,

The 'Billing Summary' section is a dynamic section reserved to accommodate the charges from any service provider on a Monthly basis. It is based on every customer's unique usage each month. This section must allow for all usage charges a customer might have, including LEC charges, LD charges, Internet charges, TV (DISH, Direct), MCI usage, Sprint Usage, etc.. Not only do we need to print every service provider that has a charge each month in this section, it is where we clearly identify the service provider's name, the total charged amount and a contact number for the customer's convenience. So to answer your question, there is no fixed "white space" under Billing Summary. I have attached a "generic" mock-up of what a bill would look like with Billing Summary filled.

In addition, we do place the PREVENT DISCONNECT bullet on page 1 under 'News You Can Use Summary' in all caps and sorted as the first

09503 OCT 17 8

message every month. this will always appear in the same place

Please let me know if you have further questions.

thanks

MaryRose

From: Laura King [mailto:LKing@PSC.STATE.FL.US]

Sent: Tuesday, October 16, 2007 1:59 PM

To: Sirianni, Maryrose

Subject: RE: Bill Waiver

Okay, thank you.

From: Sirianni, Maryrose [mailto:ms8675@att.com]

Sent: Tuesday, October 16, 2007 1:56 PM

To: Laura King

Subject: RE: Bill Waiver

Am checking, will get back to you. thanks

From: Laura King [mailto:LKing@PSC.STATE.FL.US]

Sent: Tuesday, October 16, 2007 12:49 PM

To: Sirianni, Maryrose

Subject: Bill Waiver

Hi MaryRose,

I was just wondering if you had any information yet on possibly including the prevent disconnect information under the billing summary on page 1 of your draft bill?

Thanks,

Laura

10/17/2007

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. GA622



AT&T BUSINESS CUSTOMER
ATTN: ACCTS PAYABLE
123 TELEPHONE LN STE 100
ANYTOWN ST 99998-9999

Page 1 of 4
Account Number 123 555-1111 001 1
Billing Date Nov 25, 2007
Web Site att.com

Monthly Statement

Bill-At-A-Glance

Previous Bill	xxx.xx
Payment Received 11-15 Thank You!	xxx.xxCR
Adjustments	.xx
Balance	.xx
Current Charges	xxx.xx
Total Amount Due	\$xxx.xx
Amount Due in Full	Dec 24, 2007

AT&T Benefits

- Thank you for choosing the Business Package. Your value price includes local telephone service, Caller ID, and more.

Plans and Services

Promotions and Discounts

Item No.	Description	Amount
1	As of month 3 of your Annual commitment period for XYZ Revenue, you have met 21% of commitment.	.00
2	XYZ Revenue Annual minimum commitment not met. Your contract for participation in XYZ Revenue expired Oct 2007.	xxx.xx
3	Reward for ABC Bundle Bill Period 11/25/07	x.xxCR
4	As of month 8 of your Annual commitment period for ABC, you have met 90.00% of commitment	.00
Total Promotions and Discounts		x.xxCR

Billing Summary

Questions? Call:	Page	
Plans and Services	1	xx.xx
1 800 555-5555		
Payment Arrangements:		
1 800 555-5555		
Repair Services:		
1 800 555-5555		
AT&T Internet Services	2	xx.xx
1 800 555-5555		
AT&T Messaging	2	xx.xx
1 800 555-5555		
AT&T Long Distance	2	xx.xx #
1 800 555-5555		
YELLOWPAGES.com	3	xx.xx
1 800 555-5555		
XYZ Company	4	xx.xx
1 800 555-5555		
# New services provided and billed		
Total Current Charges		xxx.xx

Monthly Service - Nov 25 thru Dec 24

Service is billed in advance from the 25th of each month

5. Business Package	xx.xx
Business Line	
Call Waiting	
Call Waiting ID	
Caller ID	
Repair Plan	
Three-Way Calling	

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item No.	Description	Quantity	Monthly Rate	Amount Billed
Activity on Nov 15, 2007				
Order No. C123456				
Services Added				
(Monthly Charges are Prorated from Nov 16, 2007 through Nov 24, 2007)				
6.	Monthly Service	1	x.xx	x.xx
Total Order No. C123456				
Activity on Nov 19, 2007				
Order No. A000038				
One-Time Charges				
7.	CHARGE FOR CHECKING REPORTED TROUBLE FOR 123 555-1111 ON Nov 18	1		x.xx
Total Order No. A000038				
Total Additions and Changes				
				x.xx

News You Can Use Summary

- PREVENT DISCONNECT
 - RATE NOTICE
 - DO NOT CALL
 - CARRIER INFO
 - REPAIR MADE EASY!
- See "News You Can Use" for additional information

Local Services provided by AT&T <State>, AT&T <State>, AT&T <State>, AT&T <State>, or AT&T <State> based upon the service address location.
U.S. Pat. D410,950 and D414,510

Return bottom portion with your check in the enclosed envelope.

DUE BY: Dec 24, 2007 \$xxx.xx

Late: After Dec 24, 2007 \$ xxx.xx



Billing Date Nov 25, 2007

Account Number **123 555-1111 001 1**
Please include your account number on your check

AT&T BUSINESS CUSTOMER
ATTN: ACCTS PAYABLE
123 TELEPHONE LN STE 100
ANYTOWN ST 99998-9999

Make checks payable to:

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



9770 12355511110011 8000500120504 151001000000000000000099999