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March 12 1998  
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Marsha E. Rule  
Attorney

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Tallahassee, FL 32301  
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Blanca S. Bayo, Director  
Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RE: Docket No. 970882-TP  
In re: Proposed Rule 25-24.845, F.A.C., Customer Relations; Rules Incorporated,  
and proposed amendments to Rules 25-4.003, F.A.C., Definitions; 25-4.110,  
F.A.C., Customer Billing; 25-4.118, F.A.C., Interexchange Carrier Selection; 25-  
24.490, F.A.C., Customer Relations; Rules Incorporated

Dear Ms. Bayo:

Enclosed please find redacted versions of AT&T's Late-Filed Exhibits 8 and 9 as well as  
AT&T's Late-Filed Exhibit 10 in the above-referenced docket. Confidential versions of Late-  
Filed Exhibits 8 and 9 will be filed under separate cover.

By copy of this letter I am providing these exhibits to Ms. Diana Caldwell and parties who  
participated in the hearing.

ACK \_\_\_\_\_  
AFA \_\_\_\_\_  
APP 1 *Diana Caldwell*  
CAF 1 *Marsha E. Rule*  
CMU \_\_\_\_\_  
CTR \_\_\_\_\_  
EAG Encl. \_\_\_\_\_  
LEG cc: Diana Caldwell w/ enclosures  
LIN 5 Hearing participants w/ enclosures  
OPC \_\_\_\_\_  
RCH \_\_\_\_\_  
SEC 1 \_\_\_\_\_  
WAS \_\_\_\_\_  
OTH \_\_\_\_\_

*Original Exhs w/ Exh pouch.*

DOCUMENT NUMBER - DATE  
~~980101~~ MAR 13 98  
FPSC-RECORDS/REPORTING

ORIGINAL

Docket No. 970882-TP

**AT&T Late-Filed Exhibit 8**

Witness: Jerry Watts

**CONFIDENTIAL**

*[Redacted version]*

AT&T's practice if the person asked for during telemarketing is not available:

AT&T's guidelines call for the telemarketer to [redacted]

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET  
NO. 970882-TP EXHIBIT NO. 8  
COMPANY/ WATTS / AT&T  
WITNESS: 2/16/98  
DATE: 2/16/98

AT&T Late-Filed Exhibit 9

Witness: Jerry Watts

**CONFIDENTIAL**  
*[Redacted version]*

Slamming-Related Inquiries Received by AT&T in 1996 and 1997

1996: [redacted]  
1997: [redacted]

These figures are unaudited, and include complaints received internally and from external sources related to slamming (for example, slamming by resellers, customers slammed away from AT&T, LEC errors, etc.).

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET  
NO. 970882-TP EXHIBIT NO 7  
COMPANY/ WATTS / AT&T  
WITNESS: WATTS / AT&T  
DATE 2/16/98

Docket No. 970882-TP

**AT&T Late-Filed Exhibit 10**

Witness: Jerry Watts

AT&T resellers during 1996 identified on page 23 of the FCC Scorecard dated December 1997 are:

Winstar  
Equal Net

Winstar no longer resells AT&T service.

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET  
NO. 970882-TP EXHIBIT NO. 10  
COMPANY: WATTS / AT&T  
WITNESS: WATTS / AT&T  
DATE 2/16/98