



June 21, 2013

U 1001 C  
Advice Letter No. 42429

Public Utilities Commission of the State of California

We attach for filing this Tier I advice letter to make the following changes in tariff sheets:

SCHEDULE CAL.P.U.C. NO. A2.

22nd	Revised	Sheet	178
9th	"	"	178.1
15th	"	"	188.5
16th	"	"	188.5.1
2nd	"	"	191.1
2nd	"	"	191.2
15th	"	"	289.22
8th	"	"	289.22.2

This filing revises Schedule Cal.P.U.C. No. A2. General Regulations, 2.3 Forms, to remove toll restriction language from the Disconnection Notice, add a business version of the Disconnection Notice and eliminate two Toll Restriction letters that are now obsolete.

In compliance with General Order 96-B, we are serving a copy of this advice letter and related tariff sheets to interested parties who have requested. This advice letter with attachments may be viewed on AT&T California's Web-Site at <https://ebiznet.att.com/calreg/>. If there are any questions regarding the distribution of this advice letter, call 415.778.1299.

This filing will not increase any rate or charge, cause the withdrawal of service, nor conflict with other schedules or rules.

Anyone may object to this advice letter, which was filed June 21, 2013, by sending a written protest to: Telecommunications Advice Letter Coordinator, Communications Division, 505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102-3298. The protest must state specifically the grounds on which it is based. The protest must be received by the Telecommunications Advice Letter Coordinator no later than 20 days after the date that the advice letter was filed. On or before the day that the protest is sent to the Telecommunications Advice Letter Coordinator, the protestant must send a copy of the protest to Eric Batongbacal, 525 Market Street, #1944, San Francisco, CA 94105 (fax number 415.543.3766). If this advice letter was served via e-mail, the protest must be served to AT&T California via e-mail at regtss@att.com. To obtain information about the Commission's procedures for advice letters and protests, go to the Commission's Internet site ([www.cpuc.ca.gov](http://www.cpuc.ca.gov)) and look for document links to General Order 96-B.

AT&T CALIFORNIA

This filing is effective June 24, 2013.

Yours truly,

AT&T California

A handwritten signature in black ink, appearing to read "L. Potambasal". The signature is written in a cursive, flowing style.

Executive Director

Attachments

AT&T California Advice Letter Service List (Tariffs)

Via e-mail

regtss@att.com  
abby@calcable.org  
ajbily@aol.com  
alp@msk.com  
anitataffrice@earthlink.net  
bnusbaum@turn.org  
baltk@dwt.com  
bwilde@creatint.com  
capt\_alex@msn.com  
channing@tobinlaw.us  
cmailloux@turn.org  
daguirre@telscape.net  
daniel.ostroff@xo.com  
danwaggoner@dwt.com  
dcarter@dialink.com  
debbieb@stcg.net  
deyoung@caltel.org  
esther.northrup@cox.com  
gina.wybel@netwolves.com  
hope.christman@verizon.com  
info@tobiaslo.com  
jchicoi@czn.com  
john\_gutierrez@cable.comcast.com  
jspencer@creatint.com  
judypau@dwt.com  
katherine.mudge@covad.com  
kathy.mcmahon@sprint.com  
kim.dorsey@ucop.edu  
ksalazar@telekenex.com

leh@cpuc.ca.gov  
lindab@stcg.net  
lorrie.bernstein@mossadams.com  
lroller@ponderosatel.com  
lsaldana@czn.com  
mgo@goodinmacbride.com  
mgomez1@bart.gov  
mindyd@ponderosatel.com  
mmattes@nossaman.com  
nastelpp@sbcglobal.net  
nlubamersky@telepacific.com  
patricia.delgado@usmc.mil  
regulatory@surewest.com  
rejones@ccmi.com  
rgloistein@orrick.com  
rlongview@telecom611.com  
rmonto@neutraltandem.com  
sbergum@ddtp.org  
schindler.julie@bls.gov  
sedwards@bluecasa.com  
tbarrios@kermantelephone.com  
terrance.spann@hqda.army.mil  
truckee25@aol.com  
warner@ucsc.edu  
weissmannhx@mto.com  
westernservices@sbcglobal.net  
ysmythe@caltel.com  
ztc@cpuc.ca.gov  
zx422@yahoo.com

Commission-Maintained Service List for "Changes in rates, terms and conditions of service, or initiation of new service" found at:

<https://ia.cpuc.ca.gov/alsl/exportlist.aspx?listid=1>

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)  
 2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>
Courtesy Notice	NA	190
Disconnection Notice	*101	(T)
- Residence		188.5 (N)
- Business		191.1 (N)
Past Due Notice	*102	289.21
Final Bill Notice - Initial	*304	270
Final Bill Notice - Final	*305	207
High Risk Business Returned Check	L301	289.19
High Risk Business Multiple Returned Checks	L302	289.20
No Payment Received Letter (Residence and Business)	*801	289.24
Payment Arrangement Confirmation Letter - Residence and Business	*401	186
Payment Arrangement Confirmation Letter - Residence and Business	*402	212

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)  
2.3.1 GENERAL (Cont'd)  
D. DELINQUENCY AND DISCONNECT NOTICES (Cont'd)

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Regrade Letter - Residence (sheet 1 of 2)	*901-EDDC	188.3	
Regrade Letter - Residence (sheet 2 of 2)	*901-EDDC	188.4	
Regrade Letter - Residence	*901-IDDC	191	
Returned Check Letter - Residence and Business	*602	289.18	
Returned Check Letter - Suspend Non-Pay Residence and Business	*601	289.17	
Third Party Notification - Residence and Business	*902	289.26	
Treat Live for Final Letter - Residence and Business	*301	203	(D)
Toll Restriction Letter - Deposit Request	*701	289.20.1	(D) (D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

101<sup>1,2</sup> (Residence)

(N)

«PicAddress1»  
«PicAddress2»  
«PicAddress3»

«LTRDAT»

«Name1»  
«Name2»  
«Addr3»  
«Addr4»  
«Addr5»

#FP#«FPO»#IN#NNNNNNNY#Z7#«ZipPlus4»«WalkSequence»«ZipCheckDigit»#CD#«Date5»#TN#«TN1»#MC#

**Account Number: «TN1» «CUSCOD» «Check»**

**Disconnection Notice**

Did you forget to pay your bill? Our records show that your account is past due in the amount of \$ «Amt1». If you have already sent your payment, we thank you and apologize for sending this notice.

If payment is not received by «Date2» your AT&T California services may be temporarily or permanently disconnected.

To stop temporary disconnection of your basic local service please pay \$ «Amt2». If disconnected a reconnection fee of \$«Amt5» per line will also apply.

To stop disconnection of your non-basic services please pay \$ «Amt1» plus any current charges that become past due.

Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected.

Your basic local service will not be disconnected for failure to pay the outstanding non-basic charges. However, action may be taken such as disconnection or restriction of these services and referral of non-basic charges to a collection agency.

(D)  
|  
(D)

NOTE 1: Description - Multi-part, this form is computer generated.

NOTE 2: This letter continues on the tariff sheet following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

101<sup>1,2</sup> (Residence) (Cont'd)

(N)

Residential accounts suspended for non-payment may be placed on toll and long distance availability monitoring with a limit of \$200.00 upon restoral of service. If your account is already monitored for an assigned toll and long distance availability limit, please disregard this information.

Your service will remain temporarily disconnected for 11 calendar days. Access to 911 (Emergency), 611 (Repair), AT&T Service Centers (Telephone Number listed on your bill), and any toll-free telephone numbers are available on temporarily disconnected telephone lines to the extent permitted by existing technology or facilities. If after 11 calendar days you have not paid all past due charges for your basic telephone service, your service (except access to 911 service for a period of at least 120 days to the extent permitted by existing technology or facilities and where such access would not preclude providing service to subscribers of residential telephone service) will be permanently disconnected and a final bill will be issued.

If you subscribe to a package, please be advised that non-payment or partial payment may result in the removal of the package discount. The services that remain on the account will be billed at non-discounted rates.

You can make a payment electronically by going online to [www.att.com](http://www.att.com) or by using our Interactive Voice Response system. You may also pay at an authorized payment location. Go to [www.att.com/paylocations](http://www.att.com/paylocations) to find a payment location near you.

*If you have any questions regarding this notice, call AT&T at 1-«TN2». If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570.*

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粵語查詢專線: 1-800-281-2288  
國語查詢專線: 1-888-333-2828

Muốn biết thêm chi tiết, xin gọi số 1-800-300-5315.

더 자세한 안내를 원하시면, 1-800-300-6657 으로  
전화해 주십시오.

Para sa karagdagang impormasyon, tumawag po  
lamang sa 1-800-956-8084.

詳細のお問い合わせは1-800-573-7573までご連絡ください。

NOTE 1: Description - Multi-part, this form is computer generated.

NOTE 2: This letter begins on the tariff sheet preceding.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- 101<sup>1,2</sup> (Business)

(N)

«PicAddress1»  
«PicAddress2»  
«PicAddress3»

«LTRDAT»

«Name1»  
«Name2»  
«Addr3»  
«Addr4»  
«Addr5»

#FP#«FPO»#IN#NNNNNNNY#Z7#«ZipPlus4»«WalkSequence»«ZipCheckDigit»#CD#«Date5»#TN#«TN1»#MC#

**Account Number: «TN1» «CUSCOD» «Check»**

**Disconnection Notice**

Did you forget to pay your bill? Our records show that your account is past due in the amount of \$ «Amt1». If you have already sent your payment, we thank you and apologize for sending this notice.

If payment is not received by «Date2» your AT&T California services may be temporarily or permanently disconnected.

To stop temporary disconnection of your basic local service please pay \$ «Amt2». If disconnected a reconnection fee of \$«Amt5» per line will also apply.

To stop disconnection of your non-basic services please pay \$ «Amt1» plus any current charges that become past due.

Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected.

Your basic local service will not be disconnected for failure to pay the outstanding non-basic charges. However, action may be taken such as disconnection or restriction of these services and referral of non-basic charges to a collection agency.

NOTE 1: Description - Multi-part, this form is computer generated.

NOTE 2: This letter continues on the tariff sheet following.

(N)

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H.SAMPLE FORMS (Cont'd)

101<sup>1,2</sup> (Business) (Cont'd)

(N)

Your service will remain temporarily disconnected for 11 calendar days. Access to 911 (Emergency), 611 (Repair), AT&T Service Centers (Telephone Number listed on your bill), and any toll-free telephone numbers are available on temporarily disconnected telephone lines to the extent permitted by existing technology or facilities. If after 11 calendar days you have not paid all past due charges for your basic telephone service, your service will be permanently disconnected and a final bill will be issued.

If you subscribe to a package, please be advised that non-payment or partial payment may result in the removal of the package discount. The services that remain on the account will be billed at non-discounted rates.

You can make a payment electronically by going online to [www.att.com](http://www.att.com) or by using our Interactive Voice Response system. You may also pay at an authorized payment location. Go to [www.att.com/paylocations](http://www.att.com/paylocations) to find a payment location near you.

*If you have any questions regarding this notice, call AT&T at 1-«TN2». If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570.*

(N)

NOTE 1: Description - Multi-part, this form is computer generated.

(N)

NOTE 2: This letter begins on the tariff sheet preceding.

(N)

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NETWORK AND EXCHANGE SERVICES  
A2. GENERAL REGULATIONS

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- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 42429

Issued by

Date Filed: June 21, 2013

Decision No.

Eric Batongbacal

Effective: June 24, 2013

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

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A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

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