



March 17, 2014

U 1001 C
Advice Letter No. 43352

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.

	7th Revised Sheet	58	
8th	“	“	58.1
17th	“	“	188.5.1
19th	“	“	289.17
10th	“	“	289.17.1

This filing revises Schedule Cal.P.U.C. No. A2. General Regulations, 2.1 Rules, 2.1.6 Establishment and Re-Establishment of Credit and 2.3 Forms, to eliminate the Toll and Long Distance Availability Limit Plan and update several letters to remove references to the plan and modify payment options.

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 March 17, 2014, 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) and look for document links to General Order 96-B.

AT&T CALIFORNIA

This filing is effective March 17, 2014.

Yours truly,

AT&T California

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

Executive Director

Attachments

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

d. Special bill and payment notice. (Cont'd)

Special bills may be rendered under the following conditions: (Cont'd)

(3) Customer Class L

Residence

- when toll exceeds \$300 in less than a full billing period

Business

- when toll exceeds \$600 in less than a full billing period

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

(D)

(D)

e. Collect Call Blocking/Restriction

(T)

Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

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^{1,2} (Residence) (Cont'd)

(D)
|
(D)

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 at www.att.com/bill, using the myAT&T Mobile wireless app on your smartphone or also using our Interactive Voice Response system by calling 1-800-288-2020. You may also pay at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you. (T)

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.

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.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*601 Returned Check Letter - Suspend Non-Pay
Residence and Business
FIRST PAGE

«PicAddress1»
«PicAddress2»
«PicAddress3»

«LTRDAT»

«Name1»
«Name2»
«Addr3»
«Addr4»

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

Account Number:«TN1» «CUSCOD» «Check»

«Name1»

The check in the amount of \$«Amt1» was returned to us by the bank.
Your account has been charged a \$«Amt2» returned check fee.

We have rebilled your account and this amount is past due. If you have not
already done so, please pay the amount of the returned check using
cash, money order or cashiers check. If payment of
\$«Amt1» has not reached us by «Date1», your telephone service may
be temporarily disconnected.

(D)
|
(D)

In the case of temporary disconnection, a deposit of \$0.00 and the amount of the
returned check will be required before telephone service is reconnected. You
will be billed a restoral charge of \$«Amt5» for each of your telephone lines or
applicable new service charges as noted*. Your service would be temporarily
disconnected for 11 calendar days, after which time your
service would be permanently disconnected, unless we agree to special
arrangements made by you. The installation charges for new service are
more than the restoral charge.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*601 Returned Check Letter - Suspend Non-Pay
Residence and Business
SECOND PAGE

Billing for other than basic telephone service:

AT&T will not disconnect your basic telephone service solely for non-payment of 976, 900 or 700 Information Services. If you have any disputed charges, you may be entitled to a credit. You may request blocking of 900 and 976 services. Also, the California Public Utilities Commission has ordered that basic service may not be disconnected for non-payment of toll charges or charges for other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising, and inside wire installation that may be included in the unpaid balance that is past due. Please call our office if you have any questions. If you are not satisfied with the response you receive, you may file a complaint with the CPUC.

*Note: Some services, such as Centrex, Remote Call Forwarding, circuits, coin or mobile telephones, and other do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If service is disconnected an order for new service will be required. If you have High Speed Internet service, it will be disconnected when your telephone service is permanently disconnected, requiring a new order for High Speed Internet service. Standard due dates will apply to each order for new service.

You can make a payment electronically by going online at www.att.com/bill, (N)
using the myAT&T Mobile wireless app on your smartphone or also using our |
Interactive Voice Response system by calling 1-800-288-2020. You may pay your (N)
bill at an authorized AT&T payment location. You can go online at
www.att.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, please call AT&T at <<TN2>>.

Thank you for choosing AT&T California.

Account Number «TN1» «CUSCOD» «Check»

Please include your account number on your check.

Amount Due: \$«Amt1»

Amount Enclosed: _____

Make Checks Payable to: #1R#ATT#R1#
#2R#PO BOX 5025#R2#
#3R#Carol Stream, IL 60197-5025#R3##RD#708#DR#

Continued