



July 17, 2018

U 1001 C
Advice Letter No. 47445

Public Utilities Commission of the State of California

This Tier I Advice Letter transmits for filing the attached tariff sheets pursuant to the requirements of General Order 96-B, Telecommunications Industry Rule 7.1(9):

SCHEDULE CAL.P.U.C. NO. 175-T

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This filing revises Schedule Cal. P.U.C. No. 175-T Access Service, Section 8. Billing and Collection Services. By this advice letter, and pursuant to General Order 96-B, Telecommunications Industry Rule 7.1(9), AT&T is freezing the availability of Billing and Collection Services contained in Schedule Cal. P.U.C. No. 175-T, Section 8, effective July 17, 2018. By this advice letter, and pursuant to General Order 96-B, Telecommunications Industry Rule 7.1(9), AT&T will no longer offer those services after February 29, 2020.

With the freezing of this service, no new Billing and Collection Services customers will be allowed. Existing Billing and Collection Services customers may add new end user customers until the complete withdrawal of the service on February 29, 2020. The tariff modifications to effect these changes are attached.

AT&T Billing and Collection Services allow other third-party service providers to place certain charges, as specified in tariff section No. 175-T, Section 8, on AT&T's local landline bills to its end-user customers. To effectuate these billing and collection services, AT&T purchases accounts receivable from the service providers (or in some cases from billing aggregators working on behalf of the service providers) and then bills the charges to, and collects the charges from, its end users. AT&T bills the service providers for its billing and collection services through charges that are generally determined on a per-bill and per-line item basis. AT&T recourses to the service providers any amounts that it does not collect from its end users (*i.e.*, any charges that are unbillable, uncollectible, or are otherwise adjusted from the end users' bills).

AT&T has decided to withdraw its third-party Billing and Collection Services for two primary reasons: (1) risks associated with cramming and similar issues arising from the conduct of the third-party service providers, and (2) a steep decline in third-party billing and the services billed on behalf of third parties.

Customer notice has been sent to affected customers as required by D.07-09-019. A copy of the customer notice is included.

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 415.417.5033.

This filing will not increase any rate or charge or conflict with other schedules or rules.

Anyone may object to this advice letter, which was filed on July 17, 2018, 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, 430 Bush Street, 5th Floor, San Francisco, CA 94108 (fax number 214.486.1580). If this advice letter was served via e mail, the protest must be served to AT&T California via e mail at att-regulatory-ca@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.

This filing is effective July 17, 2018.

Yours truly,

AT&T California



Eric Batongbacal

AVP – AT&T Regulatory

Attachments

AT&T California Advice Letter Service List (Tariffs)

Via e-mail

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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>

ACCESS SERVICE

8. Billing and Collection Services

8.0 Frozen/Grandfathered Status

(N)

Effective July 17, 2018, all Billing and Collection Services are frozen/grandfathered. Once frozen, new requests to move, add, or change existing service will no longer be accepted. With the freezing of this service, no new Billing and Collections Services Customers will be allowed as of July 17, 2018. Effective February 29, 2020, all Billing and Collections Services will be withdrawn. For additional information on Frozen/Grandfathered services, see Section 2.1.14 (F) in this tariff schedule.

(N)

(A) General

The Utility will provide Billing and Collection Services for Message Telecommunications Service (MTS) calls, Information Service Calls, and telecommunications related services to Customers authorized by the California Public Utilities Commission (referred to hereafter as "Commission") to provide Intrastate Telecommunications Services, to the extent such authorization is required by law.

The Utility reserves the right, in its sole discretion, to determine whether a Customer transaction constitutes a telecommunications related service for purposes of Utility's Billing and Collections Services. The Utility will also provide Billing and Collections Services to the authorized billing agents of Customers under such requirements as mandated by the Commission.

Customer billing and collection requirements that are not covered in this tariff will require a feasibility study to determine if the Customer's additional needs can be met. The charges and rates plus the time periods will be administered on an individual case basis.

The Utility will provide the following Billing and Collections Services:

- 8.1 Recording Service
- 8.2 Rating Service
- 8.3 Billing and Collection Services for Message Telecommunications Service (MTS) Calls
- 8.4 Billing and Collection Services for Information Service Calls
- 8.5 Billing and Collection Services for Telecommunications-Related Services
- 8.6 Billing Investigation and Analysis
- 8.7 End User Account Information
- 8.8 Account Ready Billing and Collection Services

The Utility will bill Customers for the provision of Billing and Collection Services under this tariff. The payment regulations set forth in Section 2.4 preceding apply.

Continued

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording Service

Effective July 17, 2018, Recording Service is frozen/grandfathered and will be withdrawn on February 29, 2020. For additional information, see 8.0, preceding. (N)
|
(N)

8.1.1 General Description

The Utility will provide Recording Service in association with the offering of Feature Groups C and D Switched Access Service served by Utility-provided automatic message accounting equipment. In addition, where the Utility records the Customer Messages on manual tickets the Utility will provide Recording Service for the manual tickets.

Recording Service is the recording of the details of a Customer Message and, when requested by the Customer, the provision of those details to the Customer. Recording Service includes recording, assembly and editing, and provision of recorded Customer Message detail.

Recording is the entering on magnetic tape or other acceptable media the details of Customer Messages originated through Switched Access Service for which appropriate answer and disconnect supervision has been received. Recording is provided 24 hours a day, 7 days a week.

Assembly and editing is the aggregating of the recorded Customer Message details to create individual messages and verification to assure that the data required for rating, in accordance with the standard format established by the Utility, is present and accurate. Assembly and editing is performed each work day. Provision of the recorded detail is the forwarding to the Customer of the assembled and edited Customer Message detail. Except for lost or damaged records, the recorded detail will be available to the Customer not more than 5 business days after the date all the detail requested by the Customer has been processed by the Utility.

The Utility will provide Recording Service on an NPA-NXX basis in designated end offices in its operating territory.

Continued

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Rating Service

Effective July 17, 2018, Rating Service is frozen/grandfathered and will be withdrawn on February 29, 2020. For additional information, see 8.0, preceding. (N)
|
(N)

8.2.1 General Description (Cont'd)

Rating Service is the transforming of the recorded details of messages or events into rated transactions in preparation for billing. The term "Transaction Detail" used herein denotes the recorded details of Customer's telecommunications messages and telecommunications related transactions or events. Rating Service includes the following:

- (A) Editing and verification of Transaction Details to assure that the data required for rating are present;
- (B) Computing of applicable charges for each Transaction Detail based on the Customer's provided schedule of rates;
- (C) Preparation of the Transaction Detail for input to the Utility's billing system, to the Customer, or to other entities.

Continued

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing and Collection for MTS Calls

Effective July 17, 2018, Billing and Collection for MTS Calls is frozen/grandfathered and will be withdrawn on February 29, 2020. For additional information, see 8.0, preceding.

(N)
|
(N)

8.3.1 General Description

The Utility will provide Billing and Collection Services for Message Telecommunications Service (MTS) calls and associated services offered to end users on either a presubscribed or casual calling basis as set forth in 8.3 following. These services are offered to Customers authorized by the Commission to provide Intrastate Telecommunications Services, to the extent such authorization is required by law, or to the authorized billing agents of Customers under such requirements as mandated by the Commission.

Billing and Collection Services offered under this section are comprised of the following:

- (A) Message Billing: the guiding of a rated Customer Message to a valid end user account for subsequent Bill Rendering in accordance with the Utility's own procedures for handling Utility messages and all relevant Commission requirements. The term "Message" used herein includes Customer charges for usage, monthly service charges associated with the usage, directory assistance charges and adjustments and credits.
- (B) Bill Rendering: the preparation and mailing of statements to the Customer's end users, application of taxes and surcharges, updating of the balance due, receipt of payments, treatment and collection activity, and maintenance of end users' billing information.
- (C) End User Account Activity: the issuance of a service order at the Customer's request.

Continued

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing and Collection Services for Information Service Calls (ISC)

Effective July 17, 2018, Billing and Collection Services for Information Service Calls (ISC) is frozen/grandfathered and will be withdrawn on February 29, 2020. For additional information, see 8.0, preceding.

(N)
|
(N)

8.4.1 General Description

The Utility will provide Billing and Collection Services for information services as set forth in Section 8.4 following. Information Service Calls are defined as recorded information programs, interactive information programs, or programs advertised as being an information or entertainment service for which the caller pays a charge of any type for making the call.

Billing and collection by the Utility for services rendered to or for a Customer on behalf of an Information Provider (IP) engaged in furnishing any live or recorded videotext or audio information which contains harmful matter as defined in California Penal Code Section 313 is a matter for contractual arrangement between the IP and the Customer, and is not subject to the terms of this tariff.

The Utility will not deny basic telephone service solely for the end user's failure to pay any transaction billed under this tariff section. In the event an end user's telephone service has been permanently disconnected with a balance owing, any amounts due for the services billed under this tariff will not be included in the calculation of deposits to reconnect or establish service.

The Utility will not provide billing services under this tariff to any Customer without authorization by the Commission to provide Intrastate Telecommunications Services, to the extent such authorization is required by law.

The Utility will provide end user account information to the Customer only as set forth in Section 8.7 following.

Continued

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.5 Billing and Collection Services for Telecommunications Related Services

Effective July 17, 2018, Billing and Collection Services for Telecommunications Related Services is frozen/grandfathered and will be withdrawn on February 29, 2020. For additional information, see 8.0, preceding.

(N)
|
(N)

8.5.1 General Description

The Utility will provide Billing and Collection Services for providers of telecommunications related services and/or telecommunications related equipment as set forth in this Section 8.5. Services billed to end users under this Section 8.5 include, but are not limited to, Telephone Answering Service, Paging, Videotext, Voice Messaging and Voice Response, Electronic Facsimile, Telegrams by Electronic Facsimile, Alarm, VANs (Value Added Networks), Database Companies, EDI (Electronic Data Interchange), E-Mail (Electronic Mail), Electronic Transaction Services, Wireless Services, Telephone Directory Advertising and Video Services. Billing under this tariff does not include 900,976 or other information services.

The Utility will provide end user account information to the Customer only as set forth in 8.7 following.

The Utility will not deny basic telephone service solely for the end user's failure to pay any transaction billed under this tariff section. In the event a residential end user's telephone service has been permanently discontinued with a balance owing, any amounts due for the services billed under this tariff will not be included in the calculation of deposits to reconnect or establish service.

The Utility will not provide services under this tariff to any Customer without authorization by the Commission to provide intrastate telecommunications services, to the extent such authorization is required by law.

The following types of billing services will be offered:

- (A) Transaction Billing: the guiding of Customer rated transactions to a valid end user account for subsequent Bill Rendering in accordance with the Utility's own procedures for handling Utility transactions and all relevant Commission requirements. The Utility's process for Transaction Billing is the same as described for Message Billing in Section 8.3 preceding.

Continued

ACCESS SERVICE

8. Billing and Collection Services (Cont'd) (T)

8.6 Billing Investigation and Analysis Service

Effective July 17, 2018, Billing Investigation and Analysis Service (N)
is frozen/grandfathered and will be withdrawn on February 29, 2020. |
For additional information, see 8.0, preceding. (N)

At the request of a Customer, the Utility will investigate and analyze suspected criminal activities involving telephone service(s). Criminal activities include but are not restricted to billing evasion activities where there is intent to avoid appropriate billing.

8.6.1 General Description

Billing Investigation and Analysis will be provided at the discretion of the Utility and to the extent that such services can be made available with reasonable effort.

- (A) Electronic Investigation is the provision of services to collect evidence documenting those suspected criminal activities involving use of telephone service(s). Electronic Investigation also includes the utilization of equipment and specially trained personnel to gather electronic evidence.
- (B) Electronic Deterrence includes assisting law enforcement agencies, recovery of devices used in criminal activities involving the use of telephone service(s), contact and interview of parties identified as engaging in criminal activities involving the use of telephone service(s), preparation of an affidavit and prosecutive summary, provision of expert witness analysis and testimony, storage of evidence, consultation with Customer personnel regarding Customer telephone service security, and assistance provided to publicize criminal deterrence activities.
- (C) In the process of doing business, a Customer may determine needs not covered by this tariff which would require modifications to the Billing Investigation and Analysis process. In this event, the Customer may contact the Utility with requirements. If, after a review of these requirements, the Utility determines the Customer's request can be accommodated, the period of time required to make the studied changes and the associated charges for accommodating the Customer request will be determined on an individual case basis.

(D)

Continued

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.7 End User Account Information

Effective July 17, 2018, End User Account Information is frozen/grandfathered and will be withdrawn on February 29, 2020. For additional information, see 8.0, preceding.

(N)
|
(N)

8.7.1 General Description

End User Account Information is the provision of certain information to the Customer from the Utility records. All End User Account Information will be used by the Customer in a manner consistent with the restrictions set forth below.

Unless otherwise specified, End User Account Information is available upon request to the certificated Carrier, as set forth in Section 2.1.4(B) preceding, or their authorized agents consistent with legal and regulatory requirements.

End User Account Information offered under this Section 8.7 is comprised of the following:

- (A) Account Information as set forth in Section 8.7.2 following provides certain end user account detail for a Customer's presubscribed end users for limited business purposes.
- (B) Reserved
- (C) Customer Name and Locality (CNL) Information as set forth in Section 8.7.4 following provides the name and town information associated with a telephone number for the purpose of authorizing a call, investigating a call or handling an emergency situation.
- (D) Reserved

Continued

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.8 Account Ready Billing and Collection Services

(T)

Effective July 17, 2018, Account Ready Billing and Collection Services is frozen/grandfathered and will be withdrawn on February 29, 2020. For additional information, see 8.0, preceding.

(N)

|

(N)

8.8.1 General Description

The Utility will provide Account Ready Billing and Collection Services for providers of Message Telecommunications Service (MTS) calls, information services as defined in Section 8.4 except for 900 information services, and telecommunications related services and/or telecommunications related equipment.

Account Ready Billing is a bill rendering process in which the Customer will calculate end user charges, including taxes and surcharges, provide billing detail data, package the invoice and provide post billing adjustments and text messages to the Utility for inclusion in the Utility's monthly bill.

Billing and Collection Services offered in this section are comprised of the following:

- (A) Invoice Rendering: the guiding of a complete Customer invoice to a valid end user account in accordance with the Utility's own procedures for handling Utility charges, the mailing of statements to the Customer's end users, updating of the balance due, receipt of payments, treatment and collection activity and maintenance of end users' billing information.
- (B) Support Services: the assistance to the Customer in the investigation of an end user query or dispute, issuance of an end user adjustment, and other support activities as requested by the Customer.

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* Effective July 17, 2018, all Billing and Collection Services are frozen/grandfathered and will be withdrawn on February 29, 2020. (N)
 For additional information, see Section 8.0 in this tariff schedule. (N)

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 For additional information, see Section 8.0 in this tariff schedule. (N)

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