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May 31, 2019

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Advice Letter No. 47884

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.

5th Revised Sheet 69  
10th " " 71.2

This filing revises Schedule Cal. P.U.C. No. A2 General Regulations, 2.1 Rules, 2.1.9 – Rule No. 9 Rendering and Payment of Bills, to denote that when a credit balance exists on a customer's final bill, a refund of the credit balance will be provided in the form of a prepaid credit card.

Upon receipt of the prepaid credit card, the customer will have immediate use of their refund. Prepaid credit cards may be used wherever credit cards are accepted. The customer may also exchange the prepaid credit card for a refund check or an electronic deposit to their bank account by following the instructions sent with the card. Today, credit balances are only provided in the form of a refund check.

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.

Anyone may object to this advice letter, which was filed May 31, 2019, 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 Peter Hayes, 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](http://www.cpuc.ca.gov)) and look for document links to General Order 96-B.

**AT&T**

AT&T CALIFORNIA

This filing is effective June 1, 2019.

Yours truly,

AT&T California

A handwritten signature in black ink, appearing to read "P Hayes". The signature is written in a cursive, slightly slanted style.

AVP – AT&T Regulatory

Attachments

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

H. CREDIT CARD BILLING

1. Payment with an authorized credit card is conditional.

If all or any portion of an amount to be paid by an authorized credit card of an applicant or customer is not honored, the Company may bill the unpaid amount to the applicant's subsequent service or to the customer's present service. Such applicant or customer shall be deemed to have consented to such billing. Nonpayment of the amount so billed shall constitute nonpayment of the monthly telephone bill and will be subject to the provision for discontinuance of service as set forth in Schedule Cal.P.U.C. No. A2.1.11.

2. If all or any portion of an amount paid with an authorized credit card must be refunded by the Company, such refund may be made at the Company's option by check or draft, as credit on the customer's monthly telephone bill or as credit to the credit card account. See M., following (N) for refunds on final bills. (N)

I. UNDER AND OVERCHARGES

1. A bill shall not include any previously unbilled charge for exchange service furnished prior to three months immediately preceding the date of the bill.
2. A detailed statement showing each item comprising a total charge on a monthly bill will be furnished to business customers upon request.
3. A bill shall not include any charges for service, equipment, or facilities not ordered by the customer or furnished after the effective date of a customer's service discontinuance.
4. When discrepancies exist between customer's service and Company's billing for exchange service, such discrepancies shall be adjusted in accordance with the following:
- a. Each item of overcharge (except those covered in 3. above) and each item of undercharge shall be determined separately during the period of time the discrepancy occurred.
- b. If the discrepancy results in overcharges, the overcharged amount shall be credited to the customer's bill.

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NETWORK AND EXCHANGE SERVICES

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A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

L. BILL PAYMENT OPTIONS

1. Credit Card

Customers have the option of paying their bill and paying a deposit or an advance payment required by the Company using an authorized credit card or debit card that is accepted by the Company. Transactions will be posted to the customer's account within two business days.

2. Electronic Payment

Customers have the option of paying their telephone bills electronically. The payment will be posted to the customer's account 5 business days after it is transmitted. The customer is responsible for paying their bills in accordance with the rules and regulations contained herein.

M. REFUNDS ON FINAL BILLS

The Company will refund a credit balance on a final bill in the form of a prepaid credit card.

(N)

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(N)

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