

Subject: FW: December AT&T Bill Pleasant Ridge Union School District
Date: Monday, November 25, 2019 at 10:00:50 AM Pacific Standard Time
From: Aggie Deal
To: Michela Lowry
Attachments: image001.jpg

Good morning, Michela!

Below is ATT's explanation for the MRC increase for Pleasant Ridge 😊

I believe we are good to go!

Aggie Deal

E-Rate Specialist | HWC Consultants
739 Shrader Street, San Francisco CA 94117
415.692.0708 ext. 4
aggie@hwc-consultants.com

NOTE that going forward, we will be using our HWC Consultants email addresses (@hwc-consultants.com). Please REMOVE any Schooley Mitchell addresses (@schooleymitchell.com) from your contact list.

From: CANNON, LESLIE
Sent: Monday, November 25, 2019 9:23 AM
To: Aggie Deal <aggie@hwc-consultants.com>
Subject: RE: December AT&T Bill Pleasant Ridge Union School District

Aggie,

You are correct that the rate showing on the CALNET3 invoice is \$948.13. This is the correct rate.

When a proposal is provided for a 470 under CALENT3 the admin fee, that is billed every customer, is not included in the proposal. In this case the rate for the service is \$925.00. The Admin fee is \$23.13. This results in a price of \$948.13.

The bill is correct as invoiced.

Please let me know if I can be of further assistance.

Leslie Cannon

Lc477f@att.com
916-486-3194
Repair <https://expressticketing.acss.att.com/expressticketing/>
Orders www.att.com/expressordering

**This e-mail and any files transmitted with it are the property of AT&T, are confidential, and are intended solely for the use of the individual or entity to whom this e-mail is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender at [916-486-3194](tel:916-486-3194) and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited."

From: HICKS, ANGIE
Sent: Friday, November 22, 2019 9:25 AM
To: CANNON, LESLIE <lc477f@att.com>
Subject: FW: December AT&T Bill

Leslie,

Can you assist with this account? . let me know.

Best,

Angie

From: Aggie Deal <aggie@hwc-consultants.com>
Sent: Thursday, November 21, 2019 5:54 PM
To: HICKS, ANGIE <ar1486@att.com>
Subject: RE: December AT&T Bill

Hi Angie!

I need your help. The only ATT proposal I can locate in our files for Pleasant Ridge Union School District, which was signed on 3/19/17, reflects an MRC of \$925 for all (4) circuits.

But invoices as far back as 5/2018 reflect \$948.13 for all (4) circuits.

Gregg Motarjeme said he hasn't received any communication explaining the increase in the MRC.

Can you help us understand the difference in the MRC proposed vs MRC charged?

And if you have supporting documentation, may I have a copy? I need to provide a copy to the FCC.

Thank you,

Aggie Deal

E-Rate Specialist | HWC Consultants
739 Shrader Street, San Francisco CA 94117
415.692.0708 ext. 4
aggie@hwc-consultants.com

NOTE that going forward, we will be using our HWC Consultants email addresses (@hwc-consultants.com). Please REMOVE any Schooley Mitchell addresses (@schooleymitchell.com) from your contact list.

From: HICKS, ANGIE
Sent: Friday, April 12, 2019 8:31 AM
To: Aggie Deal <aggie@hwc-consultants.com>
Subject: RE: December AT&T Bill

Good Morning Aggie,

I've submitted inquiring to our billing department, you should get a confirmation request shortly.

Best,

Angie

From: Aggie Deal <aggie@hwc-consultants.com>

Sent: Thursday, April 11, 2019 6:53 PM

To: HICKS, ANGIE <ar1486@att.com>

Subject: RE: December AT&T Bill

H Angie!

I've attached Pleasant Ridge's April invoice. It looks like all credits have been applied and are current – finally



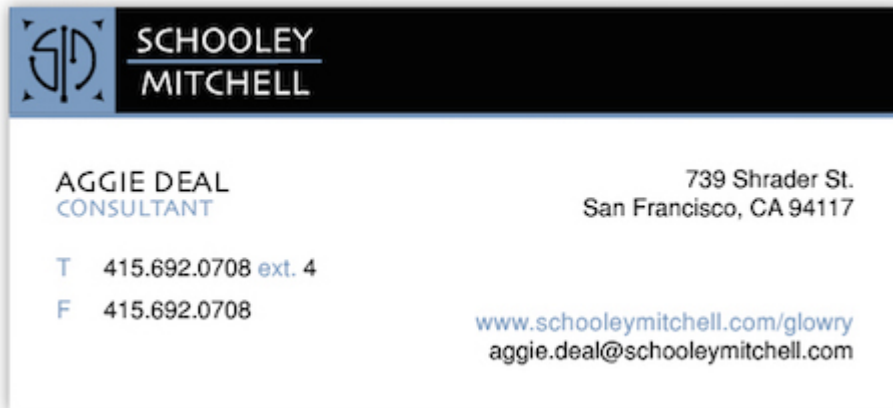
We have one question. Why is the "Service Taxes & Surcharges" two different amounts.

The tax rate is the same in the 2 counties the sites are located in.

Looking forward to your reply.

Thank you,

Aggie



From: HICKS, ANGIE <ar1486@att.com>

Sent: Tuesday, February 05, 2019 10:03 AM

To: Aggie Deal <aggie@hwc-consultants.com>

Subject: RE: December AT&T Bill

Perfect, anytime and thank you.

Angie

From: Aggie Deal <aggie@hwc-consultants.com>

Sent: Tuesday, February 5, 2019 10:00 AM

To: HICKS, ANGIE <ar1486@att.com>

Subject: Re: December AT&T Bill

Good morning, Angie!

I'll contact the customer and ask for a copy of his February bill.

I'll let you know if all is correct or not.

Thank you for all your help! It's greatly appreciated 😊

Aggie

Sent from my iPhone

On Feb 5, 2019, at 8:24 AM, HICKS, ANGIE <ar1486@att.com> wrote:

Good Morning Aggie,

It should be corrected in the February bill, I can send copies however it will still display the same information until the new bill updates. Let me know if you have any questions.

Best,

Angie

From: Aggie Deal <aggie@hwc-consultants.com>

Sent: Monday, February 4, 2019 7:31 PM

To: HICKS, ANGIE <ar1486@att.com>

Subject: RE: December AT&T Bill

Hi Angie!

OK – so I guess this might mean that everything will be correct on the February invoice – I hope, I hope 😊

Or that we're just waiting for copies of the invoices?

Looking forward to your reply.

Thanks,

Aggie

<[image001.jpg](#)>

From: HICKS, ANGIE <ar1486@att.com>

Sent: Wednesday, January 30, 2019 2:43 PM

To: Aggie Deal <aggie@hwc-consultants.com>

Subject: RE: December AT&T Bill

Hi Aggie,

I've submitted a maintenance ticket regarding the Billing Consolidator, please see below:

The CABS invoices you are asking about came to us (Billing Consolidator) late. Both invoices (12/18 and 1/19) are loaded to be billed on the 2/1 invoice.

There's no issue specifically tied to the BTNs listed, so at this point I do not know why they were late. CABS normally comes in on time, but for some reason the BTNs you're asking about were help up upstream of us. I don't know if you need more detail than what I'm providing, but if so, I would need to submit a ticket to the application upstream of us for additional information.

Let me know if that's what you want.

Thanks,
Joe

Best,

Angie

From: Aggie Deal <aggie@hwc-consultants.com>
Sent: Monday, January 28, 2019 12:31 PM
To: HICKS, ANGIE <ar1486@att.com>
Subject: RE: December AT&T Bill

Angie – may I give you a call instead of an email reply?

Aggie
<[image001.jpg](#)>

From: HICKS, ANGIE <ar1486@att.com>
Sent: Monday, January 28, 2019 12:12 PM
To: Aggie Deal <aggie@hwc-consultants.com>
Subject: RE: December AT&T Bill

Hi Aggie,

Nice to meet you virtually, I'm Pleasant Ridge Union School District account manager. How may assist?

Best,

Angie Hicks

Client Solutions Executive

AT&T National SLED

M: 714.679.8527 | ar1486@att.com

MOBILIZING YOUR WORLD

From: Aggie Deal <aggie@hwc-consultants.com>
Sent: Monday, January 28, 2019 12:00 PM

To: HICKS, ANGIE <ar1486@att.com>

Subject: FW: December AT&T Bill

Hi Angie!

I'm an e-rate consultant for Pleasant Ridge Union School District.

Are you the sales rep for PRUSD?

If, yes, I need your assistance/guidance with their monthly billing.

I'm looking forward to your reply.

Thank you,

Aggie

<image001.jpg>

From: Gregg Motarjeme <gmotarjeme@prsd.us>

Sent: Friday, January 25, 2019 8:17 AM

To: Aggie Deal <aggie@hwc-consultants.com>

Subject: Re: December AT&T Bill

I have no idea why suddenly 2 of our circuits do not appear on the bill. We have made NO changes. Here is our January bill.

Gregg S. Motarjeme

Assistant Superintendent

Pleasant Ridge Union School District

22580 Kingston Lane, Grass Valley, CA 95949

(530) 268-2800 / Fax (530) 268-2804

gmotarjeme@prsd.us

Encourage Engage Educate

On Thu, Jan 24, 2019 at 5:51 PM Aggie Deal <aggie@hwc-consultants.com> wrote:

Hi Gregg!

Just wanted you to know I'm still working with ATT to figure out your billing.

If you've received your January bill – could you share it with me?

I'm trying to schedule a call with ATT to answer all my questions.

Thank you for your patience.

Aggie

<image001.jpg>

From: Gregg Motarjeme <gmotarjeme@prsd.us>

Sent: Monday, December 03, 2018 3:36 PM

To: Aggie Deal <aggie@hwc-consultants.com>

Subject: December AT&T Bill

Good Afternoon Aggie,

Here is our December bill. While one circuit got a number of credits, I don't see any CTF credits (unless I don't understand the labeling).

Gregg S. Motarjeme

Assistant Superintendent

Pleasant Ridge Union School District

22580 Kingston Lane, Grass Valley, CA 95949

(530) 268-2800 / Fax (530) 268-2804

gmotarjeme@prsd.us

Encourage Engage Educate