

FCC MAIL SECTION

APR 14 2 16 PM '00

Before the  
Federal Communications Commission  
Washington, D.C. 20554

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In the Matter of

Truth-in-Billing

and

Billing Format

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CC Docket No. 98-170

**ERRATA**

**Errata Released:** March 31, 2000

By the Deputy Chief, Common Carrier Bureau:

On March 29, 2000, the Commission released the Order on Reconsideration (FCC 00-111) in the above-captioned proceeding. These errata correct the following errors in released text prior to publication of the summary of this item in the Federal Register or of the complete item in the FCC Record:

1. Paragraph 14 of the order stays two provisions of the existing rules in contradiction of paragraph 10. First, it stays section 64.2401(a)(1) of the existing rules, which requires service providers to clearly identify on their telephone bills the "name of the service provider associated with each charge." Second, it stays that portion of section 64.2401(a)(2) of the existing rules, which states that "[w]here charges for two or more carriers appear on the same telephone bill, the charges must be separated by service provider. Stay of these provisions contradicts the Commission's intent as stated in paragraph 10 to decline to "reconsider the timetable for implementation of the requirement to identify each provider." In addition, paragraph 14 states that section 64.2401(e) of the existing rules is stayed. This is simply an error because there is no such subsection in the existing rules. For these reasons, the text of Paragraph 14 is replaced by the following text. The text of footnote 32, however, remains unchanged:

"Our existing truth-in-billing rules are scheduled to take effect on April 1, 2000.<sup>32</sup> Thus, absent action on our part, carriers would be bound by the existing rules as of April 1, despite the fact that today we amend those rules and make the amendments effective 30 days after their publication in the Federal Register. In view of these circumstances we stay the effective date of those portions of *existing* section 64.2401 detailed below which are scheduled to take effect April 1, 2000 until such time as today's amendments of section 64.2401 become effective. The portions of the existing section 64.2401 that are subject to this stay are: (1) that portion of subsection 64.2401(a)(2) that requires that each carrier's "telephone bill must provide clear and conspicuous notification of any change in service provider, including notification to the customer that a new provider has begun providing service," (2) subsection

64.2401(a)(2)(ii) and, (3) 64.2401(d). The existing provisions of subsection 64.2401(a)(1), (a)(2)(i) and the portion of (a)(2) requiring “[w]here charges for two or more carriers appear on the same telephone bill, the charges must be separated by service provider,” will continue to take effect on April 1, 2000. Nothing in this order modifies the effective dates of existing sections 64.2401(b) and (c). Upon their effective date, the rules, as amended today, will supercede the existing rules that would otherwise have taken effect. We take this action because we find that requiring carriers to comply with the existing rules for a short time prior to the effective date of today’s amendments would be unduly burdensome and that it could result in the very sort of consumer confusion that today’s amendments seek to avoid.”

2. In addition, at paragraph 46, the ordering clause implementing the stay of the existing rules, must also be corrected for these same reasons. Therefore, the text of paragraph 46 is replaced with the following:

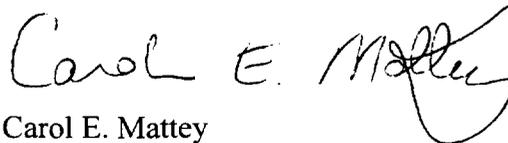
“IT IS FURTHER ORDERED that (1) that portion of subsection 64.2401(a)(2) that requires that each carrier’s “telephone bill must provide clear and conspicuous notification of any change in service provider, including notification to the customer that a new provider has begun providing service,” (2) subsection 64.2401(a)(2)(ii) and, (3) 64.2401(d), of the existing rules scheduled to take effect April 1, 2000 are stayed until such time as the amendments adopted herein ARE EFFECTIVE.” The amendments to section 64.2401 of the Commission's rules, 47 C.F.R. § 64.2401(a), (d), and (e), set forth in Appendix A are contingent upon OMB approval and SHALL BE EFFECTIVE NO SOONER THAN 30 days following publication of these rules in the Federal Register. The Commission will publish a notice announcing the effective date of this Order.

3. At page 6, at paragraph 12 and note 28, the text “NCTA” is changed to “NTCA”.

4. At page 19, Appendix A, paragraph 1, in both instances, the text that reads “Section 64.2001” is changed to “Section 64.2401”.

5. At page 21, Appendix C, the text of the entire appendix is replaced with the text included in Attachment A.

FEDERAL COMMUNICATIONS COMMISSION



Carol E. Matthey  
Deputy Chief, Common Carrier Bureau

Attachment A



Bill Date: May 13, 1999  
 Account Number: [REDACTED]  
 Telephone Number: [REDACTED]

[REDACTED]

| Previous Charges | Payments  | Adjustments | Balance | Current Charges | Total Due |
|------------------|-----------|-------------|---------|-----------------|-----------|
| \$86.32          | \$86.32cr | \$0.00      | \$0.00  | \$78.26         | \$78.26   |

Account Summary

|  |              |
|--|--------------|
| <b>Previous Charges</b>                          | <b>86.32</b> |
| Payment Received - Thank You!                    | 86.32cr      |
| Outstanding Balance before Current Charges       | 0.00         |
| <b>Current Charges</b>                           | <b>78.26</b> |
| Monthly Charges                                  | 18.84        |
| Discounts  | 11.65cr      |
| SNET Calling Charges (before discounts)          | 26.16        |
| Taxes and Surcharges                             | 3.14         |
| SNET Wireless (All Charges, Discounts and Taxes) | 39.27        |
| Other Long Distance Companies                    | 2.50         |
| <b>Total Due</b>                                 | <b>78.26</b> |

To avoid 1% late charge, please pay \$78.26 by June 12  
 Basic Charges \$32.22  
 (see reverse for definition)

Questions?

Here are the toll-free numbers to call

**SNET -**

*Paying, Billing, Adding, or Changing Service:*  
**811 or 1-800-453-SNET** if calling from out of state

*Repair Service:*  
**Business: 1-203-420-3131**  
**Residential: 611**

**SNET Wireless Services -**

*Billing, Sales, Service, Lost or Stolen Phones:*  
**Wireless Service: 1-800-922-5469**  
**Paging Service: 1-800-626-2636**

**Non-SNET portions of your bill -**

See the top of each company's page

**Your Savings This Month**

You saved **\$28.93**  
 this month by using your  
 SNET All Distance Services

Thank You For Using SNET!

## Customer Information Section

**Your Service Plan** SNET is your carrier for instate, interstate, and international calls. You currently have a preferred carrier freeze on one or more of your lines. Any change to your carrier selection would require your approval.

**Your Savings** You saved \$8.65 this month by using your SNET All Distance Services!

Do you want to get messages when you're on the phone or on-line?  
Ask about **SNET Voice Mail** and our current offer.

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**Explanation of Terms and Services**

- Basic and Non-Basic Charges:** The total amount due on your telephone bill may consist of Basic and Non-Basic Charges. You are responsible for the payment of all charges on your bill. Failure to pay Basic Charges may result in disconnection of your telephone service for non-payment. Telephone service will not be disconnected for non-payment if you do not pay the Non-Basic portion of your bill. However, failure to pay any portion of your bill may result in collection action.
- Monthly Charges (basic):**
- **Regulated Network Services** include telephone service to the customer premises and other services such as Totalphone® and SmartLink®.
  - **FCC Line Charge** is required by the Federal Communications Commission and covers a portion of the cost to connect the customer to the long distance network.
  - **Network and Data Transmission** include Special Services (circuits), the regulated portion of Packet Switched Data Networks and Centralink® Centrex Services.
- (non-basic):**
- **Advertising** in the yellow and/or white page directories, electronic or other media.
  - **ConnNet® and Packet Switched Data Networks** (non-regulated portion).
  - **Terminal Equipment** includes all leased or rented devices such as telephones and data sets.
  - **Inside Wire** contracts to maintain and repair wiring inside the customer premises without additional charge at the time of repair.
  - **SNET Internet<sup>SM</sup>** access and usage charges.
- Calling Charges (basic):**
- Local and long distance calls, local and long distance calling plans, WATS/800 service and calls to Directory Assistance (411) for obtaining telephone listings.
- (non-basic):**
- 900 calls and calls placed through alternate operator service providers.
- Wireless (non-basic):**
- All charges for wireless products and services.
- Other Charges and Credits (basic & non-basic):**
- One-time charges for installations, moves and changes; one-time adjustments for items that carry a monthly rate based on the number of days from installation or removal to regular billing date. These charges may be basic or non-basic depending on the associated product or service or the payment option selected.
- Taxes (basic & non-basic):**
- Most charges are subject to federal and state sales tax.
- Late Payment Information:** SNET will apply a 1% late payment charge per month on any unpaid balance. Any money we receive will be first applied to the basic charges, and the balance will be applied to other charges. In order to avoid a late charge, we must receive payment in full for the total amount due on your bill statement no later than the date specified.

**Call 1-800-890-SNET**