



Myra Creeks  
Manager  
Regulatory Relations

AT&T Services Inc.  
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June 15, 2012

**Via Electronic Submission**

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
12<sup>th</sup> Street Lobby – TW-A325  
Washington, D.C. 20554

**Re: Ex Parte – Empowering Consumers to Prevent and Detect Billing for Unauthorized Charges (“Cramming”); Consumer Information Disclosure; Truth-in-Billing and Billing Format, CG Docket Nos. 11-116, 09-153 and CC Docket No. 98-170**

Dear Ms. Dortch:

On June 14, 2012, representatives of AT&T Services, Inc. (AT&T), specifically Davida M. Grant, General Attorney, William Roughton, General Attorney, and the undersigned met with Kris Monteith, Acting Bureau Chief; Mark Stone, Deputy Bureau Chief; Kurt Schroeder, Acting Chief; Michael Jacobs, Legal Advisor; John Adams, Acting Deputy Division Chief; Melissa Conway, Attorney Advisor; and Sara Kuehnle, Intern of the Consumer and Governmental Affairs Bureau, to discuss the Report and Order (R&O) and Further Notice of Proposed Rulemaking (FNPRM) in the above referenced docket.<sup>1</sup>

The purpose of the meeting was to talk about the new rule adopted in the R&O that requires carriers to place non-carrier third party charges in a distinct section of the customer’s bill separate from all carrier charges.<sup>2</sup> AT&T provided an overview of AT&T’s combined bill and discussed specifically non-telecommunications services provided by its affiliates, alliances and non-affiliated third parties. AT&T expressed its view that the manner in which it bills for such services is consistent with the requirements under Section 64.2401.

Pursuant to section 1.206(b)(1) of the Commission’s rules, 47 C.F.R. § 1.1206(b)(1), this *ex parte* notification is being filed for inclusion in the public record of the above referenced proceeding.

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<sup>1</sup> See Empowering Consumers to Prevent and Detect Billing for Unauthorized Charges (“Cramming”); Consumer Information Disclosure; Truth-in-Billing and Billing Format, CG Docket Nos. 11-116, 09-153 and CC Docket No. 98-170, *Report and Order and Further Notice of Proposed Rulemaking*, FCC 12-42 (April 27, 2012).

<sup>2</sup> R&O & FNPRM at para. 66.

AT&T Ex Parte  
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CG Docket Nos. 11-116, 09-158 and CC Docket No. 98-170  
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If you have any questions, please contact the undersigned.

Sincerely,

**/s/ Myra Creeks**

cc: Davida M. Grant  
William Roughton  
Kris Monteith  
Mark Stone  
Michael Jacobs  
Kurt Schroeder  
John Adams  
Melissa Conway  
Sara Kuehnle



**Bill-At-A-Glance**

Previous Bill	655.39
Payment	330.00CR
Adjustments	6.39
Past Due - Please Pay Immediately	331.78
Current Charges	333.75
<b>Total Amount Due</b>	<b>\$665.53</b>
Current Charges Due in Full by	Jun 7, 2012

**Billing Summary**

Billing Questions? Visit [att.com/billing](http://att.com/billing)

<b>Plans and Services</b>	42.44
1 800 288-2020	
Payment Arrangements:	
1 800 288-2020	
Service Changes:	
1 800 288-2020	
Repair Services:	
1 800 246-8464	
<b>AT&amp;T Wireless Services</b>	85.96
1 800 331-0500	
<b>AT&amp;T Internet Services</b>	35.83
1 877 722-3755	
<b>AT&amp;T Long Distance</b>	7.50
1 800 288-2020	
<b>AT&amp;T   DIRECTV</b>	147.07
1 800 288-1145	
<b>Enhanced Services</b>	14.95
1 888 301-3724	
<b>Total Current Charges</b>	<b>333.75</b>

**News You Can Use Summary**

- PREVENT DISCONNECT
  - ELECTRONIC PAYMENTS
  - PAYMENT OPTIONS
  - NEW PAYMENT ADDRESS
  - LONG DIST. PROVIDERS
  - AT&T LD WEB NOTICE
  - MOVING SOON?
- See "News You Can Use" for additional information

**AT&T Benefits**

- Thank you for choosing AT&T. Your Complete Choice® Basic package includes Call Waiting and Caller ID at a discounted rate. Your monthly savings: \$19.68

**Detail of Payments and Adjustments**

Item	No.	Date	Description	Adjustments	Payments
	1.	5-02	Payment		330.00
	2.	5-15	Late payment charge on unpaid balance	6.39	
Totals				6.39	330.00

**Plans and Services**

<b>Monthly Service - May 15 thru Jun 14</b>	
3. Complete Choice® Basic	24.00
Basic Local Service-Residence	
Call Waiting	
Caller ID Name Delivery	
Caller ID Number Delivery	
Touchtone	
4. Non Published Listing	5.50
<b>Total Monthly Service</b>	<b>29.50</b>
<b>Surcharges and Other Fees</b>	
5. Federal Subscriber Line Charge	5.30
6. 911 Fee	.85
7. State Cost-Recovery Fee	.21
8. Federal Universal Service Fee	.92
9. Texas Universal Service	1.03
10. Municipal right-of-way Fee	.86
<b>Total Surcharges and Other Fees</b>	<b>9.17</b>
<b>Taxes</b>	
11. Federal Excise Tax	1.10
12. Federal (Non-regulated & Toll Charges)	.01
13. State and Local (Local Charges)	2.64
14. State and Local (Non-regulated & Toll Charges)	.02
<b>Total Taxes</b>	<b>3.77</b>
<b>Total Plans and Services</b>	<b>42.44</b>
Amount Subject to Sales Tax: 32.32	

Local Services provided by AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, or AT&T Texas based upon the service address location.

GO GREEN - Enroll in paperless billing.

**DUE BY: Jun 7, 2012**

**\$665.53**

**Amount After Jun 11, 2012**

**\$674.37**

Past Due Charges - \$331.78 - Please Pay Immediately

Billing Date May 15, 2012

Date Mailed May 22, 2012

Account Number

Please include your account number on your check

Make check payable to:

AT&T  
 PO BOX 5001  
 CAROL STREAM IL 60197-5001





**AT&T Wireless Services**

**Important Information**

Add a Line with Family Talk from AT&T FamilyTalk(R) plans start at just \$69.99/month including 700 Rollover Minutes. Add up to three additional lines for only \$9.99 each. Sign up now by calling 800-449-1672 or visit ATT.COM/ADDALINE

**AT&T Surcharges**

AT&T surcharges include: Regulatory Cost Recovery Charge to recover costs to comply with government assessments and regulations; Universal Service Charges; and gross receipts charges. They are not taxes and are subject to change.

**DirectBill Charges**

Detail of DirectBill charges can be viewed at att.com/directbill. The direct billing option offers you the ability to purchase products such as ringtones, games, graphics and wireless software from AT&T preferred Internet merchants.

**Attention TTY Users**

For Deaf/hard of hearing customers: (TTY) 1 866 241-6567  
 Questions on accessibility by persons with disabilities: 1 866 241-6568

**Wireless Summary**

Cycle Dates: Mar 29, 2012 - Apr 28, 2012

Promotions and Discounts	\$4.00CR
Monthly Service	\$73.98
Credits, Adjustments and Other Charges	\$7.20
Data Usage	\$1.20
Taxes	\$7.58
<b>Total Wireless Charges</b>	<b>\$85.96</b>

**Mobile Charges Summary**

**Group: 1**

Promotions and Discounts	\$4.00CR
Monthly Service	\$60.00
Credits, Adjustments and Other Charges	\$5.48
Data Usage	\$1.20
Taxes	\$5.73
<b>Charges for this mobile</b>	<b>\$68.41</b>

**Group: 1**

Monthly Service	\$13.98
Credits, Adjustments and Other Charges	\$1.72
Taxes	\$1.85
<b>Charges for this mobile</b>	<b>\$17.55</b>

**Group Usage Summary - Group: 1**

**Voice**

**Rollover Summary**

Previous Balance	4,695
Unused Minutes Added	469
Minutes Expired (*)	-194
Current Rollover Balance	4,970
(*) Unused Plan Minutes Expired After 12 Billing Periods	

**FT9NATP700RUMMUNW**

180 Minutes Used by	903 258-1767
364 Minutes Used by	903 530-2663
544 Minutes Used by This Group	
700 Minutes Included	

**Promotions and Discounts**

1. Discount for FT9NATP700RUMMUNW	4.00CR
<b>Total Promotions and Discounts</b>	<b>4.00CR</b>

**Monthly Service**

Apr 29 thru May 28	
2. FT9NATP700RUMMUNW	60.00
700 ANYTIME MINUTES	
ANYTIME ROLLOVER MINS	
Basic Voice Mail	
Call Hold	
Call Waiting	
Caller ID	
Direct Bill Detail	
FAMILY TALK ADDTL	
IMMEDIATE CALL FORWARD	
MESSAGE NOTIFICATION	
NATION GAIT/GSM	
NO ANSWER CALL FORWARD	
THREE-WAY CALLING	
UNL Nght & Wknd Min	
UNLTD EXP M2M MINS	
3. AT&T Direct Bill	.00
4. AT&T Domestic LD	.00
INTERNATIONAL LD	
Toll Domestic	
5. AT&T Roam LD	.00
INTERNATIONAL LD	
Toll Domestic	
6. EXPANDEDINTLROAM	.00
7. GSM CoverageArea	.00
8. IntlDialingAllowed	.00
9. IntlRoamAllowed	.00
10. IntlRoamTollIN/C	.00
INTERNATIONAL LD	
Toll Domestic	
11. Off-Network Roam	.00
12. StandardILD	.00
Toll Domestic	

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payments received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at www.att.com/stoppaperusingyourcheckingaccount. It's easy, secure, and convenient!



- Continued

<b>Monthly Service</b>	
Toll International	
1. Unlimited Expd M2M	.00
2. Unlimited N&W	.00
3. AAB Premium	.00
4. DATA PAY PER USE	.00
5. PIC/VIDEO PayPerUse	.00
6. Text Msg Pay Per Use	.00
Int'l Text Messaging	
Text/InstantMsgs	
Total Monthly Service	<b>60.00</b>
<b>Credits, Adjustments and Other Charges</b>	
7. Regulatory Cost Recovery Charge	.45
8. Federal Universal Service Charge	2.89
9. State Cost-RecoveryFee	.43
10. Texas Universal Service	1.71
Total Credits, Adjustments and Other Charges	<b>5.48</b>
<b>Voice Usage Summary</b>	
<b>Unlimited Expd M2M</b>	
128 Minutes Used	
<b>Rollover FM 700</b>	
23 Minutes Used	
<b>Unlimited N&amp;W</b>	
29 Minutes Used	
Total Voice Usage Summary	.00
<b>Data Usage Summary</b>	
<b>Text Msg Pay Per Use</b>	
6 Text Messages Used	
11. 6 Billed at \$0.20/Msg	1.20
Total Text Msg Pay Per Use	<b>1.20</b>
Total Data Usage Summary	<b>1.20</b>
<b>Taxes</b>	
12. 9-1-1 Service Fee	.50
13. 911 Equalization Surcharge	.06
14. TX State Sales Tax - Telecom	3.92
15. County Sales Tax - Telecom	.31
16. City Sales Tax - Telecom	.94
Total Taxes	<b>5.73</b>
<b>Total for</b>	<b>68.41</b>

<b>Monthly Service</b>	
Apr 29 thru May 28	
17. FT9NATP700RUMMUNW	9.99
700 ANYTIME MINUTES	
ANYTIME ROLLOVER MINS	
Basic Voice Mail	
Call Hold	
Call Waiting	
Caller ID	
Direct Bill Detail	
FAMILY TALK ADDTL	
IMMEDIATE CALL FORWARD	
MESSAGE NOTIFICATION	

- Continued

<b>Monthly Service</b>	
NATION GAIT/GSM	
NO ANSWER CALL FORWARD	
THREE-WAY CALLING	
UNL Nght & Wknd Min	
UNLTD EXP M2M MINS	
18. AT&T Direct Bill	.00
19. AT&T Domestic LD	.00
INTERNATIONAL LD	
Toll Domestic	
20. AT&T Roam LD	.00
INTERNATIONAL LD	
Toll Domestic	
21. AT&TWldConnect	3.99
22. ELAToll	.00
23. EXPANDEDINTLROAM	.00
24. GSM CoverageArea	.00
25. IntlDialingAllowed	.00
26. IntlRoamAllowed	.00
27. IntlRoamTollIN/C	.00
INTERNATIONAL LD	
Toll Domestic	
28. Off-Network Roam	.00
29. StandardILD	.00
Toll Domestic	
Toll International	
30. Unlimited Expd M2M	.00
31. Unlimited N&W	.00
32. DATA OPT OUT	.00
Total Monthly Service	<b>13.98</b>
<b>Credits, Adjustments and Other Charges</b>	
33. Regulatory Cost Recovery Charge	.45
34. Federal Universal Service Charge	.73
35. State Cost-RecoveryFee	.11
36. Texas Universal Service	.43
Total Credits, Adjustments and Other Charges	<b>1.72</b>
<b>Voice Usage Summary</b>	
<b>Unlimited Expd M2M</b>	
31 Minutes Used	
<b>Rollover FM 700</b>	
208 Minutes Used	
<b>Unlimited N&amp;W</b>	
125 Minutes Used	
Total Voice Usage Summary	.00
<b>Taxes</b>	
37. 9-1-1 Service Fee	.50
38. 911 Equalization Surcharge	.06
39. TX State Sales Tax - Telecom	.98
40. County Sales Tax - Telecom	.07
41. City Sales Tax - Telecom	.24
Total Taxes	<b>1.85</b>
<b>Total for</b>	<b>17.55</b>

**Total AT&T Wireless Services 85.96**

Wireless services provided by AT&T Mobility



## AT&T Internet Services

### Important Information

For Billing Inquiries:  
 High Speed Internet (DSL): 1.800.288.2020  
 Web Hosting: 1.888.932.4678  
 ConnecTech: 1.888.354.1260  
 AT&T Yahoo! Web Hosting: 1.866.722.9932  
 AT&T Wi-Fi contact information located at [attwifi.com](http://attwifi.com).

Notice: Effective July 1, 2012, charges appearing in this section are for services that may be provided by AT&T Corp and/or by AT&T Missouri, AT&T Oklahoma, AT&T Kansas, AT&T Arkansas, or AT&T Texas, based upon your service address location.

### Itemized Charges and Credits

No.	Date	Description	Amount
<b>Charges for</b>			
Account Code			
1.5-07		AT&T HSI PRO	35.00
		SERVICE DATE: 05/06/12 - 06/05/12	

sbcglobal.net

### Taxes

2.	Federal	.00
3.	State and Local	.83
<b>Total Taxes</b>		<b>.83</b>

**Total AT&T Internet Services 35.83**

## AT&T Long Distance

### Important Information

Message Regarding Terms & Conditions:  
 To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/servicepublications](http://www.att.com/servicepublications) or call AT&T at the toll free number on your bill.

### Invoice Summary

<b>(as of May 03, 2012)</b>	
Current Charges	
Service Charges	3.99
Credits and Adjustments	.00
Call Charges	.20
Surcharges and Other Fees	2.82
Taxes	.49
<b>Total Invoice Summary</b>	<b>7.50</b>

### Service Charges

#### Monthly Service Charges

Type of Service	Period	Qty	Amount
4. OneRate Natn 10 Cent	05/02-06/01	1	3.99
<b>Total Monthly Service Charges</b>			<b>3.99</b>

#### Total Service Charges 3.99

### Call Charges - Apr 2nd thru May 1st

#### Calls for

#### Domestic Item

No.	Date	Time	Place Called	Number	Code	Min	Amount
5.	4-24	709P	TEMPE AZ	480	D	1:00	.10
6.	4-24	717P	TEMPE AZ	480	D	1:00	.10
<b>Subtotal Domestic Calls for</b>							<b>.20</b>

#### Total Domestic Calls for .20

#### Total Calls for .20

**Total Call Charges .20**

### Surcharges and Other Fees

Description	Amount
7. Carrier Cost Recovery Fee	1.99
8. Federal Universal Service Fee	.69
9. State Cost-Recovery Fee	.04
10. Texas Universal Service	.10
<b>Total Surcharges and Other Fees</b>	<b>2.82</b>

### Taxes

Description	Amount
11. Federal Tax	.00
12. State and Local Taxes	.49
<b>Total Taxes</b>	<b>.49</b>

### Key to Calling Codes

D Day

**Total AT&T Long Distance 7.50**

## AT&T | DIRECTV

### Important Information

AT&T | DIRECTV charges appearing on this bill are co-branded services provided by DIRECTV. For AT&T | DIRECTV billing, balance or payment inquiries: 1.800.288.2020. For all other AT&T | DIRECTV inquiries: 1.800.288.1145.

For immediate closed-captioning issues, call 1-800-DIRECTV, fax 303-483-6266, or email [ClosedCaptions@directv.com](mailto:ClosedCaptions@directv.com). For formal inquiries, contact C.Schrum, Sr. Manager:



**AT&T | DIRECTV**

**Important Information - Continued**

ClosedCaptions@directv.com; fax 303-483-6266 or mail to  
 ClosedCaptions@directv.com, P.O. Box 6550 Greenwood  
 Village, CO 80155-6550

**DIRECTV Account Number**

**Service Period: 05/05/12 - 06/04/12**

**Current Charges**

1. PREMIER Monthly	05/05 - 06/04	119.99
2. DIRECTV Protection Plan Monthly	05/05 - 06/04	5.99
3. Advanced Receiver-HD Monthly	05/05 - 06/04	10.00
4. Advanced Receiver-DVR Monthly	05/05 - 06/04	8.00
5. DIRECTV CINEMA Tune to Ch. 1000 for more info	05/05 - 06/04	.00
6. Primary TV	05/06	6.00
<b>Total Current Charges</b>		<b>149.98</b>

**Adjustments & Credits**

7. AT&T Customer Savings	05/03	5.00CR
8. Tax Adjustment	04/12	1.19CR
9. Primary TV Free	05/06	6.00CR
<b>Total Adjustments &amp; Credits</b>		<b>12.19CR</b>

**Taxes**

10. Sales Tax		9.28
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**Total AT&T | DIRECTV 147.07**

**News You Can Use**

**PREVENT DISCONNECT**

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, fees and surcharges, and any feature package, if applicable, MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$81.69. Also, neglecting to pay for other charges such as long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

**LONG DIST. PROVIDERS**

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

**ELECTRONIC PAYMENTS**

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

**AT&T LD WEB NOTICE**

REMINDER-Price & fee increase notices for certain services are provided by web only, at [www.att.com/s-increasenotices](http://www.att.com/s-increasenotices): 1) Domestic/International (INTL) TRANSACTION-BASED SERVICES, 2) INTL MOBILE TERMINATION CHARGES (rates at [www.att.com/mobileterm](http://www.att.com/mobileterm)), and 3) Federal Universal Service Charge (a DISCRETIONARY FEE). If you don't have web access, call the number on your long distance bill for rates/increasenotices.

**PAYMENT OPTIONS**

Visit [att.com](http://att.com) to pay your AT&T bills online FREE of charge. Additional payment options can also be viewed online. Self-service is available anytime day or night by calling 1.800.288.2020- just say "Pay My Bill". Payments made with an AT&T representative may be subject to a \$5.00 payment convenience fee.

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 1.800.MOVE.ATT(1.800.668.3288).

**NEW PAYMENT ADDRESS**

The mailed in payment address for most Texas customers has changed. Please check the bottom of the first page of your bill for the current mailing address.

**DIRECTORY ASSISTANCE**

Effective 7/15/2012, the Directory Assistance (DA) rate will increase from \$1.89 to \$1.99 per local DA call. For more information, please visit us online at [att.com](http://att.com) or call 1.800.288.2020.

**EASY ONLINE SUPPORT!**

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit [att.com/support](http://att.com/support) for self help tools, FAQs and troubleshooting tips. Check out [att.com/repair](http://att.com/repair) to view our simplified online repair experience or visit [att.com/bill](http://att.com/bill) to find answers to your billing questions.

**AT&T UNIVERSAL CARD**

Save up to 10% on your AT&T services with AT&T Universal Savings Card for the first 12 months and up to 5% savings thereafter. No Annual Fee. Call 1.800.361.9652 for details.

**CUSTOMER SUPPORT**

AT&T speaks many languages. English 1.800.288.2020; Spanish 1.800.870.5855; Cantonese 1.800.281.2288; Mandarin 1.888.333.2828; Korean 1.800.300.6657; Vietnamese 1.800.300.5315; Japanese 1.800.573.7573. All other languages 1.800.203.8600; Disabilities and Aging 1.800.772.3140.

**ONLINE BILL SUPPORT**

Register at [att.com/managemyaaccount](http://att.com/managemyaaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!



## Terms and Conditions

### CARRIER QUESTIONS

You may contact the Public Utility Commission of Texas, Office of Customer Protection, P.O. Box 13326, Austin, TX 78711-3326, 1-512-936-7120 or toll-free in Texas at 1-888-782-8477 if you believe the local exchange provider or the interexchange carrier on your bill are not correct or if there are unauthorized charges on your bill. Hearing and speech impaired customers with text telephones (TTY) may call 1-512-936-7136. When corresponding by mail, include your complaint and copies of the phone bills. Please contact AT&T Texas to switch your service back to the carrier of your choice.

For a complete listing of Terms and Conditions, please refer to:

- The inside of the AT&T White Pages directory, or
- Visit us on the web at [att.com/terms](http://att.com/terms)

### LATE PAYMENT INFORMATION

If the unpaid balance on your bill is \$10.00 or more, a late payment charge of \$5.50 plus 1% of the unpaid balance, calculated monthly, will be assessed if your payment is not received by the date shown in the "Late After" section.

### SERVICE INFORMATION

Your local services are provided by AT&T Texas (Southwestern Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), AT&T Communications of Texas, Inc., and/or AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications).



**Important Information**

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

**Current Charges**

**Billed on Behalf of COAST TO COAST VOICE, LLC**

**Itemized Charges and Credits**

Item

No. Date Description

**Charges for**

1. 4-23	COAST TO COAST VOICE-EFAX SVC MTH FEE	14.95
	Billing question? Call 1-866-576-1873	
	www.billview.com	
	Provider not affiliated with AT & T	

**Taxes**

2.	Federal	.00
3.	State and Local	.00
<b>Total Taxes</b>		<b>.00</b>

**Total Enhanced Services 14.95**