

Date: 8/2/2011

ATR 11-07

P. O. Box 1810, MS #Y-13
Rancho Cordova, CA
95741-1810
(916) 657-9150

SUBJECT: CALNET 2 ACUS BILLING DISCREPANCY FOR JULY 1 INVOICES

This bulletin is to inform CALNET 2 customers of an AT&T ACUS Billing System discrepancy involving the July 1, 2011 invoices.

AT&T recently discovered a technical error in their CALNET 2 ACUS Billing System, which affected 5,547 bill payers and produced a delay of all related invoices with the bill round of the 1st. AT&T's CALNET 2 paper invoices from the ACUS billing system with the July 1, 2011 invoice date were not mailed on the regularly scheduled interval. All of the omitted invoices were immediately printed and mailed on 7/21 & 7/22/2011.

If you are unable to process the July 1, 2011 payment by the date required due to this error, all late payment charges (LPCs) incurred for the 7/1/2011 invoice date will be credited back to the customer invoice automatically. If an LPC is applied, it would appear on your 10/1/2011 invoice with a matching LPC credit on the same invoice. We estimate that very few customers may actually incur these late payment charges. This credit of late payment charges only applies to the delayed bills from the 7/1/2011 invoice date.

AT&T has placed a comment into their billing inquiry system for each impacted bill payer to provide identification to this associated billing error/ATR Bulletin. Your customer service representative is aware of the situation and can be contacted to assist you with any questions.

AT&T has also identified the root cause of the technical error and they now have processes in place to prevent future occurrences.

**Note - all other unrelated late payment charges for all other invoice dates remain in effect.*



STEVE RUSHING, Deputy Director
Statewide Telecommunications and Network Division

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