

To: FRRS Board of Directors  
 From: Paul Finnegan, Signal Department  
 Re: Signal Department Report – AT&T Annual Contract  
 Date: May 8, 2024

On April 4<sup>th</sup>, I was informed that the AT&T bill had increased significantly from previous months.

On April 5<sup>th</sup>, I contacted AT&T to resolve the contract issue with the voice line for the museum. Our previous contract expired 3/28/24. Kudos go to Steve for bringing this to our attention so quickly.

It turns out there was a notice in our January 2024 bill that the contract was expiring. Technically they informed us, but I think the notice was not likely to be seen by anyone, and it was not clear on what the impact would be on our account.

From January AT&T bill:

<b>Bill-At-A-Glance</b>		<b>Detail of Payments and Adjustments</b>				
Previous Bill	123.30	Item				
Payment	.00	No.	Date	Description	Adjustments	Payments
Adjustments	10.00	1.	1-31	Late Payment Charge	10.00	
Past Due - Please Pay Immediately	133.30	<b>Plans and Services</b>				
Current Charges	123.85	<b>Promotions and Discounts</b>				
<b>Total Amount Due</b>	<b>\$257.15</b>	Item				
Current Charges Due in Full by	Feb 20, 2024	No.	Description			
		2.	Your contract for participation in the Business Local Calling for 12 months expires Mar 2024.			.00
		<b>Monthly Service - Jan 28 thru Feb 27</b>				
		Service is billed in advance from the 28th of each month.				
		3.	<b>Bus Local Calling Unlimited B</b>			95.00
			Measured Rate Business Service			
			Unlimited Local Usage			
			Caller ID			
		4.	Add White Page Lstg(s): Bus			4.25
			<b>Total Monthly Service</b>			<b>99.25</b>
<b>Billing Summary</b>						
Online: att.com/myatt	Page					
<b>Plans and Services</b>	1					123.85
1 800 750-2355						
<b>Total Current Charges</b>						<b>123.85</b>

I was able to create a new one-year contract with AT&T. The "normal" monthly rate (and what we were charged in the March 28, 2024 bill) is \$326.95 plus tax. For the new contract effective April 5<sup>th</sup>, the rate will be \$175.00 plus tax. Which is noticeably more than the previous rate of \$123.85. I also requested that AT&T credit us for the days 3/29/24~4/4/24 as if we had the new contract in place. A request was created and submitted to the back office for approval. Regardless, the "normal" rate was only in place for a few days so it will not have a big impact even if my request was rejected. Apparently, the adjustment was rejected because it did not appear in the next bill.

Next year, we should contact AT&T between 2/5/25 and 4/4/25 to extend the contract before it expires so we don't have this happen again. As part of our website system, I have an automatic out-of-date tool that runs everyday just after midnight and sends the webmaster a message of anything that is out of date. I created a "WPRM OUT OF DATE 250205 reminder for calling AT&T and updating the annual contract voice line" event that will trip on 2/5/25 (and everyday after that until it is reset.)

I also noticed in the AT&T bill, that the while-page listing has returned. I cancelled that on 8/29/22. I was told I needed to contact a different department in AT&T to try to get it cancelled (and credited) as a non-approved “service”.

On April 5<sup>th</sup>, I called AT&T back and spoke with Kris of the Loyalty Department about the white page listings. He indicated the changes from this morning are approved, he will cancel the white page listing and enter a request to credit the back months when we were improperly billed for the white pages since I cancelled it on 8/29/2022.

The April 28, 2024 bill became available online on Sunday, May 5, 2024. I downloaded to verify the monthly base rate was \$175.00 (it was) and noticed that the \$4.25 per month white pages item was still there.

On Monday, May 6, I contacted AT&T to remove white page listing effective August 2022. After a long delay, AT&T decided they could not remove the white pages service because it was included in the one-year contract.

However, I was able to negotiate a \$100 credit for the time between August 2022 and April 2024 in consideration of the unwanted white pages service. A second credit was issued of \$51 to “pay” for the unwanted service for the remainder of the current contract.

From an email from AT&T:

5308324131	202405062148545308324131	Change		null null	LOC: item Adjusted: General, item Amount 100.0, with note cs510c white page removal adj;	LOC: Total Adjustment amount 100.0	LOCAL		SUCCESS, SUCCESS
5308324131	202405062253135308324131	Change		null null	Adjusted: General, item Amount 51.0, with note cs510c 12m contract white page listin:	LOC: Total Adjustment amount 51.0	LOCAL		SUCCESS, SUCCESS

Next year, we need to be sure that the white pages service is NOT in the contact.

I will download the next bill and verify that the credits were really applied.