

The News Register

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“Intra-organization Communication is the Life-Blood of our organization.”

AT&T Billing Error on Illinois Concession Accounts

AASBCR_{SM} has confirmed that there is an ongoing AT&T system billing error affecting only Illinois concession telephone accounts. There has been a charge called **Federal Access Tax** on telephone bills since the February timeframe. AT&T reports that it expects to have this system error corrected by this summer. AASBCR_{SM} has been further advised by an AT&T benefits spokesperson that:

Retirees (and current employees residing in Illinois) should pay the full amount of their bill until the billing system IT work has been completed, at which time their account will be credited for all the overpayments. This approach was taken with these employee/retiree concession accounts to minimize the cost of the error to the corporation. It was deemed to be a reasonable approach since only concession accounts were affected. The error correction and crediting of concession accounts is anticipated to occur in the summer timeframe.

AT&T has suggested that retirees with unanswered questions concerning this system error can:

- 1) Logon to the [AT&T Employee At Home](https://attathome.att.com/athome_web/index.jsp) website at: https://attathome.att.com/athome_web/index.jsp and click on ‘Contact Us’ to send an email message to the call center and inquire about the credit for the access charge. Please include your name and telephone number to help expedite the account review. Or, if you have no computer access,
- 2) Call the AT&T Employee and Retiree Sales and Service Center at 1-877-377-9010 during the hours of 9 a.m. to 6 p.m. Central, Monday through Friday, to inquire about the credit.