

# The News Register

## -SPECIAL ILLINOIS EDITION-

August 24, 2009

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

### **AT&T Billing Error on Illinois Concession Accounts**

AASBCR® has confirmed that the AT&T system billing error affecting only Illinois concession telephone accounts has been corrected. The incorrect charge shown as **Federal Access Tax** on telephone bills since the February timeframe has been corrected as AT&T earlier reported that it expected to have this system error corrected by this summer. Credits were issued to overcharged accounts beginning in the July 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](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.

### **TelecomPioneers Announce an Illinois Retiree Event**

Attached is a TelecomPioneers flyer announcing a 9-29-09 Retiree Event. AASBCR® will be presenting information at the event. Jackie Steffgen [gjsteffgen@prodigy.net](mailto:gjsteffgen@prodigy.net) has asked AASBCR® to remind its Illinois members that “Retirees who have attended Pioneer functions in the past find these events to be great social networks and wonderful ways of reconnecting with friends and former co-workers.”



**RETIREE EVENT**

**SPONSORED BY THE AT&T PIONEERS**

- DATE:** September 29, 2009 (Tuesday)
- TIME:** Doors open at 10:30 a.m. - Lunch will be served at 11:30 a.m.
- PLACE:** Meridian Banquets – 1701 Algonquin Road, Rolling Meadows
- COST:** \$17.00 per person
- MENU:** Soup, Rolls  
Plated Chicken Entrée  
Dessert – Coffee/Tea  
(Alternative meals can be provided for those with dietary restrictions)

**FELLOWSHIP – PRESENTATIONS – 50/50 RAFFLE**

Join us for what promises to be both a fun and information day! Brief presentations will be made by AT&T representatives on U-Verse and Prefer to Refer, the referral program where retirees can easily earn up to \$599. An AT&T representative will update us from a company perspective and you'll also have the opportunity to learn more about the Pioneers! A Q&A Session will follow the presentations. As of this mailing, we are still working on additional speakers. If you have any suggestions for speakers, please let us know. We'll make the connection and do all that we can to accommodate your requests!

Retirees who have attended Pioneer functions in the past find these events to be great social networks and wonderful ways of reconnecting with friends and former co-workers. We're sure you'll feel the same! Please help us spread the word and encourage those you keep in contact with to attend. If you have any questions, or need additional information please contact:

Jackie Steffgen – 708-534-6515 / [gjsteffgen@prodigy.net](mailto:gjsteffgen@prodigy.net)  
John Artinghelli – 847-888-3551 / [jarti1730@wowway.com](mailto:jarti1730@wowway.com)

All reservations must be made by September 21<sup>st</sup>. There will be no cancellations or refunds after this date. Detach the slip below, enclose a check made payable to TelecomPioneers and mail to:

TelecomPioneers  
P.O. Box 534  
Monee, Illinois 60449

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I would like to reserve \_\_\_\_\_places for the September 29<sup>th</sup> Retiree Event.

Name\_\_\_\_\_ Phone Number\_\_\_\_\_

OPEN SEATING with tables of 10. Space can be reserved for those with full tables. List the names of all attendees on the reverse side of this form. Names will be held at the door for check-in. No tickets will be returned.