

**WASHINGTON UTILITIES AND TRANSPORTATION  
COMMISSION  
STAFF INVESTIGATION  
INTO THE BUSINESS PRACTICES OF**

**AT&T Communications  
of the Pacific Northwest, Inc.**

**INVESTIGATION REPORT  
ADDENDUM**

**UT-060962**

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# INVESTIGATION REPORT ADDENDUM

## UT-060962

### Report Addendum Summary

This investigation was originally initiated by a complaint filed in August 2005, in which the consumer stated he had been improperly billed for pay phone collect calls from correctional facilities within the state of Washington.

When staff found that all customers who accepted collect calls during portions of March, April, May, and June 2005 from the Airway Heights Correction Center in Spokane were charged improper rates by AT&T, Business Practices initiated a formal investigation.

On February 28, and March 30, 2006, the commission sent AT&T data requests asking AT&T to furnish information about the billing of the correctional facility calls and a list of all customers who were improperly billed during this specified time period. As staff did not receive the requested information on July 13, 2006, the commission served AT&T with an Order to Produce Records.

On August 22, 2006, AT&T furnished the requested records. Staff received three Excel spreadsheets that included [REDACTED] billing records.

Upon review of the records, staff initially found that AT&T, through its billing agent, Zero Plus Dialing, Inc. (ZPDI), improperly billed over [REDACTED] customers for collect calls from the Airway Heights Correctional Facility and the Washington State Penitentiary. However, after an additional review of each of the [REDACTED] billing records, staff found that AT&T had included billing records for Global Tel\*Link Corporation (GTL) interspersed within the AT&T billing records sent to staff.

**Amended Findings**

After the subsequent review of the billing records, staff found that [REDACTED] GTL records had been included in the AT&T billing files. The GTL records, dates, and totals that staff found are as follows:

Dates	Billing Record Numbers	Total Number of Records
June 1 - June 17, 2005	[REDACTED] - [REDACTED]	[REDACTED]
June 2 – June 25, 2005	[REDACTED] - [REDACTED]	[REDACTED]

Staff finds that all of the [REDACTED] GTL records should be deleted from this AT&T investigation.

Staff also finds that the chart of over-billed collect calls and overcharges from page 15 of the original investigation report is amended to show the correct number of calls and correct amount of overcharges based on the AT&T billing records only.

From AT&T’s records staff finds that AT&T over-billed customers who accepted collect pay phone calls from either the Airway Heights Correctional Facility or the Washington State Penitentiary in the following amounts (corrected figures are in bold):

<b>2005 Call Dates</b>	<b>Number of Calls</b>	<b>Overcharges</b>
March 14-April 15	[REDACTED]	\$ [REDACTED]
April 16 – May 15	[REDACTED]	\$ [REDACTED]
May 16-June 15	[REDACTED]	\$ [REDACTED]
<b>Totals</b>	[REDACTED]	\$ [REDACTED]

## **SUMMARY OF AMENDED FINDINGS**

Commission staff finds AT&T in violation of RCW 80.36.130 improper billing on [REDACTED] occasions.