



AT&T Mobility Tele: 866.751.5570
Office of the President Fax: 425.288.5325

August 1, 2013

State of California
Department of Justice
P.O. Box 944255
Sacramento, CA 94244-2550

Complainant's Name: Mr. William Fogal
Agency File Number: 538492
Company File Number: CM20130723_69616893

AT&T Mobility ("AT&T") is in receipt of the above-referenced customer's complaint and appreciates the opportunity to respond. William Fogal has concerns regarding how AT&T calculates call time used to determine billing. He currently subscribes to a GoPhone prepaid plan which bills \$0.10 per minute. Upon review of his bill, he found a 29 second call was reported as 1 minute and 2 seconds resulting in him being charged for two minutes or \$0.20 from his prepaid balance. He considers this a scam and would like the billing practice investigated.

Danin Drahos, an Office of the President Specialist, attempted to contact Mr. Fogal via phone without success. Contact attempts were made on July 23, 26 and 30, 2013. On each call a voice message was provided. To date, Mr. Fogal has not contacted the specialist. In response to Mr. Fogal's concerns, prepaid service is billed in full minute increments. The time begins when the send button is pressed or the call is connected to the network. The time displayed on the phone does not reflect the actual minutes used for billing purposes. More information can be found on the AT&T website. Mr. Fogal may contact the specialist at the number listed below if he has further questions.

AT&T regrets any inconvenience caused by this matter. We trust this letter addresses your concerns regarding this complaint. If you have any questions regarding this case, please contact case specialist Danin Drahos at (228) 819-6316. For all other matters, please use your normal channel.

Sincerely,
D. Michael Rodriguez
AT&T Office of the President