

**CD Advisory Notice to CAB**  
**(November 2008 - 2)**

**1. AT&T Is Implementing Automatic Directory Assistance Platform**

Starting on November 18, 2008, customers who call AT&T California to receive directory assistance (DA)/411 for listings will receive the listings through an automated process.

The followings are features that AT&T's automated DA/411 platform intends to offer to better support the customers:

- Customers who speak the following words: Operator, Espanol, Police, Emergency, will be transferred to a live operator immediately.
- Customers will also reach a live operator if the automated system is unable to fulfill the request or does not understand the customer's voice instructions.
- In addition, AT&T would instruct all operators to give billing adjustments to all customers who incur 411 charges by dialing the 411 automated system and later hang-up before getting a number, and raise this as an issue when they reach the live operator.

The estimated Directory Assistance Automated Platform implementation schedule is shown below:

11/18/08 - Santa Rosa  
11/20/08 - San Diego  
12/2/08 - Gardena  
12/4/08 - Sacramento  
12/8/08 - Fresno/San Francisco  
12/10/08 - Sherman Oaks/ Reno  
1/6/09 - Bakersfield/ Chico / San Luis Obispo  
1/13/09 - Anaheim / Oakland  
1/15/09 - Stockton / Salinas

**2. Some of AT&T's Residential and Business Service Rates Are Going to Increase on January 1, 2009 as Shown Below:**

	9/1/2006 rate	Present rate	1/2/2009 rate	%change since last rate increase	% change since URF Implementation
Residential Anonymous Call Rejection Monthly Rate	\$1.90	\$5.00	<b>\$6.50</b>	20%	216%
Residential Call Trace Monthly Rate	\$4.65	\$4.65	<b>\$6.00</b>	29%	29%
Business Access Line Monthly Rate	\$9.80	\$16.75	<b>\$18.50</b>	10%	89%
Business Basic PBX Trunks Monthly Rate	\$10.35	\$17.50	<b>\$19.00</b>	9%	84%
Business Local Toll/minute	\$0.18	\$0.30	<b>\$0.35</b>	17%	94%
Business WirePro Plus	\$6.95	\$10.50	<b>\$10.95</b>	4%	58%
Business 3-way calling	\$3.89	\$5.00	<b>\$5.75</b>	15%	48%