

To: FRRS Board of Directors  
From: Paul Finnegan, Signal Department  
Re: Signal Department Report – AT&T Annual Contract (follow-up on February Report)  
Date: March 7, 2023

Last month I reported that I had secured a new annual contract for the voice telephone service at the museum.

On 3/6/23, Steve Habeck sent me an email with the latest AT&T bill attached showing a balance due of \$370.42. This was much higher than AT&T had led me to expect.

On 3/7/23, I contacted AT&T and working with Kenya, we realized that although the new contract was in the AT&T system, the billing department had failed to see the new contract. Since the old contract had expired, the service was billed as a business flat rate month-to-month service, at a much higher rate.

Kenya had to wait for the California office to open at 08:00 a.m. PST, before she could address the billing error. At approximately 8:20 a.m. PST, Kenya called me back with a new change order number (C27467903) and a corrected balance due for this month of \$130.42. She indicated the new contract was now in the AT&T billing system.

I informed our bookkeepers of the correct payment due.

Next month, we should double check the AT&T bill, but hopefully the issue is now resolved.