



CLEC Care Customer Education Package

Credit and Collection Policy

Credit and Deposit Policy

Before a new Competitive Local Exchange Carrier (COEC) customer can be established, they must provide AT&T a credit application to determine their credit rating and appropriate deposit requirements.

The Credit application may be found at

https://clec.att.com/clec_documents/unrestr/custguide/Deposits.doc

CLECs must provide proof of PSC/PUC certification, proof of tax-exempt status and if applicable, the signed Interconnection Agreement before submitting the credit application. The application must be signed and faxed to 678-966-2863.



Deposits

A deposit is a means of protecting AT&T from lost revenue when a credit review of the CLEC indicates credit risk.

Accounts will be reviewed routinely and adjustments to the deposit amount will be made when warranted. This can include increases or decreases to the deposit amount. When the customer is no longer a credit risk, a refund is made.

AT&T offers the CLEC three methods by which they can fulfill the deposit requirement: cash, Letter of Credit or Surety Bond.



Cash Deposit

Cash deposits should be sent to the address specified in the letter that will be received concerning deposits.

Interest on a security deposit, if provided in cash, shall accrue and be paid in accordance with the terms in the appropriate tariff.



Letter of Credit

A Letter of Credit is a legal document issued by a federally guaranteed financial institution guaranteeing a specific amount of money for a specific period of time.

The AT&T required Letter of Credit form will be attached to the deposit letter.



Surety Bond

A Surety Bond is obtained through an Insurance Agent and must be on the required AT&T form.

The Surety Bond form will be attached to the deposit letter.



Deposit

The Letter of Credit or the Surety Bond must be sent to:

AT&T Credit

10J32

675 W. Peachtree St.

Atlanta, GA 30375



Contact Number

For general credit and deposit questions, please contact AT&T at 404-927-5385.

