



**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

**FILED**

10/02/25

04:59 PM

**C2510005**

Paul Leondis,

Complainant,

(ECP)

vs.

Pacific Bell d/b/a AT&T California (U1001C),

Defendant.

Expedited Complaint  
(Rule 4.6)

| COMPLAINANT                                                                                                                                              | DEFENDANT                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Paul Leondis<br/>2331- 10th Street<br/>Berkeley CA 94710<br/>T: 510-649-0993<br/>E-mail: <a href="mailto:leondis@sonic.net">leondis@sonic.net</a></p> | <p>Pacific Bell d/b/a AT&amp;T California (U1001C)<br/>Attn: Mark Berry, Director-Regulatory<br/>430 Bush Street, 5th Floor<br/>San Francisco CA 94108<br/>T: 415-417-5033<br/>E-mail 1: <a href="mailto:U1001C-Regulatory@att.com">U1001C-Regulatory@att.com</a><br/>E-mail 2: <a href="mailto:mb2861@att.com">mb2861@att.com</a><br/>E-mail 3: <a href="mailto:rj2397@att.com">rj2397@att.com</a></p> |

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Paul Leondis

COMPLAINANT(S)

VS.

(B) AT&T (U-1001-C)

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with appeal to the Consumer Affairs Manager?  
the Commission's Consumer Affairs staff? ☒ YES ☐ NO

☒ YES ☐ NO

Has staff responded to your complaint?

☐ YES ☒ NO

Do you have money on deposit with the  
Commission?

☐ YES ☒ NO

Amount\$ \_\_\_\_\_

Is your service now disconnected?

☒ YES ☐ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

| Name of Complainant(s) | Address                            | Daytime Phone Number |
|------------------------|------------------------------------|----------------------|
| Paul Leondis           | 2331 - 10th St, Berkeley, CA 94710 | 510-649-0993         |
|                        |                                    |                      |
|                        |                                    |                      |

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

| Name of Defendant(s) | Address                               | Daytime Phone Number |
|----------------------|---------------------------------------|----------------------|
| AT&T                 | 430 - Bush St, San Francisco CA 94108 | 800-310-2355         |
|                      |                                       |                      |
|                      |                                       |                      |

(F) Explain fully and clearly the details of your complaint (Attaching additional pages if necessary and any supporting documentation)

AT&T has applied "late payment penalties" to Complainant's account. AT&T's own billing documents show that it bills \*in advance\* of the provision of service. When Complainant terminated service, AT&T showed that a refund was due as service had been billed \*prior to rendering this service.\*

Complainant alleges this is a violation of California Business & Professions Code section 17200 et seq. which prohibits false, fraudulent or unfair business practices. How can it be legitimate to charge a late payment fee for the payment for a service that has not yet been provided?

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☒ YES ☐ NO

(3) ☒ Regular Complaint ☐ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount)

Whether or not AT&T may charge late fees when the fees are charged before the service has actually been provided; Whether this practice is violative of California BPC 17200 et seq., also known as the California Unfair Competition Law.

Complainant attempted "informal" resolution; AT&T stated that informal resolution was not possible as they were unable to communicate via email with Complainant.

(5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.  
Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

|                                             |                  |
|---------------------------------------------|------------------|
| Prehearing Conference<br>(Example: 6/1/09): | To Be Determined |
| Hearing (Example: 7/1/09)                   | To Be Determined |

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach pages if necessary)

Complainant requests AT&T be ordered to refund all "late payment penalties" to account:  
510 649-0227 839 3  
AND enjoined from further unfair, fraudulent and false business practices.

(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are

leondis@sonic.net

(J)

Dated Berkeley , California, this 30th day of September , 2025  
(City) (date) (month) (year)

/s/ Paul Leondis

Signature of each complainant

**(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)**

(K)

## REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail),  
signature of representative, if any.

|                         |  |
|-------------------------|--|
| Name of Representative: |  |
| Address:                |  |
| Telephone Number:       |  |
| E-mail:                 |  |
| Signature               |  |

**VERIFICATION**  
(For Individual Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing are true of my knowledge, except as to matters which are therein stated on information and belief, matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on 30 September, 2025 , at Berkeley , California  
(date) (City)

/s/ Paul Leondis  
(Complainant Signature)

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**VERIFICATION**  
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on behalf. The statements in the foregoing document are true of my own knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on \_\_\_\_\_ , at \_\_\_\_\_ , California  
(date) (City)

\_\_\_\_\_  
Signature of Officer

\_\_\_\_\_  
Title

(N) **NUMBER OF COPIES NEEDED FOR FILING:**

If you are filing your formal complaint on paper, then submit one (1) original, ~~one~~ (6) copies (1) copy for each named defendant. For example, if your formal complaint has one defendant, you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (<http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission  
Attn: Docket Office

505 Van Ness Avenue, Room 2001  
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

/s/ Paul Leondis

\_\_\_\_\_  
Signature

30 September 2025

\_\_\_\_\_  
Date

Paul Leondis

\_\_\_\_\_  
Print your name



# AT&T

PAUL E LEONDIS  
2331 10TH ST  
BERKELEY CA 94710 - 2376

Page 1 of 2  
Account Number 510 649-0227 839 3  
Billing Date Jun 6, 2025  
Web Site att.com

## Monthly Statement

### Bill-At-A-Glance

|                                   |                |
|-----------------------------------|----------------|
| Previous Bill                     | 31.66          |
| Payment                           | .00            |
| Adjustments                       | .00            |
| Past Due - Please Pay Immediately | 31.66          |
| Current Charges                   | 12.58CR        |
| <b>Total Amount Due</b>           | <b>\$19.08</b> |

Current Charges Due in Full by Jul 4, 2025

FINAL BILL

### Billing Summary

Online: att.com/myatt

|                              |                |
|------------------------------|----------------|
| Plans and Services           | 12.58CR        |
| 1 800 288-2020               |                |
| <b>Total Current Charges</b> | <b>12.58CR</b> |

### Connect to savings

Get powerful connections and maximum value with our best wireless plans and hyper-fast internet options today.  
Call 844.233.3369.

### Plans and Services

#### Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Based on a request, effective May 30, 2025, local service(s) will be provided by a new carrier.

Please contact them directly at their office for service-related concerns.

**Charges for 510 649-0227**

**Order No. D15026773**

| Item                                                                                        | No. | Description                                       | Quantity | Monthly Rate | Amount Billed  |
|---------------------------------------------------------------------------------------------|-----|---------------------------------------------------|----------|--------------|----------------|
| <b>Services Disconnected</b>                                                                |     |                                                   |          |              |                |
| (Monthly Charges were Billed in Advance and are Prorated from May 30, 2025 to Jun 19, 2025) |     |                                                   |          |              |                |
| 1.                                                                                          |     | Residence Service Flat Rate With Toll Restriction | 1        | 42.50        | 25.50CR        |
| 2.                                                                                          |     | Fed Sub Line Chrg Lifeline Cr                     | 1        | 6.21CR       | 3.73           |
| 3.                                                                                          |     | Federal Subscriber Line Charge                    | 1        | 6.21         | 3.73CR         |
| 4.                                                                                          |     | CA Lifeline and Carrier Credit                    | 1        | 21.72CR      | 13.03          |
| 5.                                                                                          |     | Lifeline Credit                                   | 1        | .43CR        | .26            |
| Total 510 649-0227                                                                          |     |                                                   |          |              | 12.21CR        |
| <b>Total Additions and Changes to Service</b>                                               |     |                                                   |          |              | <b>12.21CR</b> |

#### Government Fees and Taxes

|    |         |       |
|----|---------|-------|
| 6. | Federal | .37CR |
|----|---------|-------|

**Total Plans and Services 12.58CR**

### News You Can Use

#### ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

#### FINAL BILL VIDEO

Need help reading your final bill? Visit att.com/finalbillvideo to view a helpful video.

#### CARRIER COST REC FEE

The Carrier Cost Recovery Fee helps recover costs associated with providing state-to-state and international long distance service, including expenses for national regulatory fees and programs, as well as connection and account servicing charges.

### News You Can Use Summary

- ELECTRONIC PAYMENTS
- CARRIER COST REC FEE
- CALIFORNIA SURCHARGE
- FINAL BILL VIDEO
- FEES AND SURCHARGES
- CREDIT BALANCE

See "News You Can Use" for additional information

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.

Manage your account at att.com