

ACCOUNT NUMBER: 001 826 183240301 8  
 STATEMENT DATE: Jun 19, 2004

PAYMENT BALANCE	PAYMENTS	OUTSTANDING BALANCE	NEW CHARGES	NEW BALANCE	DUE BY
\$38.41	-\$38.41	\$0.00	\$37.16	\$37.16	07/16/04

**BILL-AT-A-GLANCE**

Outstanding Balance \$0.00  
 COMCAST DIGITAL PHONE SERVICES \$37.16  
**NEW BALANCE \$37.16**

Your long distance carrier is AT&T for (847) 882-4966  
 Your local toll carrier is AT&T for (847) 882-4966  
 Your local carrier is Comcast Digital Phone for all lines listed above.  
 To ensure there have been no unauthorized changes, please confirm your selected carriers as of your statement date displayed on this page.  
 Thank you for choosing Comcast.  
 Please see important messages regarding your Comcast Digital Phone Services at the end of the bill.

**IMPORTANT NUMBERS**  
 Customer Service 1-800-288-2085  
 TTY/TDD 1-866-853-1851

**Monthly Itemized Charges**  
 Service from 06/20/04 to 07/19/04

<b>PAYMENTS</b>	
YOUR PAYMENT ACTIVITY:	
PAYMENT RECEIVED - THANK YOU	-\$35.41
<b>TOTAL - PAYMENTS</b>	<b>-\$35.41</b>
<b>COMCAST DIGITAL PHONE SERVICES</b>	
YOUR SELECTED OFFER:	\$23.05
1 LINE LOCAL ONLY PLAN:	
- PRIMARY LINE	
- LOCAL ONLY PLAN	
- INCLUDED FEATURES	
<b>SUBTOTAL</b>	<b>\$23.05</b>
<b>(847)882-4966</b>	
LINE CHARGES	
SUBSCRIBER LINE CHARGE	\$4.99
<b>SUBTOTAL</b>	<b>\$4.99</b>
<b>FEATURES AND SERVICES</b>	
INSIDE WIRE MAINTENANCE - PER LINE	\$1.00
<b>SUBTOTAL</b>	<b>\$1.00</b>
<b>LOCAL CHARGES AND CALLS</b>	
CALL RETURN CALLS	\$1.50
<b>SUBTOTAL</b>	<b>\$1.50</b>
<b>OTHER CHARGES AND CREDITS</b>	
UNIVERSAL CONNECTIVITY CHARGE	\$0.43
<b>SUBTOTAL</b>	<b>\$0.43</b>
<b>TAXES AND SURCHARGES</b>	
FEDERAL EXCISE TAX	\$0.92
STATE TELECOM EXCISE TAX	\$2.21
STATE UNIVERSAL SERVICE FUND	\$0.05
STATE GROSS RECEIPTS TAX	\$0.13
IL PUC SURCHARGE	\$0.02
IL TELCOM RELAY SVC AND EQUIPMENT	\$0.07
MUNICIPAL TELECOMMUNICATIONS TAX	\$1.89
<b>SUBTOTAL</b>	<b>\$5.29</b>
<b>TOTAL - COMCAST DIGITAL PHONE SERVICES</b>	<b>\$37.16</b>

*pd*  
*7/8*  
*FF 9145*

# Your AT&T Statement

November 9–January 8, 2005



#8WNCJFM  
#33181123543015#D 0024477AT10.292B102A77206\*\*3DG

EDWARD G ANDERSEN  
903 AIMTREE PL  
SCHAUMBURG IL 60194-4207

Customer ID: 847 882-4968 1123543  
Page 1 of 4

Customer Service: 1 800 222-0300  
Text Phone (TTY): 1 800 833-3232  
Internet Address: [www.att.com](http://www.att.com)

.....

## Summary of charges

Previous balance .....	12.31
Payment received Nov 21 - Thank you .....	-12.31
Adjustments and credits .....	-0.12
Credit balance as of January 06 .....	<u>\$0.12</u>
AT&T direct dialed calls ..... p 3 .....	44.08
Other charges and credits ..... p 3 .....	13.15
Taxes and surcharges ..... p 3 .....	9.52
Current charges .....	<u>\$66.75</u>
<b>Total amount due</b> .....	<b>\$66.63</b>
<b>Date due</b> .....	<b>February 2, 2005</b>



**Extra! Extra!**  
SAVE OVER \$250 A YEAR WITH  
VoIP -- AT&T CALLVANTAGE  
PHONE SERVICE FOR  
BROADBAND! SIGN UP AT

<http://www.att.com/64572> TODAY.  
Continued ▶

*Pd. 66.63  
1/21  
+ 9293*

Continues on back

*EX #2*

# Your AT&T Statement

January 9-February 8, 2005



#8WNCJFM  
\*33181123543016#D 0024792AT10.292B124A79642\*\*3DG

EDWARD G ANDERSEN  
903 AIMTREE PL  
SCHAUMBURG IL 60194-4207

Customer ID: 847 882-4966 1123  
Page 1 of 6

Customer Service: 1 800 222-030  
Text Phone (TTY): 1 800 833-3233  
Internet Address: www.att.com



## Summary of charges

Previous balance .....	66.63
Payment received Jan 23 - Thank you .....	-66.63
AT&T direct dialed calls ..... p 3 .....	2,177.10
Other charges and credits ..... p 5 .....	5.58
Taxes and surcharges ..... p 5 .....	368.48
<b>Total amount due</b> .....	<b>\$2,551.12</b>
<b>Date due</b> .....	<b>March 5, 2005</b>



## Extra! Extra!

SAVE OVER \$250 A YEAR WITH  
VoIP -- AT&T CALLVANTAGE  
PHONE SERVICE FOR  
BROADBAND! SIGN UP AT  
<http://www.att.com/64572> TODAY.  
Continued ▶

*1300 amount*

Continues on back

## Detach and return with payment

Please write your customer ID on your check or money order made payable to AT&T. Do not send cash. Do not staple this portion to your payment. Thank you.

**Total amount due** .....

---

**Date due** .....

EDWARD G ANDERSEN  
Jan 9-Feb 8, 2005

Customer ID: 847 882-4966 D

Amount enclosed: \$

Moving? It's hassle-free with AT&T. Check the box, print your new address on back.

Save your check! Visit  
[www.att.com/remitdoc](http://www.att.com/remitdoc)



AT&T  
PO BOX 8212  
AURORA IL 60572-8212



33181123543010060100000255112000025511200002551120

*EX #3*



**AT&T direct dialed calls**

**Domestic calls**

	Date	Number called	Where	Time	Rate	Type	Min	Amount
1	Jan 10	312 861-0808	Chicago,IL	8:47am	day	direct	6	1.68
2	Jan 10	708 257-2778	LA Grange,IL	8:08pm	eve	direct	10	2.60
3	Jan 12	630 897-8523	Aurora,IL	9:53am	day	direct	3	.84
4	Jan 13	847 594-7883	Algonquin,IL	3:45pm	day	direct	7	1.96
5	Jan 13	847 594-7883	Algonquin,IL	4:00pm	day	direct	14	3.92
6	Jan 13	847 594-7883	Algonquin,IL	4:17pm	day	direct	38	10.64
7	Jan 14	847 594-7883	Algonquin,IL	9:21am	day	direct	108	30.24
8	Jan 14	847 594-7883	Algonquin,IL	12:28pm	day	direct	27	7.56
9	Jan 14	847 594-7883	Algonquin,IL	12:55pm	day	direct	47	13.16
10	Jan 14	847 594-7883	Algonquin,IL	2:58pm	day	direct	48	13.44
11	Jan 14	847 594-7883	Algonquin,IL	6:46pm	day	direct	40	10.68
12	Jan 14	847 594-7883	Algonquin,IL	8:20pm	eve	direct	75	19.50
13	Jan 15	708 257-2778	LA Grange,IL	11:44am	night	direct	2	.44
14	Jan 15	847 962-4196	Northbrook,IL	12:52pm	night	direct	6	1.32
15	Jan 15	847 594-7883	Algonquin,IL	1:43pm	night	direct	123	27.06
16	Jan 15	847 594-7883	Algonquin,IL	6:17pm	night	direct	123	27.06
17	Jan 15	847 594-7883	Algonquin,IL	10:13pm	night	direct	107	23.54
18	Jan 16	847 594-7883	Algonquin,IL	10:17am	night	direct	105	23.10
19	Jan 16	847 594-7883	Algonquin,IL	4:03pm	night	direct	7	1.54
20	Jan 16	847 594-7883	Algonquin,IL	5:22pm	night	direct	9	1.98
21	Jan 16	847 594-7883	Algonquin,IL	5:39pm	night	direct	178	39.16
22	Jan 16	847 594-7883	Algonquin,IL	8:44pm	night	direct	191	42.02
23	Jan 17	847 594-7883	Algonquin,IL	12:50pm	day	direct	175	49.00
24	Jan 17	847 594-7883	Algonquin,IL	8:57pm	eve	direct	104	27.04
25	Jan 18	847 594-7883	Algonquin,IL	1:51pm	day	direct	107	29.96
26	Jan 18	847 594-7883	Algonquin,IL	5:22pm	day	direct	169	45.90
27	Jan 19	847 594-7883	Algonquin,IL	9:21am	day	direct	179	50.12
28	Jan 19	630 897-8523	Aurora,IL	2:28pm	day	direct	1	.28
29	Jan 19	312 413-4354	Chicago,IL	3:32pm	day	direct	2	.56
30	Jan 19	847 594-7883	Algonquin,IL	8:41pm	eve	direct	133	34.58
31	Jan 20	630 897-8523	Aurora,IL	9:19am	day	direct	12	3.36
32	Jan 20	708 259-1185	Blueisland,IL	1:03pm	day	direct	1	.28
33	Jan 20	847 594-7883	Algonquin,IL	1:51pm	day	direct	69	19.32
34	Jan 20	847 594-7883	Algonquin,IL	9:05pm	eve	direct	112	29.12
35	Jan 21	847 594-7883	Algonquin,IL	1:00pm	day	direct	128	35.84
36	Jan 21	847 594-7883	Algonquin,IL	7:22pm	eve	direct	151	39.26
37	Jan 22	847 594-7883	Algonquin,IL	9:20am	night	direct	19	4.18
38	Jan 22	847 594-7883	Algonquin,IL	1:32pm	night	direct	201	44.22
39	Jan 22	847 594-7883	Algonquin,IL	5:21pm	night	direct	348	76.12
40	Jan 23	847 594-7883	Algonquin,IL	2:09pm	night	direct	212	46.64
41	Jan 23	847 594-7883	Algonquin,IL	6:58pm	night	direct	252	55.44
42	Jan 24	847 594-7883	Algonquin,IL	9:20am	day	direct	361	101.08
43	Jan 24	847 594-7883	Algonquin,IL	8:51pm	eve	direct	130	33.80
44	Jan 25	847 594-7883	Algonquin,IL	1:57pm	day	direct	182	50.96
45	Jan 25	847 594-7883	Algonquin,IL	8:57pm	eve	direct	154	40.04
46	Jan 26	847 594-7883	Algonquin,IL	9:02am	day	direct	207	57.96
47	Jan 26	847 594-7883	Algonquin,IL	4:01pm	day	direct	68	19.04
48	Jan 26	847 594-7883	Algonquin,IL	6:10pm	day	direct	241	63.66
49	Jan 27	847 594-7883	Algonquin,IL	1:51pm	day	direct	13	3.64
50	Jan 27	847 594-7883	Algonquin,IL	2:39pm	day	direct	95	26.60
51	Jan 27	847 594-7883	Algonquin,IL	5:45pm	day	direct	182	48.82

Customer Service: 1 800 222-0300  
Text Phone (TTY): 1 800 833-3232  
Internet Address: www.att.com

Jan 9-Feb 8, 2005  
Customer ID: 847 882-4966  
Page 4 of 6

### Domestic calls

	Date	Number called	Where	Time	Rate	Type	Min	Amount
52	Jan 27	847 594-7883	Algonquin,IL	11:20pm	eve	direct	44	11.44
53	Jan 28	847 594-7883	Algonquin,IL	2:57pm	day	direct	31	8.68
54	Jan 29	847 594-7883	Algonquin,IL	10:49am	night	direct	37	8.14
55	Jan 29	847 594-7883	Algonquin,IL	3:47pm	night	direct	129	28.38
56	Jan 29	847 594-7883	Algonquin,IL	6:17pm	night	direct	174	38.28
57	Jan 30	847 594-7883	Algonquin,IL	7:17pm	night	direct	137	30.14
58	Jan 31	847 594-7883	Algonquin,IL	12:56pm	day	direct	40	11.20
59	Jan 31	630 897-8523	Aurora,IL	2:50pm	day	direct	1	.28
60	Jan 31	708 259-1185	Blueisland,IL	4:00pm	day	direct	1	.28
61	Jan 31	847 594-7883	Algonquin,IL	8:30pm	eve	direct	75	19.50
62	Jan 31	847 594-7883	Algonquin,IL	9:46pm	eve	direct	134	34.84
63	Feb 1	312 861-0808	Chicago,IL	8:10am	day	direct	1	.28
64	Feb 1	312 861-0608	Chicago,IL	8:32am	day	direct	1	.28
65	Feb 1	847 966-2040	Skokie,IL	9:03am	day	direct	2	.56
66	Feb 1	847 594-7883	Algonquin,IL	1:50pm	day	direct	103	28.84
67	Feb 1	847 594-7883	Algonquin,IL	5:26pm	day	direct	295	78.58
68	Feb 2	312 861-0808	Chicago,IL	8:45am	day	direct	3	.84
69	Feb 2	847 594-7883	Algonquin,IL	9:25am	day	direct	163	45.64
70	Feb 2	847 594-7883	Algonquin,IL	4:13pm	day	direct	169	47.28
71	Feb 2	847 594-7883	Algonquin,IL	7:54pm	eve	direct	9	2.34
72	Feb 2	847 594-7883	Algonquin,IL	8:51pm	eve	direct	93	24.18
73	Feb 3	847 594-7883	Algonquin,IL	1:54pm	day	direct	50	14.00
74	Feb 3	847 594-7883	Algonquin,IL	8:51pm	eve	direct	101	26.26
75	Feb 4	847 594-7883	Algonquin,IL	10:31am	day	direct	73	20.44
76	Feb 4	847 594-7883	Algonquin,IL	1:55pm	day	direct	61	17.08
77	Feb 4	630 897-8523	Aurora,IL	4:24pm	day	direct	1	.28
78	Feb 4	847 594-7883	Algonquin,IL	6:53pm	day	direct	189	49.28
79	Feb 5	847 966-2040	Skokie,IL	1:53pm	night	direct	3	.66
80	Feb 5	312 861-0808	Chicago,IL	1:56pm	night	direct	1	.22
81	Feb 5	708 257-2778	LA Grange,IL	2:01pm	night	direct	1	.22
82	Feb 5	708 257-2778	LA Grange,IL	3:07pm	night	direct	1	.22
83	Feb 5	847 395-2974	Antioch,IL	4:30pm	night	direct	19	4.18
84	Feb 5	262 537-2408	Wheatland,WI	4:49pm	night	direct	18	.90
85	Feb 5	847 594-7883	Algonquin,IL	6:18pm	night	direct	243	53.46
86	Feb 6	847 796-9600	Chicago,IL	10:54am	night	direct	1	.22
87	Feb 6	847 594-7883	Algonquin,IL	11:07am	night	direct	323	71.06
88	Feb 6	847 594-7883	Algonquin,IL	4:41pm	night	direct	6	1.76
89	Feb 6	847 594-7883	Algonquin,IL	7:48pm	night	direct	1	.22
90	Feb 6	847 594-7883	Algonquin,IL	7:49pm	night	direct	153	33.66
91	Feb 7	312 861-0808	Chicago,IL	8:36am	day	direct	1	.28
92	Feb 7	847 594-7883	Algonquin,IL	9:35am	day	direct	278	77.84
93	Feb 7	847 594-7883	Algonquin,IL	5:21pm	day	direct	159	43.32
94	Feb 7	847 594-7883	Algonquin,IL	8:29pm	eve	direct	5	1.30
							8612	\$2,177.10

*Comcast*



### Other charges and credits

Date	Description	Amount
95 Feb 8	Universal connectivity charge For an explanation of this charge, please call 1 800 532-2021 or visit <a href="http://www.consumer.att.com/connectivity_charge">http://www.consumer.att.com/connectivity_charge</a>	.62
98 Feb 8	Regulatory assessment fee This fee is not a tax or charge required by government. It helps AT&T recover expenses, including interstate access charges; property taxes; and costs of regulatory compliance and proceedings. For information, call 1 800 854-9940.	.99
97 Feb 8-Mar 7	Basic rate monthly charge	3.95
		<b>\$5.56</b>

### Taxes and surcharges

Description	Amount
Federal tax	65.69
Telecomm Excise	284.68
Illinois PUC Surcharge	2.18
IL Universal Service Fund	4.96
Infrastructure Maintenance Fee	10.95
	<b>\$368.46</b>

### Important information about your telephone service

Effective April 1, 2005, AT&T's Basic Rate plan, for state-to-state calls direct-dialed from home is increasing Monday through Friday for daytime calls from 35 cents to 39 cents per-minute, and evening calls from 29.5 cents to 33.5 cents per-minute. Weekend state-to-state calls will increase from 5 cents to 10 cents per-minute. For information, please call 1 800 697-4893.

Effective 3/1/05, AT&T's basic rates for in-state long distance direct-dialed from home will increase to \$.36 Peak, \$.33 Off-peak, and \$.29 Weekends. Direct-dialed local toll calls will increase to \$.33 Peak, \$.31 Off-peak, and \$.27 Weekends. If you have a local toll overlay plan, the local toll rates will not change. To see other AT&T calling plans, visit <http://www.att.com>

Paying by check authorizes AT&T to send the information from your check electronically to your bank for payment. Your account will be debited in the amount of your check and the transaction will appear on your bank statement. Your original check will be destroyed once processed, and you will not receive your cancelled check back. If we cannot post the transaction electronically, you authorize us to present an image copy of your check for payment. If you have further questions regarding this process, or if you do not wish to participate in AT&T's check conversion program please call 800-201-2367.

# Your AT&T Statement

*2nd bill*

February 9-March 8, 2005



#BWNCFM  
#33181123543018#D 0040818AT10.292B218A82114\*\*3DG



EDWARD G ANDERSEN  
903 AIMTREE PL  
SCHAUMBURG IL 60194-4207

Customer ID: 847 882-4968 11235  
Page 1 of 4

Customer Service: 1 800 222-0300  
Text Phone (TTY): 1 800 833-3232  
Internet Address: [www.att.com](http://www.att.com)



## Summary of charges

Previous balance .....	2,551.12
Payments .....	0.00
<b>UNPAID BALANCE DUE UPON RECEIPT .....</b>	<b>\$2,551.12</b>
AT&T direct dialed calls ..... p 3 .....	628.52
Other charges and credits ..... p 3 .....	5.47
Taxes and surcharges ..... p 4 .....	107.01
Current charges due Apr 2, 2005.....	\$741.00
<b>Total amount due</b> .....	<b>\$3,292.12</b>



## Extra! Extra!

Subscribe to USA TODAY and enjoy the convenience of home or office delivery for only \$12.95 per month. Continued ▶

Failure to pay the balance due may result in negative reporting to the credit bureau.

Continues on back

## Detach and return with payment

Please write your customer ID on your check or money order made payable to AT&T. Do not send cash. Do not staple this portion to your payment. Thank you.

**Total amount due** ..... **\$3,292.12**

**Date due** ..... **April 2, 2005**

Amount enclosed: \$



AT&T  
PO BOX 8212  
AURORA IL 60572-8212



EDWARD G ANDERSEN  
Feb 9-Mar 8, 2005

Customer ID: 847 882-4966 D

Moving? It's hassle-free with AT&T. Check the box, print your new address on back.

Save your check! Visit [www.att.com/remidoc](http://www.att.com/remidoc)

33181123543010060100000329212000007410000003292122

*EX #4*



**AT&T direct dialed calls**

**Domestic calls**

	Date	Number called	Where	Time	Rate	Type	Min.	Amount	
1	Feb 8	847 594-7883	Algonquin, IL	2:04pm	day	direct	189	47.32	
2	Feb 8	847 594-7883	Algonquin, IL	5:53pm	day	direct	93	25.52	
3	Feb 8	847 594-7883	Algonquin, IL	8:54pm	eve	direct	15	3.90	
4	Feb 8	847 594-7883	Algonquin, IL	9:51pm	eve	direct	49	12.74	
5	Feb 9	847 594-7883	Algonquin, IL	11:19am	day	direct	15	4.20	
6	Feb 9	847 594-7883	Algonquin, IL	11:54am	day	direct	21	5.88	
7	Feb 9	847 594-7883	Algonquin, IL	4:06pm	day	direct	11	3.08	
8	Feb 9	847 594-7883	Algonquin, IL	5:28pm	day	direct	154	41.88	
9	Feb 9	847 594-7883	Algonquin, IL	8:58pm	eve	direct	82	21.32	
10	Feb 10	847 594-7883	Algonquin, IL	5:24pm	day	direct	192	51.84	
11	Feb 11	847 594-7883	Algonquin, IL	11:46am	day	direct	381	101.08	
12	Feb 11	847 594-7883	Algonquin, IL	5:53pm	day	direct	148	39.30	
13	Feb 12	847 594-7883	Algonquin, IL	2:44pm	night	direct	45	9.90	
14	Feb 12	847 594-7883	Algonquin, IL	3:56pm	night	direct	287	63.14	
15	Feb 13	847 594-7883	Algonquin, IL	10:08am	night	direct	381	79.42	
16	Feb 13	847 594-7883	Algonquin, IL	4:13pm	night	direct	193	42.46	
17	Feb 13	847 594-7883	Algonquin, IL	7:40pm	night	direct	95	20.90	
18	Feb 14	847 594-7883	Algonquin, IL	10:39am	day	direct	168	47.04	
19	Feb 19	847 594-7883	Algonquin, IL	11:35am	night	direct	7	1.54	
20	Feb 28	708 257-2778	LA Grange, IL	8:12pm	eve	direct	3	.78	
21	Mar 1	708 259-1185	Blueisland, IL	8:51am	day	direct	1	.33	
22	Mar 1	630 897-8523	Aurora, IL	8:55am	day	direct	14	4.62	
23	Mar 1	847 594-7883	Algonquin, IL	1:28pm	day	direct	1	.33	
								2483	\$628.52

*changed # ←*

*→ Should not be on because the # was changed Feb. 14<sup>th</sup>*

*→ Should not be on because the # was changed Feb. 14<sup>th</sup>*

**Other charges and credits**

	Date	Description	Amount
24	Feb 8-Mar 7	Basic rate monthly charge	3.95
25	Mar 8	Universal connectivity charge For an explanation of this charge, please call 1 800 532-2021 or visit <a href="http://www.consumer.att.com/connectivity_charge">http://www.consumer.att.com/connectivity_charge</a>	.53
26	Mar 8	Regulatory assessment fee This fee is not a tax or charge required by government. It helps AT&T recover expenses, including interstate access charges; property taxes; and costs of regulatory compliance and proceedings. For information, call 1 800 854-9940.	.99
			<b>\$5.47</b>

# Legal Services Benefit Plan

A Service Of  
Borovsky & Ehrlich  
111 East Wacker Drive  
Suite 1325  
Chicago, Illinois 60601

DONALD J. MOCK

Telephone (312) 861-0808

Facsimile (312) 819-0948

May 27, 2005

Via Certified & First Class Mail

Comcast Customer Care  
934 North Expressway 15  
PMB 19  
Brownsville, TX 78520

RE: Dispute Over Account No. 847-882-4966 1123543  
Our Client: Edward Anderson  
Our File No: 402775-03

Dear Sir/Madam:

The firm of Borovsky & Ehrlich represents Edward Anderson relative to his complaint against Comcast for deceptive practices when AT&T recently began billing his account in excess of \$2,500.00 for local toll calls. This telephone number was a local telephone charge on the Comcast bill for a number of years and was being used for Internet service. Without any notice to Mr. Anderson, Comcast apparently lost the contract for this telephone number and AT&T started charging local toll calls with respect to the number resulting in an excessive telephone charge against his account. In addition, AT&T then disconnected his long distance telephone line and has failed and refused to take any action to resolve the disputed balance.

We have made a number of telephone calls to Comcast representatives who refused to take any action to resolve the disputed claim. In addition, we contend that it is a deceptive practice to cancel a contract relative to local telephone numbers, allow those numbers to change to local toll numbers, and allow AT&T to bill the consumer excessively without any notice to the consumer of Comcast's intent to change its billing practice with respect to those telephone numbers. We suspect that Comcast has done this to numerous consumers all to their detriment in violation of FCC Rules, Illinois Statutory Enactments and Federal Law.

We are informed that Comcast had failed to disclose to Mr. Anderson that it did not renew certain contracts which AT&T picked up and charged to Mr. Anderson. Originally, Comcast extended these telephone numbers to Mr. Anderson as local telephone calls and without notice discontinued providing those communication services.

**Certified Mail Provides:**  
■ A mailing receipt  
■ A unique identifier for your mailpiece  
■ A record of delivery kept by the Postal Service for two years  
**Important Reminders:**  
■ Certified Mail may ONLY be combined with First-Class Mail or Priority Mail.  
■ Certified Mail is not available for any class of International mail.

S Form 3800, June 2002 (Reverse) (Resale)  
25595-02-M-1692

Sent To

Comcast Care Center  
Street, Apt. No.,  
or PO Box No. 934 N. Expressway 15  
City, State, Zip+4 PMB 19 - Brownsville TX

PS Form 3800, June 2002

250

EX #5

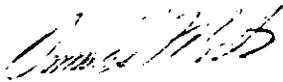
**Legal Services Benefit Plan**  
 A Service Of  
**Borovsky & Ehrlich**

Comcast Customer Care  
 May 27, 2005  
 Page Two

Unless Comcast takes immediate steps to remove the excessive and unfair billing against Mr. Anderson's account, we will pursue all available remedies in equity or at law against Comcast including actual damages, consequential damages, incidental damages, attorney fees, expenses and costs.

Very truly yours,

**BOROVSKY & EHRlich**



Donald J. Mock  
 DJM/cmg

cc: Mr. Edward Anderson

Is your RETURN ADDRESS completed on the reverse side?	<b>SENDER:</b> • Complete items 1 and/or 2 for additional services. • Complete items 3, 4a, and 4b. • Print your name and address on the reverse of this form so that we can return this card to you. • Attach this form to the front of the mailpiece, or on the back if space does not permit. • Write "Return Receipt Requested" on the mailpiece below the article number. • The Return Receipt will show to whom the article was delivered and the date delivered.		I also wish to receive the following services (for an extra fee): 1. <input type="checkbox"/> Addressee's Address 2. <input type="checkbox"/> Restricted Delivery Consult postmaster for fee.
	3. Article Addressed to: Comcast Care Center 934 N. EXPRESSWAY 15 PMB 19 Brownsville TX 78520		7002 2030 0001 0005 25
	4. Received By: (Print Name) _____		4b. Service Type <input type="checkbox"/> Registered <input checked="" type="checkbox"/> Certified <input type="checkbox"/> Express Mail <input type="checkbox"/> Insured <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> COD
	5. Signature (Addressee or Agent) X 		7. Date of Delivery 5-31-05
	6. Addressee's Address (Only if requested and fee is paid) _____		8. Addressee's Address (Only if requested and fee is paid) _____

# Legal Services Benefit Plan

A Service Of  
**Borovsky & Ehrlich**  
 111 East Wacker Drive  
 Suite 1325  
 Chicago, Illinois 60601

Telephone (312) 861-0808

Facsimile (312) 819-0948

DONALD J. MOCK

May 27, 2005

**Via Certified and First Class Mail**

AT&T  
 P.O. Box 8212  
 Aurora, Illinois 60572

Re: Dispute Over Account No. 847-882-4966 1123543  
 Our Client: Edward Anderson  
 Our File No: 402775-03

Dear Sir/Madam:

The firm of Borovsky & Ehrlich represents Edward Anderson relative to his complaint against AT&T for deceptive practices in billing his account in excess of \$2,500.00 for local toll calls. This telephone number was a local telephone charge on Mr. Anderson's AT&T bill for a number of years and was being used for Internet service. Without any notice to Mr. Anderson, AT&T started charging local toll calls with respect to the number resulting in an excessive telephone charge against his account. In addition, AT&T then disconnected his long distance telephone line and has failed and refused to take any action to resolve the disputed balance. We have made a number of telephone calls to AT&T representatives who refused to take any action to resolve the disputed claim. In addition, we contend that it is a deceptive practice to take over a contract relative to local telephone numbers, change those to local toll numbers and bill the consumer excessively without any notice to the consumer of AT&T's intent to change its billing practice with respect to those telephone numbers. We suspect that AT&T has done this to numerous consumers all to their detriment in violation of FCC Rules, Illinois Statutory Enactments and Federal Law. Unless AT&T takes immediate steps to remove the excessive and unfair billing against Mr. Anderson's account, we will pursue all available remedies in equity or at law against AT&T including actual damages, consequential damages, incidental damages, attorney fees, expenses and costs.

<b>U.S. Postal Service™</b>	
<b>CERTIFIED MAIL™ RECEIPT</b>	
<i>(Domestic Mail Only; No Insurance Coverage Provided)</i>	
For delivery information visit our website at <a href="http://www.usps.com">www.usps.com</a>	
<b>POSTAGE WILL BE PAID BY ADDRESSEE</b>	
Postage \$	Postmark Here
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees \$	
Sent To <u>AT&amp;T</u>	
Street Apt. No. <u>P.O. Box 8212</u>	
PO Box No. <u>Aurora 60572</u>	
City, State, ZIP+4 <u>Aurora IL 60572</u>	

RETURN ADDRESS completed on the reverse side?	<b>SENDER:</b> • Complete items 1 and/or 2 for additional services. • Complete items 3, 4a, and 4b. • Print your name and address on the reverse of this form so that we can return this card to you. • Attach this form to the front of the mailpiece, or on the back if space does not permit. • Write "Return Receipt Requested" on the mailpiece below the article number. • The Return Receipt will show to whom the article was delivered and the date delivered.	I also wish to receive following services (extra fee): 1. <input type="checkbox"/> Addressee's 2. <input type="checkbox"/> Restricted Consult postmaster	
	3. Article Addressed to: <u>AT&amp;T</u> <u>P.O. Box 8212</u> <u>Aurora, IL 60572</u>	7002 2030 0001 0005	
	4b. Service Type <input type="checkbox"/> Registered <input type="checkbox"/> Express Mail <input checked="" type="checkbox"/> Return Receipt for Merchandise	7. Date of Delivery <u>6/1/05</u>	
	5. Received By: (Print Name) <u>[Signature]</u>	8. Addressee's Address (Only if and fee is paid) <u>EX#6</u>	
6. Signature: (Addressee or Agent)			

# Fax

To: Donald Mock

From: Edward Andersen

Fax: 312-819-0948

Pages: 2

Phone: 312-861-0808

Date: 5/11/2005

Re: AT & T dispute

CC:

Urgent

For Review

Please Comment

Please Reply

Please Recycle

• Comments:

EX #7

Mr. Mock:

I received this bill from AT&T on July 16<sup>th</sup>.  
On page 2, they are showing charges for  
\$298.61 on July 7<sup>th</sup>. Then on July 7<sup>th</sup> they  
are showing billing errors. On page 1 they  
show credits for \$298.61, then they show  
charges for \$298.61. This puts the bill right  
back to \$3,252.12. I do not know what  
they are doing. I do not know how there  
would be any charges on July 7<sup>th</sup> because  
I cannot make any ~~calls~~ long distance  
calls from my phone.

Thank you,  
Edward Anderson



# Legal Services Benefit Plan

A Service Of  
Borovsky & Ehrlich  
111 East Wacker Drive  
Suite 1325  
Chicago, Illinois 60601

Telephone (312) 861-0800

Facsimile (312) 819-0948

DONALD J. MOCK

May 27, 2005

NCO Finance Systems, Inc.  
507 Prudential Road  
Horsham, PA 19044

Re: Disputed Claim: E. Anderson vs. AT&T  
AT&T Account No: 847-882-4966 1123543  
Your Account No: A331811235430100000  
Amount Claimed: \$3,252.12  
Our Client: Edward Anderson  
Our File No: 402775-03

Dear Sir/Madam:

The firm of Borovsky & Ehrlich represents Edward Anderson relative to his complaint against AT&T for deceptive practices in billing his account in excess of \$2,500.00 for local toll calls. This telephone number was a local telephone charge on Mr. Anderson's AT&T bill for a number of years and was being used for Internet service. Without any notice to Mr. Anderson, AT&T started charging local toll calls with respect to the number resulting in an excessive telephone charge against his account. In addition, AT&T then disconnected his long distance telephone line and has failed and refused to take any action to resolve the disputed balance.

We have made a number of telephone calls to AT&T representatives who refused to take any action to resolve the disputed claim. AT&T has failed to provide any documentation to support its claim that the telephone number is now a toll number and that it gave notice of the change. We further contend that it is a deceptive practice to take over a contract relative to local telephone numbers, change those to local toll numbers, and bill the consumer excessively without any notice to the consumer relative to AT&T's intent to change its billing practice for those telephone numbers.

We further suspect that AT&T has made such deceptive charges to numerous consumers all to their detriment in violation of FCC Rules, Illinois Statutory Enactments and Federal Law. Unless AT&T takes immediate steps to remove the excessive and unfair billing against Mr. Anderson's account, we will pursue all available remedies in equity or at law against AT&T including actual damages, consequential damages, incidental damages, attorney fees, expenses and costs.

Very truly yours,

BOROVSKY & EHRLICH

  
Donald J. Mock

