

**STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION**

Boyd A. Griggs)	
-vs-)	
Illinois Bell Telephone Company)	Docket No. 09-0623
)	
)	
Complaint as to billing/charges)	
In Maywood, Illinois)	

VERIFIED MOTION OF AT&T ILLINOIS TO DISMISS COMPLAINT

Illinois Bell Telephone Company (“AT&T Illinois”) hereby moves to dismiss this case on the grounds that the Complaint fails to state a cause of action against AT&T Illinois, it involves services over which the Commission lacks jurisdiction, and the claim is moot. In support of this motion, AT&T Illinois states as follows.

BACKGROUND

Boyd A. Griggs filed a complaint against AT&T Illinois on December 31, 2009, claiming that he was being billed for AT&T U-verse at a higher price than he had been quoted when he agreed to subscribe to the service. The Complaint consists of the Commission’s two-page pre-printed form for Formal Complaints, filled out by Mr. Griggs, along with two additional handwritten pages.¹

The Complaint alleges that, when Mr. Griggs called in the fall of 2009 to inquire about AT&T U-verse service, he was “quoted a price of \$133 and some change for TV, internet, and phone service,” and that he has been charged at least \$151/month since he switched over to AT&T U-verse service. Complaint, p. 1; see also id., p. 2 ¶ 2. Elsewhere in the Complaint, Mr. Griggs states that, when he called to question his bill after the service was installed, an AT&T

¹ On the first page of the pre-printed complaint form, Mr. Griggs identifies “AT&T U-verse” as the utility against which he has a complaint.

service representative told him that his bill would be approximately \$121/month for a six month period. Id., p. 2 ¶¶ 5, 10. Mr. Griggs also alleges that the monthly rate of \$133 (or \$121) was “part of a promotion deal... for six months and then my bill would go up after that.” Id. ¶ 3.

In the Complaint, Mr. Griggs does not identify any specific law, Commission rule, or tariff that is involved with his claim. In fact, in the space on the pre-printed complaint form asking for such information, he wrote in a question mark (“?”). Id., p. 1. The relief he requests is that “AT&T U-verse” should lower his bill for six months either to “the quoted price” – presumably \$133/month – or to the \$121/month price discussed by the AT&T service representative. Id., p. 2.

Mr. Griggs established his AT&T U-verse account as of October 14, 2009. See Affidavit of Leslie A. Wilson (“Wilson Aff.”) ¶ 3. The primary service that AT&T provides under the account is a package that includes AT&T U-verse TV, AT&T Yahoo! Broadband Max high-speed internet access, and AT&T U-verse Voice. Id. AT&T also bills Mr. Griggs a monthly charge for having a nonlisted number. Id. n.1.

The total AT&T U-verse monthly recurring charges on Mr. Griggs’ bills for October 2009 through January 2010 were \$151.25. See Wilson Aff. ¶ 4. The total AT&T U-verse monthly recurring charges on his bills for February and March 2010 were approximately \$155. Id.²

On March 10, 2010, AT&T issued a goodwill credit in the amount of \$200.00 to the account. See Wilson Aff. ¶ 7 (and page 4 of the March 2010 bill attached thereto). The difference between the total amount of monthly recurring charges that Mr. Griggs was billed for his AT&T U-verse service package during the first six months (October 2009 to March 2010),

² The “Total AT&T U-verse Bundle Charges” on Mr. Griggs’ March 2010 bill are \$165.00. See page 1 of the March 2010 bill attached to the Wilson Affidavit. However, Mr. Griggs also received a \$10 credit for the “AT&T U-verse Internet Max (Max Promotional Offer)” (see id., p. 4, item 12), reducing the recurring charges to \$155.00.

and the amount that Mr. Griggs asserts he should have been billed, is approximately \$192.00.

See Wilson Aff. ¶ 5.

On March 4, 2010, the AT&T Executive Appeals unit received, from the Office of the Illinois Attorney General (“Illinois AG”), a complaint submitted by Mr. Griggs regarding the amount of monthly recurring charges he was billed for his AT&T U-verse service. Wilson Aff. ¶ 6 (and the complaint attached thereto). In the Illinois AG complaint, Mr. Griggs also asks that he be billed what he was quoted for AT&T U-verse service and mentions a monthly price of both \$133.00 and \$121.25 for six months. See page 3 of the Illinois AG complaint attached to the Wilson Affidavit.

ARGUMENT

The Complaint is flawed in several ways, and the Commission should dismiss it. In particular, the Complaint fails to state a cause of action against AT&T Illinois, the Commission lacks jurisdiction over the service at issue, and Mr. Griggs already has received a credit for the disputed amount.

No Stated Legal Basis for Claim

The Complaint should be dismissed because it fails to include any statement of the legal basis for Mr. Griggs’ claim. Under Section 200.100(c) of the Commission’s rules, a pleading must contain information about the specific relief sought, including “the statutory authority or rule and regulation upon which such relief is sought.” 83 Ill. Admin. Code § 200.100(c). Although the Complaint states that AT&T should lower Mr. Griggs’ monthly U-verse bill to the \$121 price he allegedly was promised (Complaint at 2), it nowhere identifies the statute or regulation that provides the basis for such relief. Indeed, on the section of the complaint form asking for the specific law, Commission rule, or tariff involved with the Complaint, Mr. Griggs provides only a question mark (“?”). Complaint, p. 1. AT&T Illinois has the right to be apprised of the legal bases of the Complaint. See J. Eck & Sons v. Reuben H. Donnelly Corp., 213 Ill.

App. 3d 510, 512, 572 N.E.2d 1090, 1091 (1st Dist. 1991) (finding that complaint must state legal bases for claims); Peoples Gas Light and Coke Co. v. Illinois Commerce Comm'n, 221 Ill. App. 3d 1053, 1060, 583 N.E.2d 68, 72 (1st Dist. 1991) (finding that Commission complaint must be adequate to provide notice of claims to respondent). Since the Complaint contains no stated legal basis, it should be dismissed.

Lack of Jurisdiction

The Complaint also should be dismissed because it involves services that the Commission, by statute, lacks authority to regulate. Mr. Griggs asserts that he has been incorrectly billed for a package that involves video service. Accordingly, Articles 21 and 22 of the Public Utilities Act (“PUA”) come into play.

Section 21-401(h) of the PUA sets forth the scope of the Commission’s power regarding video service providers and essentially limits that power to granting “authorization” to qualified applicants to become video providers. See 220 ILCS 5/21-401(c), (d) & (h). Otherwise, the Commission “shall not have the authority... to regulate or control” a video provider. Id., 21-401(h). Through his Complaint, Mr. Griggs is asking the Commission to regulate AT&T’s provision of video service, something the Commission lacks the power to do. As a result, the Commission has no choice but to dismiss the Complaint.

(The Commission’s inability to act on the Complaint, however, does not leave Mr. Griggs without a means to pursue his claim. Sections 22-501(q) and (r) of the PUA set forth a process for video customers to seek resolution of billing issues and other types of complaints. See 220 ILCS 5/22-501(q) & (r). That process includes the ability to request nonbinding mediation with a video provider (22-501(q)), to bring complaints against the provider to the attention of the Illinois AG or the customer’s local unit of government (22-501(r)), and to file a complaint about the provider’s alleged violation of the video law in a court of competent jurisdiction (22-501(r)(4)). Given that Mr. Griggs has submitted a complaint about his AT&T U-verse billing

issue to the Illinois AG (see Wilson Aff. ¶ 6), it appears that he has already gone down the appropriate statutory path to seek relief on his claim.)

Mootness

Even assuming that the Commission had jurisdiction over Mr. Griggs' claim, he already has received more than the total amount requested in the Complaint. Mr. Griggs asserts that he should have been billed recurring charges of \$121.00/month (or \$133/month) for the first six months of his U-verse service, and that he has instead been billed a higher amount each month. AT&T recently issued a credit of \$200.00 to Mr. Griggs' account, which exceeds the amount of the billing difference about which he complains. See Wilson Aff. ¶¶ 5, 7.³ Mr. Griggs' claim for reimbursement of the billing difference thus is moot. See Mecartney v. Hale, 318 Ill. App. 502, 506, 48 N.E.2d 570, 571 (1st Dist. 1943).

WHEREFORE, for all of the foregoing reasons, the Commission should dismiss the Complaint with prejudice.

Respectfully submitted,

/s _____

James A. Huttenhower
Illinois Bell Telephone Company
225 W. Randolph Street, Suite 25-D
Chicago, Illinois 60606
312-727-1444

³ This credit was an adjustment to maintain customer good will and does not represent a decision by AT&T Illinois that its prior billing was improper.

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**AFFIDAVIT OF LESLIE A. WILSON
ON BEHALF OF AT&T ILLINOIS**

I, Leslie A Wilson, being duly sworn, hereby state as follows:

1. Since May 2000 I have been an Area Manager – Customer Service for the Executive Appeals unit in the AT&T Midwest regional office located in Indianapolis, Indiana. This unit handles inquiries concerning residential and small business telephone accounts, as well as U-verse accounts, that have been escalated to the executive level of AT&T. My office address is 220 N. Meridian Street, Indianapolis, Indiana 46204.

2. My duties include supervising a team of Executive Appeals Specialists and Managers who answer customer calls and investigate customer complaints that Illinois Bell Telephone Company (“AT&T Illinois”) receives from telephone and U-verse customers, as well as from the Illinois Commerce Commission, the Federal Communications Commission, the Office of the Illinois Attorney General (“Illinois AG”), and the Better Business Bureau. I also handle some customer calls myself.

3. The remaining information in this affidavit is based on my review of the account records of AT&T U-verse Account No. 104238341, in the name of Boyd Griggs, which was established as of October 14, 2009. The primary service that AT&T provides under the account

is a package that includes AT&T U-verse TV, AT&T Yahoo! Broadband Max high-speed internet access, and AT&T U-verse Voice.¹

4. The total AT&T U-verse monthly recurring charges on Mr. Griggs' bills for November 2009 through January 2010 were \$151.25. The total AT&T U-verse monthly recurring charges on his bill for October 2009 was \$186.25, although he received a pro-rated credit of \$35.00 on his November 2009 bill, which effectively reduced the October recurring charges to \$151.25. The total AT&T U-verse monthly recurring charges on his bills for February and March 2010 were \$157.25.

5. The difference between \$121.25/month and what AT&T billed Mr. Griggs for AT&T U-verse monthly recurring charges (\$151.25 for 4 months; \$157.25 for 2 months) between October 2009 and March 2010 is \$192.00. ($\$30.00 \times 4 \text{ months} = \120.00 ; $\$36.00 \times 2 \text{ months} = \72.00 .)

6. On March 4, 2010, the Executive Appeals unit received from the Illinois AG a complaint submitted by Mr. Griggs regarding the amount of monthly charges he has been billed for his package of AT&T U-verse service. (A copy of the Illinois AG complaint is attached.) The Illinois AG complaint appears to involve the same billing dispute that Mr. Griggs raised in his formal complaint to the Commission in this docket.

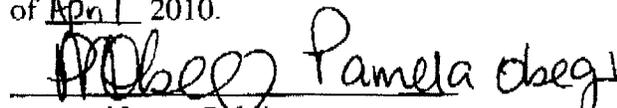
¹ Other services for which AT&T bills Mr. Griggs include a monthly charge for having a nonlisted number and occasional charges for viewing video on demand programs.

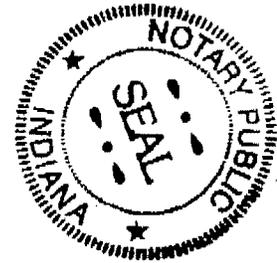
7. On March 10, 2010, AT&T issued a goodwill credit in the amount of \$200.00 to the account. Including this credit, the unpaid balance on the account is now \$346.36. (A copy of the March 2010 bill is attached.)

FURTHER AFFIANT SAYETH NOT.


Leslie A. Wilson

Subscribed and sworn to
before me this 6th day
of April 2010.


Pamela Obegi
Notary Public
Comm Exp: October 18th 2013





36 Res

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

February 22, 2010

AT&T ***
Executive Appeals
220 N. Meridian, Room 861
Indianapolis, IN 46204

708-410-1309
BAN 104238341

Re: Boyd A. Griggs
File No: 2010-CONSC-00273668

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. All communications must be in writing. Direct all correspondence to Consumer Protection Division, Office of Attorney General, 500 South Second Street, Springfield, IL 62706. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Cynthia Diemer

Cynthia Diemer
Citizen's Advocate
Consumer Protection Division

(217) 782-9047
cdiemer@atg.state.il.us

enclosure

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify) _____
- There was no transaction

Have you complained to the company or individual?
Yes No

If yes, provide name and phone number of the individual(s):
 ROGER BROWN EXECUTIVE OFFICE 1800-592-5
 JAMES A. HUTTENHOWER SENIOR ATTORNEY
 BILLING DEPT FOR AT&T CUSTOMER SERV 1-8

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make:	Model:	Year:	New: Yes <input type="checkbox"/> No <input type="checkbox"/>	As-Is: Yes <input type="checkbox"/> No <input type="checkbox"/>
Warranty: Yes <input type="checkbox"/> No <input type="checkbox"/>	Name of Extended Warranty:	Purchase Date:	Current Mileage:	Mileage at Purchase:
Expiration Date:				

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. **Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.**

About the end of september I called AT&T U-verse to inquire about their tv,computer,telephone packages and talked with the sales lady for over an hour comparing at&t to direct tv(I had Direct tv satellite service plus regular at&t service for my telephone and computer) She quoted me 133.00 per month for the AT&T U-Verse 450 package for six months and then the price would go up to the regular price(approx \$200.00 per month) after that.I told her I would do that and she scheduled a service call to come and install it (approx October 14th 2009).Around two weeks later I received my first bill from them and it was \$209.00,I called to complain about it and was told there were credits that where not applied to my account and they would fix it,they dropped my bill down to \$137.81. Approx two weeks later I called them to ask a question about my tv service and while I was on the phone I asked about my bill,They told me my current bill was \$180.00 and I informed them that was wrong so they transferred me to the billing dept again and was givin more credits to once again lower my bill to around what I was quoted.Approx two weeks later I called back again and they once again informed me that my bill was in the \$180.00 range and I asked to speak to the billing dept manager,he started checking my account and told me I was still paying for a second line that I no longer had and he had to cancel that and then he said he fixed the problem and that I would no longer have this problem and that he got my bill down to \$121.25 per month for six months.My next bill from AT&T was \$151.00 so I called to complain again and was transferred to a manager and he informed me that I was not going to get anymore credits on my account and that there was nothing else he could do.I hung up and contacted the Illinois Commerce Commission and filed a complaint with them Complaint # 2000926830 Docket #09-0623. Approx 1 month later Roger Brown called me from AT&Ts executive office and told me he was checking to see what this was about,I told him and he said he would look into it and call me right back,two weeks later I called him back and he told me I was not getting the U-450 package I ordered and that I was being billed the correct amount and that there was nothing he could do for me. We went to the Illinois Commerce Commission court on February 9th 2010 and AT&Ts lawyer (James A. Huttenhower) told the judge(judge Benn) that I was in the wrong forum for this and she agreed so she gave me a continuance for March 9th for a phone interview between all parties and told me I should file a complaint with the Attorney Generals Office and that I could also file a claim in a civil court.

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)
 To be billed what I was quoted and not what they decide to bill me at.and to be compensated for the difference of what I was quoted and

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature: Bryan Grigg Assigned to _____
 DATE: 2-12-2010

• • Check here if you only want to notify our office of your concerns and do not want mediation process initiated.

Please print and send the completed form to the address at the top of this complaint form.
 Incomplete forms may be returned.

SEE SECOND PAGE TO SEE BEGINNING!

AT&T ACCOUNT # 109258341

ICC COMPLAINT NUMBER - 2000926830 (MICHAEL STERN)

ILLINOIS COMMERCE COMMISSION PHONE # 1-800-524-2795

ON 12-29-09 I TALKED WITH WILLIAM FROM AT&T UVERSE CUSTOMER SERVICE DEPT TO GET DATES ON TRANSACTIONS.

1. INSTALL DATE IS APPROX - OCT 14TH 2009

2. AT&T DISCONNECT ORDER # FOR 708-410-1313 IS D0515077361

THEY DID NOT DISCONNECT MY SECOND LINE GOING TO MY COMPUTER UNTIL OCT 26TH 2009. I WAS BEING BILLED FOR A SECOND LINE FOR MY COMPUTER THAT I NO LONGER HAD SINCE THE INSTALL DATE I DID RECEIVE A REIMBURSEMENT CHECK FROM AT&T FOR THE BILLING OF THE SECOND LINE.

3. NOV 24TH 10:36AM 800-592-5386 EXT 0823 (Exec. Office)
RECEIVED A CALL FROM ROGER BROWN IN REGARDS TO MY COMMERCE COMMISSION COMPLAINT. I INFORMED HIM WHAT WAS GOING ON AND HE SAID HE WOULD CALL ME BACK. APPROX 2 WEEKS LATER I CALLED HIM BACK AND HE INFORMED ME I WAS NOT GETTING THEIR BEST T.V PACKAGE I WAS GETTING THE U350 PACKAGE WHICH IS NOT WHAT I ORDERED. I ORDERED THE U450 PACKAGE AND HE INFORMED ME THAT I WAS BEING BILLED THE CORRECT AMOUNT AND THERE WAS NOTHING HE COULD DO.

4. NOV 24TH 2009

Called THE I.C.C. AND STATED WHAT WAS SAID BETWEEN ROGER BROWN AND I AND MICHAEL STERN INFORMED ME TO GO TO THE NEXT LEVEL WHICH IS A HEARING BETWEEN ME AND AT&T. PAPERS ARE BEING SENT TO ME FOR THAT PURPOSE.

THE
BEGINNING

→ ABOUT THE END OF SEPT OR THE BEGINNING OF OCTOBER I CALLED AT&T U-VERSE TO INQUIRE ABOUT PRICING. I CURRENTLY HAD DIRECT T.V FOR T.V SERVICE AND AT&T FOR PHONE SERVICE AND INTERNET SERVICE.

I TALKED WITH THE SALES LADY FOR OVER AN HOUR ABOUT THE DIFFERENCE IN PRICING BETWEEN DIRECT T.V AND AT&T U-VERSE

I WAS QUOTED A PRICE OF \$133.00 FOR U450 T.V SERVICE, THE SECOND LEVEL DOWN FROM THE BEST FOR INTERNET SERVICE AND UNLIMITED VOICE PHONE SERVICE FOR SIX MONTHS AND THEN MY PACKAGE WOULD GO UP TO THE NORMAL PRICE AFTER THAT

ABOUT 2 WEEKS AFTER THEY SWITCHED ME OVER I RECEIVED MY 1ST BILL AND IT WAS FOR \$209.00.

I CALLED AT&T ABOUT IT AND THEY ADJUSTED MY BILL DOWN TO \$137.81 AND SAID I WOULDN'T HAVE THAT PROBLEM ANYMORE. A COUPLE WEEKS LATER I CALLED AT&T TO ASK ABOUT A FEATURE ON THE T.V AND WHILE I WAS ON THE PHONE I ASKED ABOUT MY BILL AND WAS INFORMED I WAS STILL

BEING BILLED THE WRONG PRICE SO I ASKED TO SPEAK WITH A MANAGER. THEY PUT ME THROUGH TO

THE BILLING DEPT AND ~~IT~~ I TALKED WITH HIM FOR OVER AN HOUR AND HE TOLD ME THAT THEY NEVER CANCELLED MY SECOND LINE AND THAT THEY DIDN'T APPLY THE CORRECT CREDITS TO MY ACCOUNT THAT I WAS SUPPOSED TO BE GETTING. HE CANCELLED MY SECOND LINE AND TOLD ME THAT HE GOT MY BILL DOWN TO \$121.25 PER MONTH FOR SIX MONTHS AND THEN IT WOULD GO UP TO ITS NORMAL PRICING AFTER THAT. HE ALSO STATED THAT I WOULD NOT HAVE ANYMORE PROBLEMS AFTER THAT BECAUSE HIS DEPARTMENT WAS THE DEPARTMENT RESPONSIBLE FOR ALL MY BILLING AND THAT HE WAS FIXING EVERYTHING AS WE SPOKE ON THE PHONE. APPROX 2 WEEKS LATER I CALLED BACK TO ASK WHAT I WAS BEING BILLED AND THEY STILL HAD MY BILLING WRONG. I ASKED TO SPEAK WITH A MANAGER AGAIN, THE MANAGER GOT ON THE PHONE AND TOLD ME I WAS GETTING ALL THE POSSIBLE CREDITS THAT I COULD GET AND THAT THEY WERE NOT GOING TO GIVE ME ANYMORE CREDITS.

I AM STILL NOT BEING BILLED WHAT I WAS QUOTED OR THE PRICE THAT THE BILLING MANAGER SAID HE GOT MY BILL DOWN TO (\$121.25)

ORIGINAL ORDER DATE → OCT 1ST - ORDERED
OCT 15TH - INSTALLED

CANCELLED ON THE 5TH?
NEW ORDER DATE ON THE 8TH?
INSTALLED ON THE 15TH!

Called on
MARCH 9TH
11:00 AM

I RECEIVED ALL THESE DATES FROM AT&T
UNIVERSE CUSTOMER SERVICE DEPARTMENT!
I HAVE NO IDEA ABOUT ALL THESE DATES!
I CALLED THEM ONCE AND ORDERED AT&T UNIVERSE
I NEVER CANCELLED ANYTHING BUT THEY SHOW
IT BEING ORDERED ON THE 1ST OF OCTOBER, BEING
CANCELLED ON THE 5TH OF OCTOBER, NEW ORDER DATE
OF THE 8TH OF OCTOBER AND AN INSTALL DATE OF
THE 15TH OF OCTOBER!

Beryl Griffin

ON 01-14-10 AT APPROXIMATELY 3:45 PM I RECEIVED A PHONE CALL FROM AT&T COLLECTIONS DEPT ASKING FOR A PAYMENT OF 187.92. I INFORMED THEM THAT I JUST MADE A PAYMENT OF ALMOST \$200.00 TO THEM ON DEC 23RD AND THEY TOLD ME THIS WAS A PAST DUE AMOUNT. I ALSO INFORMED THEM OF MY PROBLEMS WITH BILLING AND THE CASE PENDING WITH THE ILLINOIS COMMERCE COMMISSION AND SHE REFERRED ME TO THE BILLING DEPT. SHE TRANSFERRED MY CALL AND ALL I GOT WAS A DIAL TONE SO I CALLED THEM BACK AND ASKED TO SPEAK WITH THE BILLING DEPT. I INFORMED THEM OF WHAT HAPPENED AND THEY SAID YES I DO OWE \$187.92 BUT HE COULD NOT SEE WHY COLLECTIONS WOULD BE CALLING ME BECAUSE I WAS ONLY ONE DAY LATE ON MY PAYMENT. HE ALSO STATED THAT HE NEVER HEARS OF COLLECTIONS CALLING SOMEONE THAT WAS ONLY ONE DAY LATE AND THAT HE COULDN'T EXPLAIN THAT. I HUNG UP AND CALLED THE ILLINOIS COMMERCE COMMISSION AND INFORMED MICHAEL STERN ABOUT THE CALL AND HE SAID HE WOULD DOCUMENT IT.

Burl Smith

THIS IS THE DISCONNECT ORDER # I WAS GIVING
ON THE PHONE WHEN THEY FOUND OUT I WAS BEING
BILLED FOR MY SECOND LINE THAT I NO LONGER HAD!
THE DISCONNECT # THEY MAILED ME (SEE ATTACHED COPIES)
IS TOTALLY DIFFERENT THAN THIS ONE!

Buysel Grunzel

Disconnect # 0515077361
FOR
108-410-1313
PORTER
LINE
ATTACH COPIES
TO #1378
#2092

Thank you for choosing AT&T.

October 19, 2009

BOYD GRIGGS
9 N 7TH AVE
MAYWOOD, IL 60153-1316



ORDER CONFIRMATION #: C1175090352
ACCOUNT NUMBER: 708-410-1313-352

=

Dear Boyd Griggs,

Thank you for being an AT&T customer! With AT&T, you're backed by the nation's largest telecommunications company offering an unsurpassed array of voice, wireless, entertainment and IP/data communications products and services. We value you as a customer and hope your recent change of service request was handled promptly and professionally.

Confirmation of your recent account activity is provided below and/or in the Summary section of this letter. Please review the information carefully to ensure we've accurately made the changes you requested.

Your satisfaction is our #1 priority. If this letter does not accurately reflect the changes you requested, or if you have questions regarding your service, please call one of our knowledgeable Customer Service Representatives at 1.800.288.2020 or visit our web site at att.com.

Thanks again for remaining an AT&T customer.

Sincerely,

Your AT&T Customer Service Representative

* This is not a bill *

SUMMARY

The following is an itemized list of the changes you requested to your AT&T account. Unless otherwise requested at the time of order, changes are usually activated within 7-10 business days of your order/request date. Please confirm that this list is accurate, and call us if there are any discrepancies.

SERVICES REMOVED:

(708) 410-1313

ALL DISTANCE*
SPEED CALLING
CALL WAITING
CALLING NAME DISPLAY
CALLER IDENTIFICATION
CALL WAITING ID
UNLTD NATIONWD CLG ADVANTAGE 3

THREE WAY CALLING
CALL FORWARDING
LINE-BACKER
NON-PUBLISHED SERVICE
AUTOMATIC CALLBACK
RESIDENCE USAGE SERV
CALL DETAIL SUPPRESSION

The difference in your Monthly Rate* and any One-Time Service and Equipment and/or Installation Charges for the SERVICES ADDED/REMOVED as indicated above are:

Monthly Rate: \$-47.71

*Your Monthly Rate includes the Federal Universal Service Fee, E911 and the Federal Access Fee. Your Monthly Rate could vary if any waivers or discounts apply. Your bill will include and itemize Federal taxes, currently set at 3% of your charges, and any applicable state and local taxes.

BILLING INFORMATION AND PAYMENT OPTIONS

For more information about your bill, as well as billing and payment options, please visit att.com/billingbasics where you will find a Billing Basics Interactive Guide and links to other valuable information. Take a tour or view a sample bill to understand the different charges that may appear on your monthly phone bill.

Terms & Conditions:

Non-payment or partial payment of your bill may result in the removal of unregulated services that are included in a package. If your payment is sufficient to cover them, the regulated local services of the package will remain on the account and be billed at their tariffed rates.

■



December 23, 2009

SNU99C

BOYD GRIGGS
9 N 7TH AVE
MAYWOOD, IL 60153

RE: 104238341

Did you forget to pay your bill? Our records show that your account balance is \$372.90 which includes a past due amount of \$187.92. If you have already sent your payment, we thank you and please disregard this notice.

If payment is not received by January 13, 2010 your AT&T U-verse servicesSM may be temporarily disconnected. If your service is temporarily disconnected, in addition to paying all outstanding charges, a restoral charge may apply. The restoral charge is \$30 per U-verse product and/or service on your account (i.e. TV, Voice and High Speed Internet). For accounts that remain unpaid for ten (10) days after interruption, service will be permanently disconnected. Upon disconnection, installation charges may apply to reconnect the service and if the equipment is not returned within twenty one (21) calendar days, or is returned damaged, you will be charged for the value of the equipment.

You can make a payment electronically by going online at www.uverse.att.com or by using our Interactive Voice Response system at 800-288-2020.

If you have any questions regarding this notice, please call 800-288-2020.

Thank you for choosing AT&T Illinois. We value you as a customer and understand that sometimes circumstances may cause a delayed payment.

Sincerely,

AT&T Accounts Receivable Center

Account Number 104238341 8

Please include your account number on your check.

BOYD GRIGGS
9 N 7TH AVE
MAYWOOD, IL 60153

Direct TV

MRS Rose

$\$1.33$ CURRENTLY owe AS OF 10/15/09
 $\$240.00$ CANCELATION Fee!

ATT

Account # 104238346, ~~Voice serv?~~
WWW.universe.VERSE.CENTRAL.ATT.COM ~~MEGA BYTES?~~
~~LIST FOR APPROV?~~

(Jobie - CLEVELAND OFFICE)

30 credit
 109.00 TV + 20 credit = 89.00
INT $55.00 + 10 =$ 65.00
TV - $\$124.05$

ONE PERSON I TALKED WITH ABOUT BEING
OVER BILLED ON MY ACCOUNT!

Beryl Grimes

Gain more time, money, security & convenience!
Sign up for FREE AT&T paperless billing today!

Make life simpler and more secure. Switch to paperless billing and you'll:

- **Save time.** Paying paper bills can take over 200 minutes a year.
- **Save money.** Checks and postage can add up to over \$100 a year.
- **Avoid identity theft.** Most cases (85%) are tied to paper transactions.
- **Improve record keeping.** Reduce paper clutter; save bills online or as PDF.
- **Help save the Environment.** If only 20% of us went paperless, every year we could save 1.8 million trees, 150 million pounds of paper, 103 million gallons of gasoline, and avoid 1.9 million tons of greenhouse gases.*

Sign Up Now! It's fast and easy.

Just go to www.att.com/ugreen, and:

1. Log in to your account.
2. Click on the "Account" Tab.
3. Click on the "Profile" Link.
4. Scroll to the "Billing Options" box.
5. Click the "Edit Billing Options" button.

* PayItGreen.org

Enjoy Automatic Bill Reminders.

Every month you'll receive an email reminder to view and pay your bill online.

Auto-pay, Auto-relax.

For the ultimate in convenience, you also have the option to enroll in automatic payments. Never miss or make a late payment; just relax.



*WELCOME TO AT&T U-VERSE *****

THANK YOU

It is our pleasure to provide you with the latest technology for your home entertainment and communication needs. We will continue to enhance our offerings and share that information with you as new services become available.

RESIDENTIAL GATEWAY

The Residential Gateway is the central component for AT&T U-verse services. Make sure the Residential Gateway air vents are not blocked and keep liquids away.

*REQUIRED NOTIFICATIONS*****

CLOSED CAPTIONING TECHNICAL SUPPORT

800 288-2020, 866 750-6606 (fax)

e-mail: closedcaphelp@att.com

TTY: 800-855-2880 (and type, "uverse")

WRITTEN CLOSED CAPTIONING COMPLAINTS:

Myra Creeks, AT&T Regulatory

1120 20th St. N.W., Ste 1000

Washington, D.C. 20036

(202) 457-3009, (202) 457-3071 (fax)

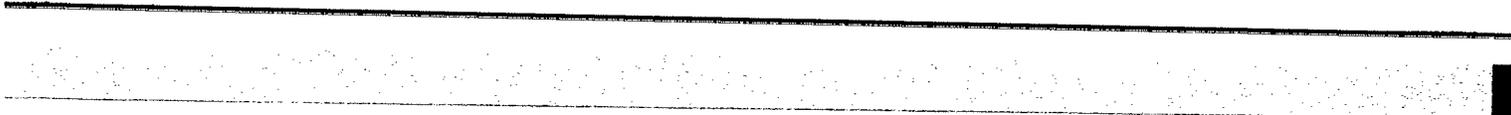
myra.creeks@att.com

*HOW TO CONTACT US *****

CONTACT INFORMATION

For Ordering, Billing, or Support please call AT&T at 1-800-288-2020. Thank you for choosing AT&T U-verse.

*GENERAL ACCOUNT INFORMATION *****



Important Information:

HOW TO READ YOUR BILL

See a sample bill in the Support section of www.uverse.att.com, tune to channel 411 to view the Billing video, or refer to your AT&T U-verse Feature Guide.

WHAT IS A PRORATED CHARGE?

A prorated charge is simply a partial month charge. A partial month charge covers the period from the day your service was installed to the start of your regular billing period. Prorated charges typically appear on your 1st bill, or if you added or removed services during the month. For more information: www.uverse.att.com

ENROLL IN AT&T U-VERSE PAPERLESS BILLING

- * Make secure online payments 24x7
- * View and print copies of your bills
- * Add automatic payments for more convenience

Log in to AT&T U-verse Central (<https://uversecentral.att.com>) and select Account, then Profile to edit your Billing options.

Monthly Recurring Charges

Monthly Recurring Charges are billed in advance

Type of Service	Charge Period	Amount
1. AT&T U-verse TV U450	10/15/09 - 11/14/09	109.00
2. AT&T Yahoo! Broadband Max	10/15/09 - 11/14/09	55.00
3. AT&T Yahoo! Broadband Max (Max Promotional Offer)	10/15/09 - 11/14/09	10.00CR
4. AT&T U-verse Voice Unlimited 708-410-1309	10/15/09 - 11/14/09	30.00
Total AT&T U-verse Bundle Charges		184.00
Additional AT&T U-verse Monthly Charges		
5. Non-Listed Quantity - 1 708-410-1309	10/15/09 - 11/14/09	2.25
6. Receiver Fee	10/15/09 - 11/14/09	7.00
7. Receiver Fee (Promotional Offer)	10/15/09 - 11/14/09	7.00CR
8. Receiver Fee	10/15/09 - 11/14/09	7.00
9. Receiver Fee (Promotional Offer)	10/15/09 - 11/14/09	7.00CR
Total Additional AT&T U-verse Monthly Charges		2.25
Total AT&T U-verse Services Monthly Recurring Charges		186.25

186.25



Prorated Charges

Type of Service	Prorated Period	Amount
10. add - AT&T U-verse TV U450	10/14/09 - 10/14/09	3.63
11. add - AT&T Yahoo! Broadband Max	10/14/09 - 10/14/09	1.83
12. add - AT&T Yahoo! Broadband Max (Max Promotional Offer)	10/14/09 - 10/14/09	0.33CR
13. add - AT&T U-verse Voice Unlimited 708-410-1309	10/14/09 - 10/14/09	1.00
Total AT&T U-verse Bundle Prorated Charges		6.13
Additional AT&T U-verse Prorated Charges		
14. add - Non-Listed Quantity - 1 708-410-1309	10/14/09 - 10/14/09	0.08
15. add - Receiver Fee	10/14/09 - 10/14/09	0.23
16. add - Receiver Fee (Promotional Offer)	10/14/09 - 10/14/09	0.23CR
17. add - Receiver Fee	10/14/09 - 10/14/09	0.23
18. add - Receiver Fee (Promotional Offer)	10/14/09 - 10/14/09	0.23CR
Total Additional AT&T U-verse Prorated Charges		0.08
Total AT&T U-verse Prorated Charges		6.21

One Time Charges

Description	Date	Amount
Installation/Activation Charges		
19. Installation	10/14/09	0.00
Total AT&T U-verse Installation/Activation Charges		0.00
Total AT&T U-verse One Time Charges		0.00

Usage & Purchases**Video On Demand**

Date	Item	Amount
20. 10/14/09	Jeremih: Imma Star	0.00
Total Video On Demand Charges		0.00

Usage & Purchases

AT&T U-verse Voice Unlimited 708-410-1309

Domestic Off-net Charges

Domestic off-net call details included in your call plan are available online at www.uverse.att.com

Date	Time	Place and Number Called	Min:Sec	Amount
1 Call(s) Included in your AT&T U-verse Voice Unlimited call plan 708-410-1309			1:00	0.00
Total Domestic Off-net Charges for AT&T U-verse Voice Unlimited 708-410-1309				0.00
Total Usage Charges for AT&T U-verse Voice Unlimited 708-410-1309				0.00
Total AT&T U-verse Usage & Purchases				0.00

Surcharges

Description	Amount
21. IL State Infrastructure Maintenance Fee Recovery	0.17
22. IL Local Video Service Franchise Fee	5.97
23. IL Local Video Facilities Fee	1.20
24. Federal Universal Service Fund	2.48
Total Surcharges	9.82

Government Fees and Taxes

Description	Amount
25. IL Local 911 Service Fee	0.85
26. IL State Telecommunications Excise Tax	2.52
27. IL Municipal Telecommunications Tax	2.16
Total Government Fees and Taxes	5.53

2ND BILL!



BOYD GRIGGS
9 N 7TH AVE
MAYWOOD IL 60153-1316

Page: 1
Account #: 104238341
Statement Date: 11/14/2009

Previous Balance	Payments Received	Credits and Adjustments to Prev. Balance	Balance - Past Due, Please Pay Immediately	Current Charges Due by 12/13/2009	TOTAL AMOUNT DUE
\$207.81	\$0.00	\$70.00CR	\$137.81	\$190.11	\$327.92

A Past Due Collection fee of \$5.00 will be assessed if payment is not received on or before the due date.

For billing details see following pages

Summary of Current AT&T U-verse (SM) Charges

AT&T U-verse Services - Monthly Recurring Charges

AT&T U-verse TV U450	11/15/09 - 12/14/09	109.00
AT&T U-verse TV U450 Promotional Offer	11/15/09 - 12/14/09	10.00CR
AT&T U-verse TV U450 (Promotional Discount)	11/15/09 - 12/14/09	10.00CR
AT&T Yahoo! Broadband Max	11/15/09 - 12/14/09	55.00
AT&T Yahoo! Broadband Max (Max Promotional Offer)	11/15/09 - 12/14/09	10.00CR
AT&T Yahoo! Broadband Max (Promotional Discount)	11/15/09 - 12/14/09	10.00CR
AT&T U-verse Voice Unlimited 708-410-1309	11/15/09 - 12/14/09	30.00
AT&T U-verse Voice 708-410-1309 (Promotional Offer)	11/15/09 - 12/14/09	5.00CR

Total AT&T U-verse Bundle Charges

149.00

Additional AT&T U-verse Monthly Charges

2.25

Total AT&T U-verse Monthly Charges

151.25

Prorated Charges

35.00CR

Usage & Purchases

60.00

Surcharges

9.91

AT&T U-verse (SM) services provided by AT&T Illinois

Contact Information

For Ordering, Billing, or Support
For TTY:
AT&T U-verse Bill Explanations

Call 800-288-2020
Call 800-855-2880 and type "U-verse"
www.uverse.att.com

Return this portion with check payable to AT&T

Please include this number with your check 104238341-8

Account #104238341

2759.1.21.3608 2 AT 0.482



BOYD GRIGGS
9 N 7TH AVE
MAYWOOD IL 60153-1316

Total Amount Due by 12/13/2009	Amount Enclosed
\$187.92 \$327.92	



Mail Payment To:
AT&T
ATTN: AT&T U-verse (SM)
PO Box 5014
Carol Stream, IL 60197-5014

410040180001042383418000000020781000000032792000000

BOYD GRIGGS
9 N 7TH AVE
MAYWOOD, IL 60153-1316



October 15, 2009

Dear Valued AT&T U-verse Member,

This is in reference to your AT&T U-verse account member ID:
griggsba64@sbcglobal.net.

We're writing to let you know that your new, online account has been registered with the Member ID shown above.

Please note that all use and activity by this account is governed by the Terms of Service and Privacy Policy, as may be amended from time to time. You can review these policies online at uverse.att.com.

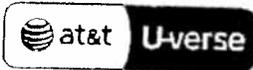
No action is required at this time. If you did not request this change, or if you have any questions about it, please contact us at uverse.att.com. Or call us at 1.800.288.2020 and request U-verse Technical support under the purpose of call.

For added security, you may also receive a call and/or email letting you know of this change.

Thank you for being a valued customer. We appreciate your continued business.

Sincerely,

AT&T U-verse Customer Service



Page: 2
Account #: 104238341
Statement Date: 11/14/2009

Gain more time, money, security & convenience!
Sign up for FREE AT&T paperless billing today!

Make life simpler and more secure. Switch to paperless billing and you'll:

- **Save time.** Paying paper bills can take over 200 minutes a year.
- **Save money.** Checks and postage can add up to over \$100 a year.
- **Avoid identity theft.** Most cases (85%) are tied to paper transactions.
- **Improve record keeping.** Reduce paper clutter; save bills online or as PDF.
- **Help save the Environment.** If only 20% of us went paperless, every year we could save 1.8 million trees, 150 million pounds of paper, 103 million gallons of gasoline, and avoid 1.9 million tons of greenhouse gases.*

Sign Up Now! It's fast and easy.

Just go to www.att.com/ugreen, and:

1. Log in to your account.
2. Click on the "Account" Tab.
3. Click on the "Profile" Link.
4. Scroll to the "Billing Options" box.
5. Click the "Edit Billing Options" button.

* PayItGreen.org

Enjoy Automatic Bill Reminders.

Every month you'll receive an email reminder to view and pay your bill online.

Auto-pay, Auto-relax.

For the ultimate in convenience, you also have the option to enroll in automatic payments. Never miss or make a late payment; just relax.





Page: 3
Account #: 104238341
Statement Date: 11/14/2009

Government Fees and Taxes

Subtotal for Non-Monthly Charges

3.95

Current Charges Due by 12/13/2009

38.86

190.11

Important Information:

REQUIRED NOTIFICATIONS****

CLOSED CAPTIONING TECHNICAL SUPPORT

800 288-2020, 866 750-6606 (fax)

e-mail: closedcaphelp@att.com

TTY: 800-855-2880 (and type, "uverse")

WRITTEN CLOSED CAPTIONING COMPLAINTS:

Myra Creeks, AT&T Regulatory

1120 20th St. N.W., Ste 1000

Washington, D.C. 20036

(202) 457-3009, (202) 457-3071 (fax)

myra.creeks@att.com

CHANGES TO YOUR INTERNET SERVICE ****

NEW NAME FOR UVERSE HIGH SPEED INTERNET MAX 18

Effective 10/18/09, Max 18 will become

Max Plus. It's the same great product

up to 18Mbps and same great price,

with downstream speeds up to 18Mbps

at the same great price,

just a new name - Max Plus!

HOW TO CONTACT US ****

CONTACT INFORMATION

For Ordering, Billing, or Support please call

AT&T at 1-800-288-2020. Thank you for

choosing AT&T U-verse.

GENERAL ACCOUNT INFORMATION ****

HOW TO READ YOUR BILL

See a sample bill in the Support section of

www.uverse.att.com, tune to channel 411

to view the Billing video, or refer to your

AT&T U-verse Feature Guide.



Page: 4
Account #: 104238341
Statement Date: 11/14/2009

Important Information:

ENROLL IN AT&T U-VERSE PAPERLESS BILLING

- * Make secure online payments 24x7
- * View and print copies of your bills
- * Add automatic payments for more convenience

Log in to AT&T U-verse Central
(<https://uversecentral.att.com>) and select
Account, then Profile to edit your Billing
options.

Previous Charges and Credits

Previous Balance	207.81
Adjustments Applied to Balance Due	
1. Account Adjustment	70.00CR
Total Adjustments Applied to Balance Due	70.00CR

Previous Balance - Past Due, Please Pay Immediately **137.81**

Monthly Recurring Charges

Monthly Recurring Charges are billed in advance

Type of Service	Charge Period	Amount
2. AT&T U-verse TV U450	11/15/09 - 12/14/09	109.00
3. AT&T U-verse TV U450 Promotional Offer	11/15/09 - 12/14/09	10.00CR
4. AT&T U-verse TV U450 (Promotional Discount)	11/15/09 - 12/14/09	10.00CR
5. AT&T Yahoo! Broadband Max	11/15/09 - 12/14/09	55.00
6. AT&T Yahoo! Broadband Max (Max Promotional Offer)	11/15/09 - 12/14/09	10.00CR
7. AT&T Yahoo! Broadband Max (Promotional Discount)	11/15/09 - 12/14/09	10.00CR
8. AT&T U-verse Voice Unlimited 708-410-1309	11/15/09 - 12/14/09	30.00
9. AT&T U-verse Voice 708-410-1309 (Promotional Offer)	11/15/09 - 12/14/09	5.00CR
Total AT&T U-verse Bundle Charges		149.00
Additional AT&T U-verse Monthly Charges		
10. Non-Listed Quantity - 1 708-410-1309	11/15/09 - 12/14/09	2.25
11. Receiver Fee	11/15/09 - 12/14/09	7.00
12. Receiver Fee (Promotional Offer)	11/15/09 - 12/14/09	7.00CR
13. Receiver Fee	11/15/09 - 12/14/09	7.00
14. Receiver Fee (Promotional Offer)	11/15/09 - 12/14/09	7.00CR
Total Additional AT&T U-verse Monthly Charges		2.25
Total AT&T U-verse Services Monthly Recurring Charges		151.25



Page: 5
Account # 104238341
Statement Date: 11/14/2009

Prorated Charges

Type of Service	Prorated Period	Amount
15. AT&T U-verse TV U450 add - Promotional Offer	10/16/09 - 11/14/09	10.00CR
16. AT&T U-verse TV U450 add - (Promotional Discount)	10/16/09 - 11/14/09	10.00CR
17. AT&T Yahoo! Broadband Max add - (Promotional Discount)	10/16/09 - 11/14/09	10.00CR
18. AT&T U-verse Voice 708-410-1309 add - (Promotional Offer)	10/16/09 - 11/14/09	5.00CR
Total AT&T U-verse Bundle Prorated Charges		35.00CR

Total AT&T U-verse Prorated Charges

35.00CR

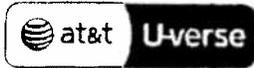
Usage & Purchases

Video On Demand

Date	Item	Amount
19. 10/16/09	Playboy	10.00
20. 10/17/09	Playboy	10.00
21. 10/18/09	Jay-Z: Encore	0.00
22. 10/18/09	Jay-Z: Jigga What	0.00
23. 10/18/09	Jay-Z: Lost One	0.00
24. 10/18/09	Jeremih: Imma Star	0.00
25. 10/18/09	Yo Gotti: 5 Star	0.00
26. 10/19/09	Real Housewives of Atlanta: Season 2 Episode 09	0.00
27. 10/20/09	Naughty	10.00
28. 10/27/09	Naughty	10.00
29. 10/29/09	Fantasy Factory 206	0.00
30. 10/29/09	Fantasy Factory 207	0.00
31. 10/29/09	R Kelly feat. Kery Hilson: "Number One"	0.00
32. 11/01/09	Fantasy Factory 208	0.00
33. 11/01/09	Fantasy Factory 207	0.00
34. 11/01/09	Fantasy Factory 206	0.00
35. 11/03/09	Bluebird	10.00
36. 11/07/09	Fantasy Factory Unseen Footage	0.00
37. 11/08/09	Beyonce: "Sweet Dreams"	0.00
38. 11/12/09	Bluebird	10.00

Total Video On Demand Charges

60.00



Page: 6
Account # 104238341
Statement Date: 11/14/2009

Usage & Purchases

AT&T U-verse Voice Unlimited 708-410-1309

Domestic Off-net Charges

Domestic off-net call details included in your call plan are available online at www.uverse.att.com

Date	Time	Place and Number Called	Min:Sec	Amount
182 Call(s) included in your AT&T U-verse Voice Unlimited call plan 708-410-1309			827 00	0.00
Total Domestic Off-net Charges for AT&T U-verse Voice Unlimited 708-410-1309				0.00
Total Usage Charges for AT&T U-verse Voice Unlimited 708-410-1309				0.00
Total AT&T U-verse Usage & Purchases				60.00

Surcharges

Description	Amount
39. IL State Infrastructure Maintenance Fee Recovery	0.11
40. IL Local Video Service Franchise Fee	6.84
41. IL Local Video Facilities Fee	1.36
42. Federal Universal Service Fund	1.60
Total Surcharges	9.91

Government Fees and Taxes

Description	Amount
43. IL Local 911 Service Fee	0.85
44. IL State Telecommunications Excise Tax	1.67
45. IL Municipal Telecommunications Tax	1.43
Total Government Fees and Taxes	3.95



3RD BILL!



BOYD GRIGGS
9 N 7TH AVE
MAYWOOD IL 60153-1316

Page: 1
Account #: 104238341
Statement Date: 12/14/2009

Previous Balance	Payments Received thru 12/13/2009	Credits and Adjustments to Prev. Balance	Balance - Past Due, Please Pay Immediately	Current Charges Due by 01/12/2010	TOTAL AMOUNT DUE
\$327.92	\$140.00CR	\$0.00	\$187.92	\$184.98	\$372.90

A Past Due Collection fee of \$5.00 will be assessed if payment is not received on or before the due date.

For billing details see following pages.

Summary of Current AT&T U-verse (SM) Charges

AT&T U-verse Services - Monthly Recurring Charges

AT&T U-verse TV U450	12/15/09 - 01/14/10	109.00
AT&T U-verse TV U450 Promotional Offer	12/15/09 - 01/14/10	10.00CR
AT&T U-verse TV U450 (Promotional Discount)	12/15/09 - 01/14/10	10.00CR
AT&T Yahoo! Broadband Max	12/15/09 - 01/14/10	55.00
AT&T Yahoo! Broadband Max (Max Promotional Offer)	12/15/09 - 01/14/10	10.00CR
AT&T Yahoo! Broadband Max (Promotional Discount)	12/15/09 - 01/14/10	10.00CR
AT&T U-verse Voice Unlimited 708-410-1309	12/15/09 - 01/14/10	30.00
AT&T U-verse Voice 708-410-1309 (Promotional Offer)	12/15/09 - 01/14/10	5.00CR

Total AT&T U-verse Bundle Charges

149.00

Additional AT&T U-verse Monthly Charges

2.25

Total AT&T U-verse Monthly Charges

151.25

Usage & Purchases

20.00

Surcharges

9.07

Government Fees and Taxes

4.66

AT&T U-verse (SM) services provided by AT&T Illinois

Contact Information

For Ordering, Billing, or Support
For TTY:
AT&T U-verse Bill Explanations

Call 800-288-2020
Call 800-855-2880 and type "U-verse"
www.uverse.att.com

Return this portion with check payable to AT&T

Please include this number with your check 104238341-8

Account #104238341

4028.11.433.98160 1 AT 0.357



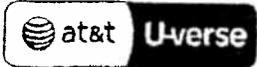
BOYD GRIGGS
9 N 7TH AVE
MAYWOOD IL 60153-1316

Total Amount Due by 01/12/2010	Amount Enclosed
\$372.90	



Mail Payment To:
AT&T
ATTN: AT&T U-verse (SM)
PO Box 5014
Carol Stream, IL 60197-5014

410040180001042383418000000032792000000037290000003



Page 2
Account # 104238341
Statement Date: 12/14/2009

Gain more time, money, security & convenience!
Sign up for FREE AT&T paperless billing today!

Make life simpler and more secure. Switch to paperless billing and you'll:

- **Save time.** Paying paper bills can take over 200 minutes a year.
- **Save money.** Checks and postage can add up to over \$100 a year.
- **Avoid identity theft.** Most cases (85%) are tied to paper transactions.
- **Improve record keeping.** Reduce paper clutter; save bills online or as PDF.
- **Help save the Environment.** If only 20% of us went paperless, every year we could save 1.8 million trees, 150 million pounds of paper, 103 million gallons of gasoline, and avoid 1.9 million tons of greenhouse gases.*

Sign Up Now! It's fast and easy.

Just go to www.att.com/ugreen, and:

1. Log in to your account.
2. Click on the "Account" Tab.
3. Click on the "Profile" Link.
4. Scroll to the "Billing Options" box.
5. Click the "Edit Billing Options" button.

* PayItGreen.org

Enjoy Automatic Bill Reminders.

Every month you'll receive an email reminder to view and pay your bill online.

Auto-pay, Auto-relax.

For the ultimate in convenience, you also have the option to enroll in automatic payments. Never miss or make a late payment; just relax.





Page: 3
Account #: 104238341
Statement Date: 12/14/2009

Subtotal for Non-Monthly Charges	33.73
Current Charges Due by 01/12/2010	184.98

Important Information:

REQUIRED NOTIFICATIONS****

CLOSED CAPTIONING TECHNICAL SUPPORT
800 288-2020, 866 750-6606 (fax)
e-mail: closedcaphelp@att.com
TTY: 800-855-2880 (and type, "uverse")
WRITTEN CLOSED CAPTIONING COMPLAINTS:
Myra Creeks, AT&T Regulatory
1120 20th St. N.W., Ste 1000
Washington, D.C. 20036
(202) 457-3009, (202) 457-3071 (fax)
myra.creeks@att.com

CHANGES TO YOUR INTERNET SERVICE ****

NEW NAME FOR UVERSE HIGH SPEED INTERNET MAX 18
Effective 10/18/09, Max 18 will become
Max Plus. It's the same great product
up to 18Mbps and same great price,
with downstream speeds up to 18Mbps
at the same great price,
just a new name - Max Plus!

HOW TO CONTACT US ****

CONTACT INFORMATION

For Ordering, Billing, or Support please call
AT&T at 1-800-288-2020. Thank you for
choosing AT&T U-verse.

GENERAL ACCOUNT INFORMATION ****

HOW TO READ YOUR BILL

See a sample bill in the Support section of
www.uverse.att.com, tune to channel 411
to view the Billing video, or refer to your
AT&T U-verse Feature Guide.



Page 4
Account # 104238341
Statement Date: 12/14/2009

Important Information:

ENROLL IN AT&T U-VERSE PAPERLESS BILLING

- * Make secure online payments 24x7
- * View and print copies of your bills
- * Add automatic payments for more convenience

Log in to AT&T U-verse Central
(<https://uversecentral.att.com>) and select
Account, then Profile to edit your Billing
options.

Previous Charges and Credits

Previous Balance	327.92												
Payments Applied to Balance Due													
<table border="0"> <thead> <tr> <th style="text-align: left;">Date Applied</th> <th style="text-align: left;">Payment Method</th> <th style="text-align: left;">Check Number</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>1. 11/20/2009</td> <td>Credit Card Payment</td> <td></td> <td style="text-align: right;">140.00CR</td> </tr> <tr> <td colspan="3">Total Payments Applied to Balance Due</td> <td style="text-align: right; border-top: 1px solid black;">140.00CR</td> </tr> </tbody> </table>	Date Applied	Payment Method	Check Number	Amount	1. 11/20/2009	Credit Card Payment		140.00CR	Total Payments Applied to Balance Due			140.00CR	
Date Applied	Payment Method	Check Number	Amount										
1. 11/20/2009	Credit Card Payment		140.00CR										
Total Payments Applied to Balance Due			140.00CR										
Previous Balance - Past Due, Please Pay Immediately	187.92												

Monthly Recurring Charges

Monthly Recurring Charges are billed in advance

Type of Service	Charge Period	Amount
2. AT&T U-verse TV U450	12/15/09 - 01/14/10	109.00
3. AT&T U-verse TV U450 Promotional Offer	12/15/09 - 01/14/10	10.00CR
4. AT&T U-verse TV U450 (Promotional Discount)	12/15/09 - 01/14/10	10.00CR
5. AT&T Yahoo! Broadband Max	12/15/09 - 01/14/10	55.00
6. AT&T Yahoo! Broadband Max (Max Promotional Offer)	12/15/09 - 01/14/10	10.00CR
7. AT&T Yahoo! Broadband Max (Promotional Discount)	12/15/09 - 01/14/10	10.00CR
8. AT&T U-verse Voice Unlimited 708-410-1309	12/15/09 - 01/14/10	30.00
9. AT&T U-verse Voice 708-410-1309 (Promotional Offer)	12/15/09 - 01/14/10	5.00CR
Total AT&T U-verse Bundle Charges		149.00
Additional AT&T U-verse Monthly Charges		
10. Non-Listed Quantity - 1 708-410-1309	12/15/09 - 01/14/10	2.25
11. Receiver Fee	12/15/09 - 01/14/10	7.00
12. Receiver Fee (Promotional Offer)	12/15/09 - 01/14/10	7.00CR
13. Receiver Fee	12/15/09 - 01/14/10	7.00
14. Receiver Fee (Promotional Offer)	12/15/09 - 01/14/10	7.00CR
Total Additional AT&T U-verse Monthly Charges		2.25
Total AT&T U-verse Services Monthly Recurring Charges		151.25



Dear Valued AT&T U-verse Member:

We would like to thank you for choosing AT&T U-verse and hope that you're enjoying the tremendous value of your AT&T U-verse services.

This year, more than ever, we've worked hard to provide you with the best entertainment experience. We've added more TV programming and more new and innovative features that you can only get with AT&T U-verse. These include:

- **Exciting new features such as U-verse TV Multiview, which lets you watch four channels at the same time, and Media Share, which gives you the ability to stream photos and music from any qualified, networked PC to your TV.**
- **Continued improvements of our Total Home DVR service and better ways to manage your recordings from any Internet-connected computer or mobile phone.**
- **An increased number of HD channels at over 110 available HD channels.**

And even more exciting new additions are coming up this year. U-verse will just keep getting better.

We are writing to inform you that the monthly price of some U-verse TV packages will be changing and may impact the cost of your service. Effective February 1, 2010, the monthly price for U400 will increase from \$99 to \$104 and U450 will increase from \$109 to \$112. In addition, if you subscribe to the following packages or services your price will also change: the Filipino TV package will increase from \$21 to \$25 and U-verse Voice Unlimited service will increase from \$30 to \$33. If you are on a current U-verse TV pricing promotion, the promotional benefit will continue until the applicable promotion ends or expires.

These modest price adjustments reflect increased business costs, including costs associated with existing programming and ongoing service enhancements. If you have any questions about your current package, your channel lineup or any other U-verse service, call us at 1-800-ATT-2020 or log on to uconnect.att.com. Thank you again for being a valued AT&T U-verse member.

Sincerely,
Your AT&T U-verse Team

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ASSOCIATED CURRENCY EXCHANGES
MADISON 5TH C.E., INC
MAYWOOD, IL. 60153
Window - 023
(708)343-2525
12/29/2009 3:50 PM
Transaction 415802

	Amount	Fee
2 EA ST Sale		1.10
Notary		2.00
ID PRESENTED: IL DL#6620-0616-4266		

Subtotal		3.10
Tendered		3.10
Change		.00

XXX-XX-0003

Thank You For Your Business

PRIVACY NOTICE: WE DO NOT DISCLOSE
ANY NONPUBLIC PERSONAL INFORMATION
TO ANYONE, EXCEPT AS PERMITTED BY
LAW OR TO OUR AFFILIATE COMPANIES.

Receipt FOR HAVING PAPERWORK
NOTARIZED TO SEND TO THE
ILLINOIS COMMERCE COMMISSION!

Bayl Grunt



BOYD GRIGGS
9 N 7TH AVE
MAYWOOD IL 60153-1316

Page: 1
Account #: 104238341
Statement Date: 03/14/2010

Previous Balance	Payments Received	Credits and Adjustments to Prev. Balance	Balance - Past Due, Please Pay Immediately	Current Charges Due by 04/12/2010	TOTAL AMOUNT DUE
\$359.78	\$0.00	\$200.00CR	\$159.78	\$186.58	\$346.36

A Past Due Collection fee of \$5.00 will be assessed if payment is not received on or before the due date.

For billing details see following pages.

Summary of Current AT&T U-verse (SM) Charges

AT&T U-verse Services - Monthly Recurring Charges

AT&T U-verse TV U450	03/15/10 - 04/14/10	112.00
AT&T U-verse TV U450 Promotional Offer	03/15/10 - 04/14/10	10.00CR
AT&T U-verse TV U450 (Promotional Discount)	03/15/10 - 04/14/10	10.00CR
AT&T U-verse Internet Max	03/15/10 - 04/14/10	55.00
AT&T U-verse Internet Max (Promotional Discount)	03/15/10 - 04/14/10	10.00CR
AT&T U-verse Voice Unlimited 708-410-1309	03/15/10 - 04/14/10	33.00
AT&T U-verse Voice 708-410-1309 (Promotional Offer)	03/15/10 - 04/14/10	5.00CR
Total AT&T U-verse Bundle Charges		165.00

Additional AT&T U-verse Monthly Charges

Total AT&T U-verse Monthly Charges

16.25

Prorated Charges

One Time Charges

Usage & Purchases

Surcharges

24.00CR
5.00
10.00
9.21

AT&T U-verse (SM) services provided by AT&T Illinois

Contact Information

For Ordering, Billing, or Support

For TTY:

AT&T U-verse Bill Explanations

Call 800-288-2020

Call 800-855-2880 and type "U-verse"

www.uverse.att.com

Return this portion with check payable to AT&T

Please include this number with your check 104238341-8

Account #104238341

Total Amount Due by 04/12/2010	Amount Enclosed
\$346.36	



BOYD GRIGGS
9 N 7TH AVE
MAYWOOD IL 60153-1316



Mail Payment To:
AT&T
ATTN: AT&T U-verse (SM)
PO Box 5014
Carol Stream, IL 60197-5014

410040180001042383418000000035978000000034636000002



Page: 2

Account #: 104238341

Statement Date: 03/14/2010



Page: 3
Account #: 104238341
Statement Date: 03/14/2010

Government Fees and Taxes	
Subtotal for Non-Monthly Charges	5.12
Current Charges Due by 04/12/2010	5.33
	186.58

Important Information:

REQUIRED NOTIFICATIONS****

CLOSED CAPTIONING TECHNICAL SUPPORT

800 288-2020, 866 750-6606 (fax)
e-mail: closedcaphelp@att.com
TTY: 800-855-2880 (and type, "uverse")

WRITTEN CLOSED CAPTIONING COMPLAINTS:

Myra Creeks, AT&T Regulatory
1120 20th St. N.W., Ste 1000
Washington, D.C. 20036
(202) 457-3009, (202) 457-3071 (fax)
myra.creeks@att.com

HOW TO CONTACT US ****

CONTACT INFORMATION

For Ordering, Billing, or Support please call
AT&T at 1-800-288-2020. Thank you for
choosing AT&T U-verse.

GENERAL ACCOUNT INFORMATION ****

HOW TO READ YOUR BILL

See a sample bill in the Support section of
www.uverse.att.com, tune to channel 411
to view the Billing video, or refer to your
AT&T U-verse Feature Guide.

ENROLL IN AT&T U-VERSE PAPERLESS BILLING

- * Make secure online payments 24x7
- * View and print copies of your bills
- * Add automatic payments for more convenience

Log in to AT&T U-verse Central
(<https://uversecentral.att.com>) and select
Account, then Profile to edit your Billing
options.



Page: 4
Account #: 104238341
Statement Date: 03/14/2010

Previous Charges and Credits

Previous Balance	359.78
Adjustments Applied to Balance Due	
1. Account Adjustment	200.00CR
Total Adjustments Applied to Balance Due	200.00CR
Previous Balance - Past Due, Please Pay Immediately	159.78

Monthly Recurring Charges

Monthly Recurring Charges are billed in advance

Type of Service	Charge Period	Amount
2. AT&T U-verse TV U450	03/15/10 - 04/14/10	112.00
3. AT&T U-verse TV U450 Promotional Offer	03/15/10 - 04/14/10	10.00CR
4. AT&T U-verse TV U450 (Promotional Discount)	03/15/10 - 04/14/10	10.00CR
5. AT&T U-verse Internet Max	03/15/10 - 04/14/10	55.00
6. AT&T U-verse Internet Max (Promotional Discount)	03/15/10 - 04/14/10	10.00CR
7. AT&T U-verse Voice Unlimited 708-410-1309	03/15/10 - 04/14/10	33.00
8. AT&T U-verse Voice 708-410-1309 (Promotional Offer)	03/15/10 - 04/14/10	5.00CR
Total AT&T U-verse Bundle Charges		165.00
Additional AT&T U-verse Monthly Charges		
9. Non-Listed Quantity - 708-410-1309	03/15/10 - 04/14/10	2.25
10. Receiver Fee	03/15/10 - 04/14/10	7.00
11. Receiver Fee	03/15/10 - 04/14/10	7.00
Total Additional AT&T U-verse Monthly Charges		16.25
Total AT&T U-verse Services Monthly Recurring Charges		181.25

Prorated Charges

Type of Service	Prorated Period	Amount
12. add - AT&T U-verse Internet Max (Max Promotional Offer)	03/15/10 - 04/13/10	10.00CR
Total AT&T U-verse Bundle Prorated Charges		10.00CR
Additional AT&T U-verse Prorated Charges		
13. add - Receiver Fee (Promotional Offer)	03/15/10 - 04/13/10	7.00CR
14. add - Receiver Fee (Promotional Offer)	03/15/10 - 04/13/10	7.00CR
Total Additional AT&T U-verse Prorated Charges		14.00CR
Total AT&T U-verse Prorated Charges		24.00CR



Page: 5
Account #: 104238341
Statement Date: 03/14/2010

One Time Charges

Description	Date	Amount
Other One Time Charges		
15. Past Due Collection Fee 02/21/2010	03/15/10	5.00
Total AT&T U-verse Other One Time Charges		5.00
Total AT&T U-verse One Time Charges		5.00

Usage & Purchases

Video On Demand

Date	Item	Amount
16. 03/06/10	Julie & Julia Featurette: Suzanne Goin Prepares Braised Beef Sho	0.00
17. 03/06/10	Hangover, The (Unrated) (HD)	6.00
18. 03/07/10	Whiteout	4.00
19. 03/11/10	Lil Wayne: On Fire	0.00
20. 03/11/10	Robin Thicke: Sex Therapy	0.00
Total Video On Demand Charges		10.00

AT&T U-verse Voice Unlimited 708-410-1309

Domestic Off-net Charges

Domestic off-net call details included in your call plan are available online at www.uverse.att.com

Date	Time	Place and Number Called	Min:Sec	Amount
		105 Call(s) Included in your AT&T U-verse Voice Unlimited call plan 708-410-1309	419:00	0.00
		Total Domestic Off-net Charges for AT&T U-verse Voice Unlimited 708-410-1309		0.00
		Total Usage Charges for AT&T U-verse Voice Unlimited 708-410-1309		0.00

Total AT&T U-verse Usage & Purchases 10.00

Surcharges

Description	Amount
21. IL State Infrastructure Maintenance Fee Recovery	0.17
22. IL Local Video Service Franchise Fee	5.41
23. IL Local Video Facilities Fee	1.08
24. Federal Universal Service Fund	2.55
Total Surcharges	9.21



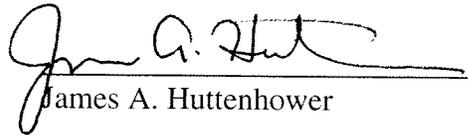
Page: 6
Account #: 104238341
Statement Date: 03/14/2010

Government Fees and Taxes

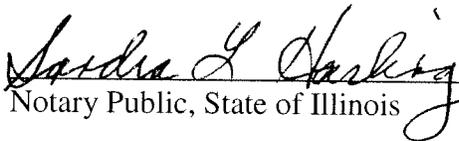
Description	Amount
25. IL Local 911 Service Fee	
26. IL State Telecommunications Excise Tax	0.85
27. IL Municipal Telecommunications Tax	2.30
	1.97
Total Government Fees and Taxes	5.12

VERIFICATION

I, James A. Huttenhower, on oath, state that I am one of the attorneys for AT&T Illinois, that I have reviewed the foregoing **VERIFIED MOTION OF AT&T ILLINOIS TO DISMISS COMPLAINT**, and that, to the best of my knowledge, information and belief, the statements contained therein are true and correct.


James A. Huttenhower

Subscribed and sworn to before
me this 8th day of April, 2010


Notary Public, State of Illinois



CERTIFICATE OF SERVICE

I, James A. Huttenhower, an attorney, certify that a copy of the foregoing *Verified Motion of AT&T Illinois to Dismiss Complaint* was served on the service list via U.S. Mail and/or electronic transmission on April 8, 2010

/s _____
James A. Huttenhower

SERVICE LIST

Bonita Benn
Administrative Law Judge
Illinois Commerce Commission
160 N. LaSalle St., Ste. C-800
Chicago, IL 60601

Boyd A. Griggs
9 N. 7th Ave.
Maywood, IL 60153

James Huttenhower
Illinois Bell Telephone Company
225 W. Randolph St., Ste. 25D
Chicago, IL 60606

Karl Wardin
Executive Director
Regulatory
Illinois Bell Telephone Company
555 Cook St., Fl. 1E
Springfield, IL 62721