

OFFICIAL FILE

I.C.C. DOCKET NO. 10-045

AT&T ILL ~~EX~~ Exhibit No. 1

ACCOUNT 7735492764533 BILLDATE 20081107

773 549 2764 533 *ZBU

CSSLY
Witness

773 549 2764 533

Date 11/30/10 *NOTE Reported P-C

ANN TERRELL

USR TYPE

DATE RP NOTATION

1DT 62R PERM	0414 ANN	SWITCHED TO ANOTHER CARRIER MTHS AGO
1DT 62R PERM	0414 ANN	WITH ANOTHER NUMBER HOWEVER SHE NEVER
1DT 62R PERM	0414 ANN	CALLED US TO LET US KNOW OF THE
1DT 62R PERM	0414 ANN	SWITCH HOWEVER WHN I TRIED TO EXPLAIN
1DT 62R PERM	0414 ANN	THE BILL AND INFORM HER OF WHY SHE
1DT 62R PERM	0414 ANN	BECAME VERY UPSET AND BEGAN YELLING
1DT 62R PERM	0414 ANN	THEN DEMANDED THAT WE DICONNECT HER
1DT 62R PERM	0414 ANN	SERVICE I AGREED AND TRIED TO EXPLAIN
1DT 62R PERM	0414 ANN	TO HER THAT I NEED TO TRANSFER HER TO
1DT 62R PERM	0414 ANN	THE DISCONNECT DPT AND SHE THEN HUNG
1DT 62R PERM	0414 ANN	WHILE.....THIS SERVICE NOR CALL
1DT 62R PERM	0414 ANN	WAS TRNSFERRED TO THE DISCONNECT DPT
AOD CO0 PERM	0325 DSLST	AUTOSWITCH DSL RE-RATE SBC YAHOO
AOD CO0 PERM	0325 DSLST	EXPRESS - 384-1.5X128 TRK-63269872
AOD CO0 PERM	0325 DSLST	DD-04/03/2008
PERM	0126 RCVRY	CHICAGO (TAR 0002) MUNICIPAL TELE TAX
PERM	0126 RCVRY	(MTT) OMITTED ON JAN 08 BILL. ERROR
PERM	0126 RCVRY	CORRECTED 1/10/08. BACK BILL CUST FOR
PERM	0126 RCVRY	JAN MTT ON FEB 08 BILL UNDER PAYMENTS
PERM	0126 RCVRY	& ADJMTS. BACK BILLING DOES NOT
PERM	0126 RCVRY	GENERATE TAX ON TAX. (LD63543)
PERM	0610 CNRBNK	TRNSFR PST BNK CHG/CR FRM OLD CC 932
117 TQA PERM	0607 BK	BK CNR C0535067101 NCC 533 OCC 932
117 TQA PERM	0607 BK	**ATTN: EBD IS OVER 60 DAYS USED

AT&T Illinois
Direct Ex. 1

117 TQA PERM	0607 BK	02-26-07 EBD WL ND TO MANUALLY REC**
190 TQA PERM	0604 BK	BK CH13 07-03252 NIL 02/24/07
190 TQA PERM	0604 BK	****DO NOT TRT****
190 TQA PERM	0604 BK	RFR BK ?'S TO 888-546-7314
190 TQA PERM	0604 BK	BK CH13 07-03252 NIL 02/24/07
190 TQA PERM	0604 BK	****DO NOT TRT****
190 TQA PERM	0604 BK	RFR BK ?'S TO 888-546-7314
190 TQA PERM	1006 CMS	CCI 1
CMS SI	0903 M	MGR TKO-DLB--SUB STATING REQ DISC
8LB RI1 CHK	0903 M	BACK IN APRIL, RECORDS INDICATE THAT
8LB RI1 CHK	0903 M	SHE HU, ADVSD ALL CHARGES ARE
8LB RI1 CHK	0903 M	SUSTAINED AND NO CREDITS TO BE GIVEN.
8LB RI1 CHK	0903 M	PLACED DISCONNECT ORDER DUE FOR TODAY
8LB RI1 CHK	0903 M	AND ADVISED WILL LOSE DIAL TONE
8LB RI1 CHK	0903 M	TODAY. SUB SYS WILL NOT PAY BILL,
8LB RI1 CHK	0903 M	ADVSD NO ADJUSTMENTS WILL BE
8LB RI1 CHK	0903 M	MADE....KEPT SAYING THAT WE DISC THIS
8LB RI1 CHK	0903 M	LINE AND THEN 3 DAYS LATER
8LB RI1 CHK	0903 M	RECONNECTED, ADVSD NOT CORRECT, NO
8LB RI1 CHK	0903 M	ORDER ON ACCT TO TAKE SERVICE AWAY
8LB RI1 CHK	0903 M	FROM ATT
8LB RIA PSOD	0903 ASON	D0895235085 09-03-08 DCR NF
BSH RIA PASS	0903 ANN	REFUSING TO TRANSFER TO DISCONNECT
BSH RIA PASS	0903 ANN	DEPT WANTS TO SPEAK TO MANAGER
BSH RIA PASS	0903 ANN	PASS TO DISCONNECT DEPT
BSH RIA CHK	0903 NONE	CPNI DOC Y
BSH RIA OTHB	0903 ANN	VERFIED SSN
1DT 62R OTHB	0414 ANN	SWITCHED TO ANOTHER CARRIER MTHS AGO

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773 549 2764 533 (CONT) *NOTE
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1DT	62R CHK	0414	NONE	CPNI DOC Y
SI		0411	CCVS	AC 214
403	WLW CHK	1105	WLACC	REVIEW FOR COLLECTION ACTIVITY
J54	EVJ OTHB	1105	TREAL	VFRD CUST ACCT XFRD TO LACC
J54	EVJ CPPU	1105		100707 2 7 NRC LBT
531	ELA CHK	1105	ELACC	REVIEW FOR COLLECTION ACTIVITY
J54	EVJ OTHB	1105	TREAL	VFRD CUST ACCT ?S ON BILL BEING
J54	EVJ OTHB	1105	TREAL	EXTREMELY HIGH
CMS	SI	1105	CMS	CIV 0607
	1012 RPMT			75.00 ,053434,7542 WU CASH