

ANN TERRELL
913 W GORDON TER
APT 3
CHICAGO, IL 60613-2106
Account Number 1001-0148347-01

ACCOUNT SUMMARY - August 2008

Previous Balance	\$341.24
Payment Received 08/12/08 - Thank you!	(\$172.06)
Outstanding Balance	\$169.18
Current Charges	\$111.73
Total Adjustments	\$2.14
Taxes, Fees, and Surcharges	\$19.46
TOTAL AMOUNT DUE	\$302.51

RCN NEWS

New Easier-to-Read Monthly Bill! You spoke and we listened. You told us you wanted your RCN bill to be clearer & quicker to read. Our redesigned bill has concise customer info, FAQ's and contact info. Go to rcn.com & click on Help to find our "How to Read Your Bill" guide.

CAN TV gives you a view of Chicago you won't find on any other channels, and it's only on cable. With more than 130 hours weekly of new, original programs produced and submitted by Chicagoans. CAN TV is all local, all the time. To receive CAN TV info, sign up at www.cantv.org

Starting Aug. 1, ESPN Classic will move from our Signature package to our Premiere Package. Learn more by calling 800-RING-RCN.

FREE HBO-Cinemax preview! Discover what you've been missing. Check out these premium channels free, Sep. 5-8. They do contain adult content, so set your parental controls. See hit movies & TV series, action-packaged sports & great family programming, 4 days free!

PAST DUE NOTICE

Our records indicate your account is past due. Nonpayment of the past due amount may result in service disruption and additional fees. If you already paid the outstanding balance, please disregard this notice.

OFFICIAL FILE

U.S.C. DOCKET NO. 10-0415
AT&T Ill Exhibit No. 2
Witness
11/30/08 Reporte P.W

Please detach and include the remittance slip below with your mailed payment - Thank You!



33-16 WOODSIDE AVENUE
LONG ISLAND CITY, NY 11101

Account Number: 1001-0148347-01

AMOUNT DUE:	\$302.51
DATE DUE:	Upon Receipt
Amount Enclosed:	\$
Please write your account number on your check. Make check payable to RCN.	

Sign me up for AutoPay! (See reverse side.)
Billing/Email address change. (See reverse side.)

ANN TERRELL
913 W GORDON TER
APT 3
CHICAGO, IL 60613-2106

RCN
PO BOX 747089
PITTSBURGH, PA 15274-7089

1010001014014834701430030251

AT&T Illinois
Cross Ex. 2

Customer Name ANN TERRELL
Account Number 1001-0148347-01

FREQUENTLY ASKED QUESTIONS

How can I reach RCN?

Visit our website: www.rcn.com

For Billing Inquiries dial: 1-877-RCN-BILL (1-877-726-2455)

For Technical Inquiries dial: 1-866-TECH-RCN (1-866-832-4726)

Where can I send correspondence?

Do not mail correspondence with your payment; instead mail correspondence to this address:

RCN
100 Baltimore Drive
Wilkes-Barre, PA 18702

How can I pay my bill?

Through the Automatic Payment Option listed on the form below or via our Automated Phone System; dial 1-877-RCN-BILL (1-877-726-2455). RCN also accepts Direct Debit payments on www.rcn.com; select My RCN.

Make your payment in person. Payment centers accept cash, checks, money orders, and credit cards. For a listing of payment center/local office hours and locations access www.rcn.com, or dial 1-877-RCN-BILL (1-877-726-2455).

We post your payment on the date it is received. If you mail your payment with the remittance slip enclosed, please allow 7 business days for mail delivery.

RCN Offices Accepting Walk-In Payments

RCN
Bradley Place Business Center
2640 West Bradley Place
Chicago, IL 60618

Can I receive an electronic version of my bill instead of a paper bill each month?

Yes, simply go to www.rcn.com and select My RCN to register to receive an electronic bill.

What charges does this bill include?

This bill includes your regular monthly service charges, any per use features such as PPV, VOD or Directory Assistance and applicable taxes, fees and surcharges.

What is RCN's unreturned equipment policy?

Equipment charges are credited upon the satisfactory return of RCN's equipment. All RCN equipment (converter boxes, cable cards, and cable modems) must be returned prior to or on the day of disconnect to avoid equipment charges.

IMPORTANT CUSTOMER INFORMATION

All services, including telecommunications services, are provided by RCN Telecom Services of Illinois, LLC. Federal EIN: 41-2071474.

TELEPHONE CUSTOMERS

Non-payment of the following telephone charges will not result in disconnection of your basic local service: Toll charges, 900 numbers, inside wiring, 911 surcharge, Line Features (i.e. Call Waiting, 3-Way Calling, Caller ID, etc.), Operator Charges, DA Charges and Directory Advertising. Please be advised non-payment of all other telephone services will result in disconnection of your basic local telephone service.

RIGHT TO DISPUTE YOUR BILL

If you are dissatisfied with our telephone service for any reason and you are unable to obtain resolution after speaking with our Universal Agents, you may contact Customer Service Division, Illinois Commerce Commission, Ste C-800, 160 N. LaSalle St., Chicago, IL 60651 1.800.524.0795

CABLE CUSTOMERS

Franchise fees paid to the local franchising authority are itemized on your statement. A fee paid to the federal government is also detailed.

Your local franchise authority is: City of Chicago, Area 1 (CUID: IL 1663, Department of Consumer Services, Office of Cable Communications, 33 N LaSalle St., Ste 1650, Chicago, IL 60602 312.744.5000

UTILITY ALERT NETWORK

In compliance with Illinois State Law and to avoid service interruptions, please call one of the free notification services that alerts utility facility owners and companies of planned digging in areas with any underground facilities at least 48 hours prior to digging or excavating activities. In Chicago, please call Utilities Alert Network (CUAN) at 312.744.7000. Outside of Chicago, call the Joint Utilities Locating Information for Excavators (JULIE) at 1.800.892.0123.

Customer Name ANN TERRELL
Account Number 1001-0148347-01

ACCOUNT DETAIL

BUNDLED SERVICES

Period	Qty	Description	Amount
High-Speed Internet			
08/14/08-09/13/08	1	10MBPS INTERNET SERVICE @ \$26.95	
08/14/08-09/13/08	1	CABLE MODEM RENTAL @ \$3.00	
Cable			
08/14/08-09/13/08	1	LIMITED CABLE SERVICE @ \$10.00	
Telephone 773.857.2316			
08/14/08-09/13/08	1	UNLIMITED LONG DISTANCE PLAN @ \$0.00	
08/14/08-09/13/08	1	UNLIMITED LONG DISTANCE PLAN @ \$0.00	
08/14/08-09/13/08	1	PICK 5 FEATURE PACKAGE @ \$12.00	
08/14/08-09/13/08	1	UNLIMITED REGIONAL CALLING @ \$0.00	
08/14/08-09/13/08	1	UNLIMITED LOCAL CALLING @ \$17.95	
TOTAL BUNDLED SERVICES			\$69.90

ADDITIONAL SERVICES

Period	Qty	Description	Amount
Cable			
08/14/08-09/13/08	1	Signature Cable TV	\$19.95
08/14/08-09/13/08	1	HBO	\$8.98
08/14/08-09/13/08	1	HBO ON DEMAND	\$0.00
08/14/08-09/13/08	1	1 DIGITAL CONVERTER RENTAL	\$2.95
08/14/08-09/13/08	1	STARZ	\$0.00
08/14/08-09/13/08	1	DIGITAL CONVERTER RENTAL	\$0.00
08/14/08-09/13/08	1	Premiere Total Pack	\$9.95
TOTAL ADDITIONAL SERVICES			\$41.83

PHONE ACTIVITY - (SUMMARY)

Description	Calls	Minutes	Amount
773.857.2316			
Local	14	15.0	\$0.00
TOTAL TELEPHONE CALL CHARGES			\$0.00

CURRENT CHARGES \$111.73

ADJUSTMENTS

Description	Amount
LATE FEE - 08/13/08	\$1.09
LATE FEE - 08/13/08	\$0.60
LATE FEE - 08/13/08	\$0.45
TOTAL ADJUSTMENTS	\$2.14

TAXES, FEES AND SURCHARGES

Description	Amount
High Speed Internet	
City Rental Tax	\$0.24
Cable	
Franchise Fee	\$3.11
Regulatory Fee	\$0.06
City Entertainment Tax	\$1.55
Telephone	
Federal Subscriber Line Charge	\$4.99
Federal Excise Tax	\$1.14
Federal Universal Service Fund	\$0.57
ST Telecommunications Excise Tax	\$2.49
IL Universal Service Fund Surcharge	\$0.11
IL PUC Tax	\$0.03
IL Infrastructure Maintenance Fee	\$0.18
Simplified Municipal Telecom Tax	\$2.49

Promotional Details

You are receiving a special promo on Cable, Phone and Internet for 12 months @ \$29.95 each.
You are receiving a special promotion on HBO.
You are receiving Digital Vision at \$9.95 for six months.
You are receiving Starz for free for six months.

Customer Notes

Adjustments reflect one-time credits or charges.

Taxes, fees and surcharges associated with your monthly services must meet tax, fee and surcharge mandates imposed by your local municipality, county, state and federal government regulations.

For additional information about taxes, fees and surcharges go to www.rcn.com and click Help.

Customer Name ANN TERRELL
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ACCOUNT DETAIL

TAXES, FEES AND SURCHARGES (Continued)

Description	Amount
Telephone	
City E-911 Surcharge	\$2.50
TAXES, FEES AND SURCHARGES	\$19.46