

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

ACCOUNT SUMMARY - October 2008

Previous Balance	\$341.72
Payment Received 09/22/08 - Thank you!	(\$43.00)
Payment Received 10/13/08 - Thank you!	(\$96.61)
Outstanding Balance	\$202.11
Current Charges	\$127.98
Total Adjustments	\$2.59
Taxes, Fees, and Surcharges	\$22.38
TOTAL AMOUNT DUE	\$355.06

RCN NEWS

Local Exchange Service Quality Requirements: The law obligates all telecommunications carriers to provide installation & repair in a timely manner. Credits or other remedies may be available for delays in repairs, installation or missed appointments.

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
I.C.C. DOCKET NO. 10-0415
AT & T ILL. Exhibit No. 4
Witness _____
Date 11/30/2008 [Signature]

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



100 BALTIMORE DRIVE
WILKES-BARRE, PA 18702

Account Number: 1001-0148347-01

AMOUNT DUE:	\$355.06
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

1010001014014834701450035506

AT & T Illinois
Case Ex. 4

Customer Name ANN FERRELL
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
P.O. Box 578459
Chicago, IL 60657-8459

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, Cable Enforcement Division, 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			
10/14/08-11/13/08	1	10MBPS INTERNET SERVICE @ \$26.95	
10/14/08-11/13/08	1	CABLE MODEM RENTAL @ \$3.00	
Cable			
10/14/08-11/13/08	1	LIMITED CABLE SERVICE @ \$10.00	
Telephone 773.857.2316			
10/14/08-11/13/08	1	UNLIMITED LONG DISTANCE PLAN @ \$0.00	
10/14/08-11/13/08	1	UNLIMITED LONG DISTANCE PLAN @ \$0.00	
10/14/08-11/13/08	1	PICK 5 FEATURE PACKAGE @ \$12.00	
10/14/08-11/13/08	1	UNLIMITED REGIONAL CALLING @ \$0.00	
10/14/08-11/13/08	1	UNLIMITED LOCAL CALLING @ \$17.95	
TOTAL BUNDLED SERVICES			\$69.90

ADDITIONAL SERVICES

Period	Qty	Description	Amount
Cable			
10/14/08-11/13/08	1	Premiere Total Pack	\$9.95
10/14/08-11/13/08	1	HBO	\$8.98
10/14/08-11/13/08	1	HBO ON DEMAND	\$0.00
10/14/08-11/13/08	1	1 DIGITAL CONVERTER RENTAL	\$2.95
10/14/08-11/13/08	1	Signature Cable TV	\$19.95
10/14/08-11/13/08	1	DIGITAL CONVERTER RENTAL	\$0.00
10/14/08-11/13/08	1	STARZ	\$0.00
TOTAL ADDITIONAL SERVICES			\$41.83

PHONE ACTIVITY - (SUMMARY)

Description	Calls	Minutes	Amount
773.857.2316			
Per Use Features	5	5.0	\$5.00
Directory Assistance	9	9.0	\$11.25
Local	92	279.0	\$0.00
Regional	73	312.0	\$0.00
Long Distance	6	17.0	\$0.00
TOTAL TELEPHONE CALL CHARGES			\$16.25

CURRENT CHARGES \$127.98

ADJUSTMENTS

Description	Amount
LATE FEE - 10/14/08	\$1.08
LATE FEE - 10/14/08	\$1.06
LATE FEE - 10/14/08	\$0.45
TOTAL ADJUSTMENTS	\$2.59

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	\$1.63
Federal Universal Service Fund	\$0.57
ST Telecommunications Excise Tax	\$3.63

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
Account Number 1001-0148347-01

ACCOUNT DETAIL

TAXES, FEES AND SURCHARGES (Continued)

Description	Amount
Telephone	
IL Universal Service Fund Surcharg	\$0.16
IL PUC Tax	\$0.05
IL Infrastructure Maintenance Fee	\$0.26
Simplified Municipal Telecom Tax	\$3.63
City E-911 Surcharge	\$2.50
TAXES, FEES AND SURCHARGES	\$22.38

Customer Name ANN TERRELL
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PHONE ACTIVITY

Telephone calls are rounded up to the next penny.

Period: STD=Standard DAY=Day Type: CC=Calling Card @=Operator Services
 EVE=Evening N/W=Night/Weekend LT=Regional Toll DA=Directory Assistance
 HOL=Holiday ECO=Economy LC=Local IN=International
 DIS=Discount LD=Long Distance #=Payphone Surcharge

PHONE ACTIVITY FOR 773.857.2316

PER USE FEATURE CALLS

Date	Time	Period	Call To	Number	Type	Minutes	Amount
09/11/08	12:51 PM	STD	Call Retur IL	614.333.8410	69	1.0	\$1.00
09/19/08	02:56 PM	STD	Call Retur IL	800.452.5731	69	1.0	\$1.00
09/21/08	05:57 PM	STD	Call Retur IL	773.729.0972	69	1.0	\$1.00
10/01/08	10:20 AM	STD	Call Retur IL	773.503.3108	69	1.0	\$1.00
10/01/08	10:26 AM	STD	Call Retur IL	773.503.3108	69	1.0	\$1.00
TOTAL						5.0	\$5.00

DIRECTORY ASSISTANCE CALLS

Date	Time	Period	Call To	Number	Type	Minutes	Amount
09/22/08	03:58 PM	STD	DIR ASST IL	773.411.0000	DA	1.0	\$1.25
09/22/08	04:03 PM	STD	DIR ASST IL	773.411.0000	DA	1.0	\$1.25
09/22/08	04:09 PM	STD	DIR ASST IL	773.411.0000	DA	1.0	\$1.25
09/22/08	04:16 PM	STD	DIR ASST IL	773.411.0000	DA	1.0	\$1.25
09/24/08	12:53 PM	STD	DIR ASST IL	773.411.0000	DA	1.0	\$1.25
10/01/08	11:03 AM	STD	DIR ASST IL	773.411.0000	DA	1.0	\$1.25
10/02/08	01:08 PM	STD	DIR ASST IL	773.411.0000	DA	1.0	\$1.25
10/02/08	01:34 PM	STD	DIR ASST IL	773.411.0000	DA	1.0	\$1.25
10/04/08	10:28 AM	STD	DIR ASST IL	773.411.0000	DA	1.0	\$1.25
TOTAL						9.0	\$11.25

Customer Name ANN TERRELL
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FREQUENTLY ASKED QUESTIONS...continued from page 2

Why does the total amount of my bill fluctuate from time to time?

If you add, drop, change a service, or use per use features such as Directory Assistance or *69, PPV, VOD or a sports package, this may result in fluctuations to the amount of your bill. Billing fluctuations may also occur if your campaign or special promotion expires.

If bill fluctuations occur as a result of Internet usage RCN is not responsible for any telephone charges incurred. Customers with Dial-Up service are responsible for verifying that their Internet access number is a local telephone call.

Why does my bill show a Past Due Amount when I already paid last month's bill?

The bill may appear past due for several reasons. You will not see payments credited to your account if the payments were processed after your new bill printed. These payments will appear on your next billing statement. For example, your last payment and your new bill may have passed in the mail.

If you paid your bill at an approved RCN third party payment center, it can take up to 3 business days for that payment to post to your account.

My services were disconnected for non-payment. How can I get my services turned back on?

Call 1-888-266-6250, and select the option for making payment arrangements. You will speak with a customer service agent who will help you settle your account. Reconnect fees will apply to have your service(s) restored after disconnection for non-payment.