

October 6, 2008

MARY WEATHERSBY
7144 S JEFFERY BLVD APT 5A
CHICAGO, IL 60649-2688

ORDER CONFIRMATION #: C0045667543
BILLING TELEPHONE #: (773) 363-3378



Dear Mary Weathersby,

Thanks for choosing AT&T! 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.

AT&T LONG DISTANCE

With your new AT&T Unlimited Nationwide Calling Advantage 3 plan, you have the freedom to call anywhere in the United States and most U.S. territories, including Puerto Rico, the U.S. Virgin Islands, Guam, the Northern Marianas and American Samoa. (Calls to Palau are rated as international calls.) Call all day, every day for a low rate of just \$9.00 per month for all your in-state and state-to-state, direct dialed, nationwide long distance calls. Note: the \$9.00 monthly charge for AT&T Unlimited Nationwide Calling Advantage 3 plan is included in the cost of the ALL DISTANCE® package price.

While this plan includes unlimited calling as described above, it is for residential use only, not for business use (including telemarketing, autodialing, or commercial or broadcast facsimile i.e. fax). This plan cannot be used for long distance or local toll access to the Internet. To continue receiving these great benefits, you must be subscribed to AT&T Long Distance as your provider for both local toll and long distance services and maintain your All Distance® plan. Customers who remove a component required for this plan, or misuse this plan, will be moved automatically to our AT&T ONE RATE® Nationwide 5C Advantage long distance plan. This plan allows you to make nationwide direct-dialed calls from home to anywhere in your state and all over the United States, 24 hours a day, seven days a week, for a rate of \$.05 per minute and a low monthly charge of \$4.00.

Remember, AT&T Long Distance has terrific international calling plans. Even with occasional international calling, your savings can be significant. Please visit att.com/intplan or call us at 1.800.288.2020 to begin saving today!

Information on how to operate all of your services can be found in the enclosed brochures or at att.com/tours. Calling feature instructions are also located in your AT&T White Pages.

Your satisfaction is our #1 priority. If this letter does not accurately reflect the services you ordered or changes you requested, or if you have questions regarding your service, please call one of our

-OVER-

OFFICIAL FILE

I.C.C. DOCKET NO. 14-029

Exhibit No. 1

Witness AT&T

Date 5/28/14 Reporter RL

knowledgeable Customer Service Representatives at 1.800.288.2020 or visit our web site at att.com.

Thanks again for choosing AT&T – setting the standard for a new era of integrated communications and entertainment services.

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.

*Please note that your actual monthly service charges may vary if waivers or discounts are in effect. Refer to your next billing statement for verification of pricing. Taxes and surcharges are in addition to any charges listed in this communication.

SERVICES ADDED:

(773) 363-3378

ALL DISTANCE*
CALL FORWARDING
UNLTD NATIONWLD CLG ADVANTAGE 3

SPEED CALLING
AUTOMATIC CALLBACK
CALL DETAIL SUPPRESSION

SERVICES REMOVED:

(773) 363-3378

CALL WAITING ID

UNLIMITEO NATIONWIDE CALL

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: \$-9.95
One-Time Charges: \$3.95

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.

SPECIAL TERMS, CONDITIONS AND EXPLANATIONS REGARDING YOUR AT&T SERVICES:

Not all services available in all areas.

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.

ALL DISTANCE*: excludes taxes, fees, surcharges, subscriber line, extended area, installation charges, and universal service charges. ALL DISTANCE* service includes an access line for unlimited local service with 9-13 calling features, including voice mail services, and unlimited long distance service with the AT&T Unlimited Nationwide CallingSM Advantage 3 plan. This long distance plan is available only in combination with the ALL DISTANCE* package and customers must subscribe to one qualifying service from an AT&T qualified affiliate. This long distance plan cannot be used for long distance or local toll access to the Internet, or for business purposes such as telemarketing, auto-dialing, or commercial or broadcast facsimile (FAX) where any of these calls would be long distance or local toll calls. If the AT&T Unlimited Nationwide CallingSM Advantage 3 plan is used for unauthorized purposes, customers will be moved to the AT&T ONE RATESM Nationwide 5C Advantage long distance plan with a rate of \$4 per month and 5 cents per minute. If non-long distance qualified affiliate(s) are removed, customers will be moved to ALL DISTANCE* with AT&T Unlimited Nationwide Calling Advantage 1SM for \$45 per month. If long distance provider is removed, your local service package will be Complete ChoiceSM Enhanced. Long distance service provided by AT&T's long distance companies. Calls are billed in one-minute increments; partial minutes are charged as full minutes. Prices may vary based on additional options and class of service. Special Caller ID equipment is required for Caller ID, Call Waiting ID and Privacy Manager*. Call Waiting ID requires subscription to Caller ID and Call Waiting. With Caller ID and Call Waiting ID, some call information may be blocked or unavailable. Calling features and services may not be available in all areas or on all calls, and may not be available internationally. With Call Forwarding, Selective Call Forwarding, Speed Calling 8, Three-Way Calling and Call Return, local usage, local toll or long distance charges may apply, depending on the location of the called party. Privacy Manager* is included in Connecticut and available upon request elsewhere. Additional charges may apply for Privacy Manager*. In certain California metropolitan areas (ZUM 3), usage charges are incurred for calls that are beyond a customer's local calling area but are not local toll or long distance. Subscription to the AT&T Metro PlanSM will ensure unlimited local and long distance calling. The AT&T Metro Plan is available on this offer at no extra charge in California. Availability, rates, terms and conditions are subject to change.

