

Mary Wethersby

May, 2014

Case No. 14-0129

These are copies of all rate increases posted from 2010-present that did and did not affect my package. My "All Distance" package that has everything in it includes unified message and linebacker plus. nothing is a boat on. So rate increase is governed by the entire package which is under a tariff.

OFFICIAL FILE

I.C.C. DOCKET NO. 14-0129

Exhibit No. 3

Witness Complainant

Date 5/28/14 Reporter KL



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

Page 1 of 4
 Account Number 773 363-3378 323 8
 Billing Date Feb 1, 2010

Web Site att.com

Jan 2 - Feb 1, 2010

Bill-At-A-Glance

Previous Bill	143.54
Payment	124.52CR
Adjustments	19.02CR
Balance	.00
Current Charges	134.27
Total Amount Due	\$134.27
Amount Due in Full by	Mar 1, 2010

AT&T Benefits

•Welcome to your new AT&T Local and Long Distance Services!
 Watch for upcoming special offers for Internet, Wireless, and TV services.

Detail of Payments and Adjustments

Item	No.	Date	Description	Adjustments	Payments
	1	1-12	Payment		124.52
	2	1-12	Monthly Service	19.02CR	
Totals				19.02CR	124.52

Billing Summary

Questions? Visit att.com

Plans and Services 1-800-288-2020	49.61
Other AT&T Long Distance 1-800-288-2020	.00
AT&T Internet Services 1-877-722-3755	14.95
AT&T Wireless Services 1-800-331-0500	69.71
Total of Current Charges	134.27

Plans and Services

Promotions and Discounts

Item	No.	Description	
	1	Promotional Discount for Bill Period Feb 1, 2010.	5.00CR

Monthly Service - Feb 1 thru Feb 28

Combined Communications Svcs	40.00
ALL DISTANCE® by AT&T Illinois Residence Usage Serv Line Charge Local Saver Pack Unlimited Caller Identification Calling Name Display Three Way Calling Busy Line Transfer Alternate Answering Star Code Access Msg Wtg Audible & Visual Ind Automatic Callback Call Forwarding Call Waiting Speed Calling LINE-BACKER® Voice Mail Plus Unltd Nationwd Ctg Advantage 4 by AT&T Long Distance	
Federal Access Charge	4.53
Total Monthly Service	44.53

News You Can Use Summary

- PREVENT DISCONNECT
- PAY-PER-CALL INFO
- ELECTRONIC PAYMENTS
- CLASS ACTION NOTICE
- MOVING SOON?
- PHONE/HEADSET COMBO
- CARRIER INFO
- PLAN CHANGE
- SERVICE INFORMATION
- SUPPORT MADE EASY!
- START SAVING MORE!

See "News You Can Use" for additional information.

Local Services provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin based upon the service address location.

U.S. Pat. D410,950 and D414,510



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

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 Account Number 773 363-3378 323 8
 Billing Date Feb 1, 2010

Plans and Services

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item No.	Description	Quantity	Monthly Rate	Amount Billed
Services Changed on Jan 12, 2010				
Charges for Services Added				
(Monthly Charges are Prorated from the Installation Date to your Billing Date, Feb 1, 2010)				
Combined Communications Svcs				
1.	ALL DISTANCE® Installed Jan 2	1	36.00	34.81
2.	Unltd Nationwd Clg Advantage 4 Installed Jan 2	1	4.00	3.86
Services Changed on Jan 12, 2010				
Credits for Services Removed				
(Monthly Charges were Billed in Advance and are Prorated from Jan 2, 2010 to Feb 1, 2010)				
3.	Combined Communications Svcs	1	40.00	38.68CR
Total Additions and Changes to Service				.01CR

Local Calls

Local Saver Pack Unlimited

326 Call(s) were placed this month

Information Charges

National Directory Assistance

3 Call(s) billed at \$1.99 each **5.97**

Surcharges and Other Fees

9-1-1 Emergency System	
Billed for Chicago	2.50
State Infrastructure Maintenance Fee	.19
State Additional Charges	.03
Federal Universal Service Fee	.23
IL Universal Service Fee	.10
Carrier Cost Recovery Fee (Long Dist)	1.99
IL Telecom Relay Svc and Eqp	.08
Telephone Assistance Program - Federal	6.28CR
Total Surcharges and Other Fees	1.16CR

Taxes

Illinois at 7%	2.64
Municipal Telecommunications Tax	2.64
Total Taxes	5.28

Total Plans and Services

Invoice Billing - Continued

Current Charges	
Service Charges	.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	.00
Taxes	.00
Total Invoice Summary	.00

Call Charges - Dec 15th thru Jan 14th

Domestic Usage Summary	Amount
Calls for 773-363-3378	
Domestic Minutes Used	6,591
Number of Calls	322
Total Domestic Direct Dial Charges	.00
To obtain a copy of previous call detail for up to 24 months at no charge, contact AT&T Long Distance customer service at the number listed in the Billing Summary section on page 1.	

Taxes

1 Federal	.00
2 State	.00
3 Municipal	.00
4 Non Home State	.00
Total Taxes	.00

Total Invoice Charges .00

Total Other AT&T Long Distance .00

AT&T Internet Services

For Billing Inquiries:

AT&T High Speed Internet (DSL) customers call 1.800.288.2020.
 AT&T Yahoo! Web Hosting customers call 1.866.722.9932.
 AT&T Web HostingSM (Shared Hosting, Virtual Dedicated Server (VDS) and Managed Dedicated Server (MDS)), call 1.888.932.4678.
 AT&T Wi-Fi contact information located at attwifi.com.

Itemized Charges and Credits

No.	Date	Description	Amount
For Services on 23286723			
1	01-06	AT&T HSI BASIC	14.95

AT&T Long Distance

Message Regarding Terms & Conditions:

To view your Terms & Conditions for AT&T Long Distance, access www.att.com/servicepublications or call 1-888-225-8530 to have a copy mailed.

Invoice Summary

(as of January 16, 2010)

Thank you for being a valued AT&T customer! When you send a check for payment, you give us a check for a check for payment. We will not be returning your original check for payment. If you do not wish to pay in AT&T's check conversion program please call 1 800-245-3080. If you want to save time and avoid the hassle of auto payment, please use our secure and convenient online payment system at www.att.com/stoppedper using your checking account. Service Date: 01/05/10 02/04/10
 MARY WEATHERSBY
 IL No. 773 363 3378
 356acknorthk@att.net





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

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 Account Number 773 363-3378 323 8
 Billing Date Feb 1, 2010

AT&T Wireless Services

Wireless Summary - 773 330-5926
 Cycle Dates: Dec 12, 2009 - Jan 11, 2010

Promotions and Discounts	\$4.00CR
Monthly Service	\$59.99
Credits, Adjustments and Other Charges	\$2.96
Taxes	\$10.76
Total Wireless Charges	\$69.71

Group Usage Summary - Group: 1

Voice

Rollover Summary

Previous Balance	7,249
Unused Minutes Added	849
Minutes Expired (*)	-1,877
Current Rollover Balance	6,221
(*) Unused Plan Minutes Expired After 12 Billing Periods	

FT9NATP850RUMM UNW

164 Minutes Used by	773 330-5926
164 Minutes Used by This Group	
850 Minutes Included	

Promotions and Discounts

Discount for FT9NATP850RUMM UNW	4.00CR
Total Promotions and Discounts	4.00CR

Monthly Service

Jan 12 thru Feb 11	
FT9NATP850RUMM UNW	59.99
850 ANYTIME MINUTES	
ANYTIME ROLLOVER MINS	
Call Hold	
Call Waiting	
Caller ID	
Direct Bill Detail	
FAMILY TALK ADDTL	
IMMEDIATE CALL FORWARD	
NATION GAIT/GSM	
NO ANSWER CALL FORWARD	
THREE-WAY CALLING	
UNL Nght & Wknd Min	
UNLTD EXP M2M MINS	
AT&T Direct Bill	.00
DETAILED BILLING NC	.00
Data Detail	.00
EXPANDED INTL ROAM	.00
GSM Coverage Area	.00
Int'l Roaming	.00
Int'l Roam Toll	.00
DOMESTIC LD	
INTERNATIONAL LD	
Int'l Dialing Allowed	.00
NO CHARGE 411	.00
Off-Network Roam	.00

Monthly Service - Continued

Standard LD	.00
DOMESTIC LD	
Toll International	
Unlimited Expd M2M	.00
Unlimited N&W	.00
VOICEDIAL *8	.00
Voice Detail	.00
DATA DPT OUT	.00
Total Monthly Service	59.99

Credits, Adjustments and Other Charges

Regulatory Cost Recovery Charge	.68
Federal Universal Service Charge	2.28
Total Credits, Adjustments and Other Charges	2.96

Voice Usage Summary

Unlimited Expd M2M
 162 Minutes Used

Rollover FM 850

1 Minutes Used

Unlimited N&W

1 Minutes Used

Voice Usage Detail

Calls

No.	Date	Time	Place Called	Number	Code	Units	
1	12-12	248P	FOREST IL	708 714-1550	2M	1	.00
2	12-12	605P	FOREST IL	708 714-1550	2M	1	.00
3	12-27	1013P	BROOKHAVENMS	601 835-0759	2	1	.00
4	1-04	554P	CHICAGO IL	773 706-0283	1	1	.00
5	1-04	557P	LA GRANGE IL	708 310-0130	1M	1	.00
6	1-04	558P	FOREST IL	708 714-1550	1M	1	.00
7	1-05	141P	FOREST IL	708 714-1550	1M	4	.00
8	1-06	745P	FOREST IL	708 714-1550	1M	2	.00
9	1-07	205P	FOREST IL	708 714-1550	1M	6	.00
10	1-08	109P	BROOKHAVENMS	601 669-0350	1M	65	.00
11	1-08	216P	INCOMING CL	601 669-0350	1M	42	.00
12	1-08	308P	LA GRANGE IL	708 310-0130	1M	2	.00
13	1-08	353P	BROOKHAVENMS	601 669-0350	1M	1	.00
14	1-08	446P	BROOKHAVENMS	601 669-0350	1M	24	.00
15	1-08	510P	BROOKHAVENMS	601 669-0350	1M	11	.00
16	1-11	1251P	LA GRANGE IL	708 310-0130	1M	1	.00
Total Calls							.00

Calls are billed in
 Units of Whole Minutes

Key to Calling Codes
 1 Peak 2 Off-Peak
 M Mobile-to-Mobile

Total Voice Usage Detail .00

Taxes

IL 911 Surcharge	2.50
Municipal Telecommunications Tax	4.13
State/Municipal Telecommunications Tax	4.13
Total Taxes	10.76

Total AT&T Wireless Services 69.71

Wireless services provided by AT&T Mobility.



MARY WEATHERSBY
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Account Number 773 363-3378 323 8
Billing Date Feb 1, 2010

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. It is important to inform you that all charges must be paid each month to keep your account current and prevent collection activities. In addition, please be aware that we are required to inform you of certain charges that **MUST** be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$16.24.

CARRIER INFO

AT&T Long Distance, or a company that resells their service, is your long distance and local toll carrier.

PAY-PER-CALL INFO

Pay-per-call information services are provided over telephone numbers beginning with 900 or 976. 900/976 blocking may be available by calling your AT&T representative at the number listed on your bill. Blocking is free the first time it is requested. If blocking is removed and later reactivated, a charge may apply. Requests to remove 900/976 Blocking must be submitted in writing. You may withhold payment if you dispute 900/976 charges within 60 days. Action to collect disputed amounts will be suspended pending investigation of the dispute. Your local and long-distance telephone service cannot be suspended or disconnected for nonpayment of 900/976 charges. Companies that provide 900/976 service may take other actions to collect 900/976 charges you have not paid for and have not disputed. If you fail to pay legitimate 900/976 charges, access to 900/976 numbers may be involuntarily blocked. Partial payments will be applied first to basic phone service, then to 900/976 charges. You may not be billed for 900/976 services that do not comply with Federal laws and regulations. Thank you for choosing AT&T.

PLAN CHANGE

Effective 2/23/2010, the rate for ALL DISTANCE® and ALL DISTANCE® with U-Verse™ will increase from \$30 to \$35 as a result of the Long Distance plan increase. On the same date, these plans will no longer be offered to new customers. As a current subscriber, you may keep your current package until you move or make any changes to your service. If you change your long distance service provider after that date, you will lose any associated bundle discount, and the rates for the remaining local services will change. For more information, please call 1.800.288.2020.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

News You Can Use - Continued

SERVICE INFORMATION

Your local services are provided by AT&T Illinois (Illinois Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), AT&T Communications of Illinois, Inc., and/or AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications.

CLASS ACTION NOTICE

AT&T Illinois has reached a settlement of a class action lawsuit involving the Directory Assistance Call Completion product. For more information go to www.att.com/cassin or call 1.866.949.0056.

SUPPORT MADE EASY!

Have questions about your AT&T products or services? For self help tools and FAQs to assist you, please visit www.support.att.com. We've simplified the online repair experience! Check out the new look at www.repair.att.com.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 1.800.MOVE.ATT (1.800.668.3288).

START SAVING MORE!

Bundle your wireless, high-speed Internet, Advanced TV and home phone with AT&T for an incredible value. Plus, with AT&T home phone service, you'll get phone service that helps 911 operators locate you in case of an emergency. On top of that, if you bundle now, you can get rewards with new qualifying services. Just call 1-800-819-0882 or visit att.com/bundletoday to start saving!

PHONE/HEADSET COMBO

The AT&T CL82309 three handset phone system with TL7600 cordless headset has a unique antenna design for unsurpassed range and sound clarity. Each handset has caller ID, call waiting, 50 name/number directory and access to the digital answering system. Enjoy hands-free conversations with the comfortable TL7600 headset. Receive free shipping on this combo until 3/31/10 with promotion code: 027449X0 at www.telephones.att.com.





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

Page 1 of 7
 Account Number 773 363-3378 323 8
 Billing Date Dec 1, 2011
 Web Site att.com

Monthly Statement

Nov 2 - Dec 1, 2011

Bill At-A-Glance

Previous Bill	63.79
Payment Received 11-12 - Thank You!	63.79CR
Adjustments	.00
Balance	.00
Current Charges	92.98
Total Amount Due	\$92.98
Amount Due in Full by	Dec 27, 2011

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services	44.07
1-800-288-2020	
Other AT&T Long Distance	.00
1-800-288-2020	
AT&T Internet Services	14.95
1-877-722-3755	
AT&T Wireless Services	33.96
1-800-331-0500	
Total of Current Charges	92.98

News You Can Use Summary

- PREVENT DISCONNECT
- PAYMENT OPTIONS
- SERVICE INFORMATION
- DIRECTORY ASSISTANCE
- SPECIAL OLYMPICS
- SIMPLIFY YOUR LIFE
- CARRIER INFO
- ELECTRONIC PAYMENTS
- MOVING SOON?
- ALL DISTANCE RATE
- AT&T UNIVERSAL CARD

See "News You Can Use" for additional information.

AT&T Benefits

• Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$12 package discount for combining your voice service with an additional qualifying product.

Plans and Services

Promotions and Discounts

Item No.	Description	
1	Promotional Discount for Bill Period Dec 1, 2011.	5.00CR

Monthly Service - Dec 1 thru Dec 31

Combined Communications Svcs	40.00
ALL DISTANCE®	
by AT&T Illinois	
Residence Usage Serv	
Line Charge	
Local Saver Pack Unlimited	
Caller Identification	
Calling Name Display	
Three Way Calling	
Busy Line Transfer	
Alternate Answering	
Star Code Access	
Msg Wtg Audible & Visual Ind	
Automatic Callback	
Call Forwarding	
Call Waiting	
Speed Calling	
LINE-BACKER®	
Unified Messaging	
by AT&T Messaging	
Unltd Nationwd Clg Advantage 3	
by AT&T Long Distance	
Call Waiting ID	.00
Federal Access Charge	4.53
Total Monthly Service	44.53

Local Calls

Local Saver Pack Unlimited
 388 Call(s) were placed this month



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 CHICAGO, IL 60649-2688

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 Account Number 773 363-3378 323 8
 Billing Date Dec 1, 2011

AT&T Wireless Services

Usage Detail - Continued

Date	Time	Place Called	Number	Code	Min	
10-26	349P	BROOKHAVENMS	601 689-0350	1M	3	.00
10-26	354P	KIRKWOOD MO	314 974-4208	1M	16	.00
10-26	411P	KIRKWOOD MO	314 974-4208	1M	32	.00
10-27	1028A	KIRKWOOD MO	314 974-4208	1M	11	.00
10-27	1039A	BROOKHAVENMS	601 669-0350	1M	8	.00
10-31	1242P	KIRKWOOD MO	314 974-4208	1M	4	.00
10-31	1248P	BROOKHAVENMS	601 669-0350	1M	2	.00
10-31	1249P	CALL WAIT	601 689-0350	1M	9	.00
10-31	1258P	KIRKWOOD MO	314 974-4208	1M	2	.00
10-31	100P	INCOMING CL	314 974-4208	1M	10	.00
10-31	111P	KIRKWOOD MO	314 974-4208	1M	3	.00
10-31	118P	KIRKWOOD MO	314 974-4208	1M	6	.00
10-31	126P	KIRKWOOD MO	314 974-4208	1M	4	.00
11-02	334P	KIRKWOOD MO	314 974-4208	1M	2	.00
11-02	335P	INCOMING CL	314 974-4208	1M	75	.00
11-09	312P	KIRKWOOD MO	314 974-4208	1M	53	.00
Calls						.00

to Calling Codes
 Peak M Mobile-to-Mobile

Voice Usage Detail .00

111 Surcharge	2.50
Municipal Telecommunications Tax	1.93
State/Municipal Telecommunications Tax	1.93
Fees	6.36

AT&T Wireless Services 33.96

Services provided by AT&T Mobility.

News You Can Use

INTERNET DISCONNECT
 Thank you for being a valued customer. It is important to inform you that monthly service charges must be paid each month to keep your account current and to prevent collection activities. In addition, please be aware that you are required to inform you of certain charges that MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$38.34.

INTERNET INFO
 Long Distance, or a company that resells their service, long distance and local toll carrier.

INTERNET OPTIONS
 You can now pay your AT&T bills online FREE of charge. Additional service options can also be viewed online. Self-service is available day or night by calling 1.800.288.2020 - just say "Pay My Bill". Payments made with an AT&T representative may be subject to a convenience fee.

News You Can Use - Continued

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

SERVICE INFORMATION

Your local services are provided by AT&T Illinois (Illinois Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), AT&T Communications of Illinois, Inc., and/or AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 1.800.MOVE.ATT (1.800.668.3288).

DIRECTORY ASSISTANCE

Effective 01/16/2012, the rate for Local Directory Assistance (DA) will increase from \$1.50 to \$1.60. For more information, please visit us online at att.com or call 1.800.288.2020.

ALL DISTANCE RATE

Effective 1/5/2012, the monthly rate for ALL DISTANCE® will increase from \$35.00 to \$37.00. For more information, please visit us at att.com or call 1.800.288.2020.

SPECIAL OLYMPICS

Support Special Olympics today! Text the word "UNITY" to 80888 to donate \$5. A one-time donation of \$5 will be billed to your mobile phone bill. Messages sent to or from 80888 are free for AT&T customers. Donations are collected for Special Olympics by MobileCause.com. Reply STOP to 80888 to stop your donation. Reply HELP to 80888 for help. For terms, go to www.igfn.org/t. To learn more about the AT&T and SO sponsorship, visit www.att.com/specialolympics.

AT&T UNIVERSAL CARD

Save up to 10% on your AT&T services with AT&T Universal Savings Card for the first 12 months and up to 5% savings thereafter. No Annual Fee. Call 1.800.361.9652 for details.

SIMPLIFY YOUR LIFE

Online account management helps you get online, quickly get what you need, and get going. Start enjoying more free time today. Visit att.com/manageonline.



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Account Number 773 363-3378 323 8
Billing Date Sep 1, 2012

Web Site att.com

Aug 2 - Sep 1, 2012

Bill-At-A-Glance

Previous Bill	81.90
Payment - Thank You!	81.90CR
Adjustments	38.72CR
Balance	38.72CR
Current Charges	103.07
Total Amount Due	\$64.35
Amount Due in Full by	Sep 26, 2012

AT&T Benefits

*Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$12 package discount for combining your voice service with an additional qualifying product.

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	8-09	Adjustment-Wireless	3.00CR	
2	8-10	Payment		81.90
3	8-14	Adjustment-Wireless	31.02CR	
4	8-28	Natl Dir Assistance	4.70CR	
Totals			38.72CR	81.90

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services	35.49
1-800-288-2020	
Other AT&T Long Distance	.00
1-800-288-2020	
AT&T Internet Services	29.95
1-877-722-3755	
AT&T Wireless Services	37.63
1-800-331-0500	
Other AT&T Messaging #	.00
1-800-288-2020	

New services provided and billed.

Total of Current Charges 103.07

Plans and Services

Promotions and Discounts

Item No.	Description	
1	Promotional Discount for Bill Period Sep 1, 2012.	11.00CR

Monthly Service - Sep 1 thru Sep 30

Combined Communications Svcs 42.00

ALL DISTANCE®

- by AT&T Illinois
- Residence Usage Serv
- Line Charge
- Local Saver Pack Unlimited
- Caller Identification
- Calling Name Display
- Three Way Calling
- Busy Line Transfer
- Alternate Answering
- Star Code Access
- Msg Wtg Audible & Visual Ind
- Automatic Callback
- Call Forwarding
- Call Waiting
- Speed Calling
- LINE-BACKER®
- Unified Messaging
- by AT&T Messaging
- Unltd Nationwd Clg Advantage 3
- by AT&T Long Distance

Call Waiting ID	.00
Federal Access Charge	4.72
Total Monthly Service	46.72

News You Can Use Summary

- PREVENT DISCONNECT
- LOCAL USAGE INCREASE
- ELECTRONIC PAYMENTS
- SERVICE INFORMATION
- EASY ONLINE SUPPORT!
- ONLINE BILL SUPPORT
- CARRIER INFO
- PAYMENT OPTIONS
- MOVING SOON?
- AT&T UNIVERSAL CARD
- CUSTOMER SUPPORT

See "News You Can Use" for additional information.

Local Services provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin based upon the service address location.

GO GREEN - Enroll in paperless billing.



MARY WEATHERSBY
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CHICAGO, IL 60649-2688

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News You Can Use

News You Can Use - Continued

CARRIER INFO

AT&T Long Distance, or a company that resells their service, is your long distance and local toll carrier.

LOCAL USAGE INCREASE

Effective 10/23/2012, local (Band A and B) call rates will increase from \$0.05 per call to \$0.06 per call for all local usage billed inside of the Chicago Market Service Area. This increase does not affect unlimited local calling plans or Message Rate Service. For more information, please visit us online at att.com or call 1.800.288.2020.

PAYMENT OPTIONS

Visit att.com to pay your AT&T bills online FREE of charge. Additional payment options can also be viewed online. Self-service is available anytime day or night by calling 1.800.288.2020 - just say "Pay My Bill". Payments made with an AT&T representative may be subject to a \$5.00 payment convenience fee.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 1.800.MOVE.ATT (1.800.668.3288).

SERVICE INFORMATION

Your local services are provided by AT&T Illinois (Illinois Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), AT&T Communications of Illinois, Inc., and/or AT&T Corp. Subject to state regulatory approvals, beginning on or about 11/1/2012, the legal entity AT&T Communications of Illinois, Inc. will cease to provide intrastate services and the intrastate services currently being provided by AT&T Communications of Illinois, Inc. will be provided by AT&T Corp. in your state. This change will not impact the rates, terms or conditions applicable to these services. Questions about this change should be directed to 1.800.222.0300. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications.

AT&T UNIVERSAL CARD

Save up to 10% on your AT&T services with AT&T Universal Savings Card for the first 12 months and up to 5% savings thereafter. No Annual Fee. Call 1.800.361.9652 for details.

News You Can Use - Continued

EASY ONLINE SUPPORT!

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit att.com/support for self help tools, FAQs and troubleshooting tips. Check out att.com/repair to view our simplified online repair experience or visit att.com/bill to find answers to your billing questions.

CUSTOMER SUPPORT

AT&T speaks many languages. English 1.800.288.2020; Spanish 1.800.870.5855; Cantonese 1.800.281.2288; Mandarin 1.888.333.2828; Korean 1.800.300.6657; Vietnamese 1.800.300.5315; Tagalog 1.800.956.8084; Russian 1.888.882.4839; Polish 1.800.417.1588; Arabic 1.877.677.9195. All other languages 1.800.203.8600; Disabilities and Aging 1.800.772.3140.

ONLINE BILL SUPPORT

Register at att.com/managemycaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!



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

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Account Number 773 363-3378 323 8
Billing Date Sep 1, 2013

Web Site att.com

Monthly Statement

Aug 2 - Sep 1, 2013

Bill-At-A-Glance

Previous Bill	123.71
Payment	104.81CR
Adjustments	92.49CR
Balance	73.59CR
Current Charges	111.80

Total Amount Due \$38.21

Amount Due in Full by **Sep 26, 2013**

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services	51.36
1-800-288-2020	
Other AT&T Long Distance	.00
1-800-288-2020	
AT&T Internet Services	20.00
1-877-722-3755	
AT&T Wireless Services	40.44
1-800-331-0500	
Total of Current Charges	111.80

News You Can Use Summary

- PREVENT DISCONNECT
- LOCAL USAGE INCREASE
- ELECTRONIC PAYMENTS
- SERVICE INFORMATION
- SAVE! - AT&T ALERTS
- CUSTOMER SUPPORT
- CARRIER INFO
- PAYMENT OPTIONS
- MOVING SOON?
- AT&T UNIVERSAL CARD
- EASY ONLINE SUPPORT!

See "News You Can Use" for additional information.

AT&T Benefits

• Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$14 package discount for combining your voice service with an additional qualifying product.

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	8-03	Nat Dir Assistance	2.36CR	
2	8-03	Payment Convenience Fee	5.00CR	
3	8-12	Monthly Service	6.87CR	
4	8-23	Payment		104.81
5	8-23	Nat Dir Assistance	2.36CR	
6	8-23	Monthly Service	25.90CR	
7	8-24	Monthly Service	50.00CR	
Totals			92.49CR	104.81

Plans and Services

Promotions and Discounts

Item No.	Description	
1	Promotional Discount for Bill Period Sep 1, 2013.	6.00CR

Monthly Service - Sep 1 thru Sep 30

Combined Communications Svcs 49.00

ALL DISTANCE®

- by AT&T Illinois
- Residence Usage Serv
- Line Charge
- Local Saver Pack Unlimited
- Caller Identification
- Calling Name Display
- Three Way Calling
- Busy Line Transfer
- Alternate Answering
- Star Code Access
- Msg Wtg Audible & Visual Ind
- Automatic Callback
- Call Forwarding
- Call Waiting
- Speed Calling
- LINE-BACKER®
- Unified Messaging
- by AT&T Messaging
- Unltd NW Clg Plus 1
- by AT&T Long Distance

Call Waiting IO

.00



Monthly Statement

Jan 2 - Feb 1, 2014

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CHICAGO, IL 60649-2688

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Account Number 773 363-3378 323 8
Billing Date Feb 1, 2014

Web Site att.com

Bill At-A-Glance

Previous Bill	109.50
Payment	104.50CR
Adjustments	65.00CR
Balance	60.00CR
Current Charges	114.07
Total Amount Due	\$54.07
Amount Due in Full by	Feb 25, 2014

AT&T Benefits

• Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$14 package discount for combining your voice service with an additional qualifying product.

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	1-14	Payment		104.50
2	1-14	Adjustment-AT&T INTSVC	5.00CR	
3	1-24	Adjustment-AT&T INTSVC	60.00CR	
Totals			65.00CR	104.50

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services	48.48
1-800-288-2020	
Other AT&T Long Distance	.00
1-800-288-2020	
AT&T Internet Services	25.00
1-877-722-3755	
AT&T Wireless Services	40.59
1-800-331-0500	
Total of Current Charges	114.07

Plans and Services

Promotions and Discounts

Item No.	Description	
1	Promotional Discount for Bill Period Feb 1, 2014.	6.00CR
2	Discount for Promo Unltd Nationwd Clg Adv for Bill Period Feb 1, 2014	5.00CR
Total Promotions and Discounts		11.00CR

Monthly Service - Feb 1 thru Feb 28

Item	
Combined Communications Svcs	51.00
ALL DISTANCE®	
by AT&T Illinois	
Residence Usage Serv	
Line Charge	
Local Saver Pack Unlimited	
Caller Identification	
Calling Name Display	
Three Way Calling	
Busy Line Transfer	
Alternate Answering	
Star Code Access	
Msg Wtg Audible & Visual Ind	
Automatic Callback	
Call Forwarding	
Call Waiting	
Speed Calling	
LINE-BACKER®	
Unified Messaging	
by AT&T Messaging	
Unlmtd NW Clg Plus 1	
by AT&T Long Distance	
Call Waiting ID	.00

News You Can Use Summary

- PREVENT DISCONNECT
- PAYMENT OPTIONS
- ELECTRONIC PAYMENTS
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- RATE NOTICE
- ONLINE BILL SUPPORT
- EASY ONLINE SUPPORT!
- CARRIER INFO
- PAY-PER-CALL INFO
- SERVICE INFORMATION
- MOVING SOON?
- RATE NOTICE
- MAKING PAYMENTS EASY
- CUSTOMER SUPPORT

See "News You Can Use" for additional information.



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AT&T Wireless Services

Usage Detail - Continued

Text Messaging	.00
Pay to Calling Codes A Anytime	
Data Usage Detail	.00
911 Surcharge	2.50
Municipal Telecommunications Tax	2.34
State/Municipal Telecommunications Tax	2.34
Taxes	7.18
AT&T Wireless Services	40.59

Some services provided by AT&T Mobility.

News You Can Use

DO NOT DISCONNECT

Thank you for being a valued customer. It is important to inform you that certain charges must be paid each month to keep your account current and prevent collection activities. In addition, please be aware that you are required to inform you of certain charges that MUST be paid in order to prevent interruption of basic local service. These charges are included in the Total Amount Due and are \$.61.

INFO

Long Distance, or a company that resells their service, long distance and local toll carrier.

OPTIONS

Learn how to pay your AT&T bills online FREE of charge. Additional options can also be viewed online. Self-service is available 24 hours a day or night by calling 800.288.2020 - just say "Pay My Bill". Payments made with an AT&T representative may be subject to a convenience fee.

News You Can Use - Continued

PAY-PER-CALL INFO

Pay-per-call information services are provided over telephone numbers beginning with 900 or 976. 900/976 blocking may be available by calling your AT&T representative at the number listed on your bill. Blocking is free the first time it is requested. If blocking is removed and later reactivated, a charge may apply. Requests to remove 900/976 Blocking must be submitted in writing. You may withhold payment if you dispute 900/976 charges within 60 days. Action to collect disputed amounts will be suspended pending investigation of the dispute. Your local and long-distance telephone service cannot be suspended or disconnected for nonpayment of 900/976 charges. Companies that provide 900/976 service may take other actions to collect 900/976 charges you have not paid for and have not disputed. If you fail to pay legitimate 900/976 charges, access to 900/976 numbers may be involuntarily blocked. Partial payments will be applied first to basic phone service, then to 900/976 charges. You may not be billed for 900/976 services that do not comply with Federal laws and regulations.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

SERVICE INFORMATION

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RATE NOTICE

The Restoral Charge rate will increase from \$25 to \$35 on 4/1/2014. For more information, please visit us at att.com or call 800.288.2020.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 1.800.MOVE.ATT (1.800.668.3288).

RATE NOTICE

The monthly rate for Call Forwarding will increase from \$8 to \$9 on 4/3/2014. You will not be impacted by this increase if you subscribe to this feature as part of a package. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.



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News You Can Use

News You Can Use - Continued

RATE NOTICE

The monthly rate for Call Waiting will increase from \$9 to \$9.99 on 4/3/2014. You will not be impacted by this increase if you subscribe to this feature as part of a package. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

ONLINE BILL SUPPORT

Register at att.com/managemyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

MAKING PAYMENTS EASY

AT&T offers several convenient ways to pay your bill. You can pay online at att.com, use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

EASY ONLINE SUPPORT!

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit att.com/support for self help tools, FAQs and troubleshooting tips. Check out att.com/repair to view our simplified online repair experience or visit att.com/bill to find answers to your billing questions.

CUSTOMER SUPPORT

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Tagalog 800.956.8084; Russian 888.882.4839; Polish 800.417.1588. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.





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Account Number 773 363-3378 323 8
Billing Date Nov 1, 2012

Web Site att.com

Oct 2 - Nov 1, 2012

Bill-At-A-Glance

Previous Bill	137.37
Payment	86.66CR
Adjustments	50.71CR
Balance	.00
Current Charges	116.35
Total Amount Due	\$116.35
Amount Due in Full by	Nov 26, 2012

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services 1-800-288-2020	45.24
Other AT&T Long Distance 1-800-288-2020	.00
AT&T Internet Services 1-877-722-3755	33.00
AT&T Wireless Services 1-800-331-0500	38.11
Total of Current Charges	116.35

News You Can Use Summary

- PREVENT DISCONNECT
- INFORMATION NOTICE
- LONG DISTANCE CHANGE
- WALK-IN BILL PAYMENT
- SERVICE INFORMATION
- ACCESS LINE INCREASE
- FEATURES INCREASE
- AT&T UNIVERSAL CARD
- CARRIER INFO
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- ELECTRONIC PAYMENTS
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- IL UNIVERSAL SVC FEE
- PACKAGES INCREASE
- ONLINE BILL SUPPORT
- CUSTOMER SUPPORT

See "News You Can Use" for additional information.

AT&T Benefits

• Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$14 package discount for combining your voice service with an additional qualifying product.

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	10-05	Monthly Service	15.00CR	
2	10-05	Adjustment-Wireless	21.80CR	
3	10-10	Monthly Service	9.21CR	
4	10-10	Nat Dir Assistance	4.70CR	
5	10-18	Payment		86.66
Totals			50.71CR	86.66

Plans and Services

Miscellaneous Charges

1. Payment Convenience Fee - Oct 19	5.00
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Promotions and Discounts

Item No.	Description	
1	Promotional Discount for Bill Period Nov 1, 2012.	11.00CR



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News You Can Use

News You Can Use - Continued

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IL UNIVERSAL SVC FEE

On 10/1/2012, the IL Universal Svc Fee will increase. This fee helps to maintain affordable rates for IL consumers in high-cost areas. Your current bill reflects this change. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill.

ACCESS LINE INCREASE

Effective 1/3/2013, the monthly Access Line rate will increase by \$0.50 or \$0.54 depending on your access area. Customers with certain Packages and Bundles will not be affected by the increase. For more information, please visit us online at att.com or call 1.800.288.2020.

PACKAGES INCREASE

Effective 1/3/2013, the monthly rate for the following packages will increase \$2.00: Complete Choice® Enhanced, ALL DISTANCE®, ALL DISTANCE® with U-verseSM and uSelect 6. For more information, please visit us online at att.com or call 1.800.288.2020.

FEATURES INCREASE

Effective 1/3/2013, the monthly rate for the following features will increase: Call Screening, Multi Ring, Talking Call Waiting from \$7.00 to \$7.50; Auto Callback, Call Forwarding, Repeat Dialing, Three Way Calling, Speed Call 8 and Speed Call 30 from \$7.50 to \$8.00; Privacy Manager from \$8.00 to \$8.50 and Call Waiting from \$8.50 to 9.00, unless it is part of a package. For more information, please visit us online at att.com or call 1.800.288.2020.

ONLINE BILL SUPPORT

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