



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

Page 1 of 8
Account Number 773 363-3378 323 8
Billing Date Dec 1, 2013

Web Site att.com

Monthly Statement

Nov 2 - Dec 1, 2013

Bill-At-A-Glance

Previous Bill	109.46
Payment Received 11-20 - Thank You!	-109.46CR
Adjustments	.00
Balance	.00
Current Charges	105.81

Total Amount Due \$105.81

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

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services 1-800-288-2020	43.98
Other AT&T Long Distance 1-800-288-2020	.00
AT&T Internet Services 1-877-722-3755	21.35
AT&T Wireless Services 1-800-331-0500	40.48
Total of Current Charges	105.81

News You Can Use Summary

- PREVENT DISCONNECT
- AT&T LD WEB NOTICE
- ELECTRONIC PAYMENTS
- MOVING SOON?
- SAVE! - AT&T ALERTS
- MAKING PAYMENTS EASY
- CARRIER INFO
- PAYMENT OPTIONS
- SERVICE INFORMATION
- RATE NOTICE
- ONLINE BILL 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.

Plans and Services

Promotions and Discounts

Item No.	Description	
1	Promotional Discount for Bill Period Dec 1, 2013.	6.00CR
2	Discount for Promo Unltd Nationwd Clg Adv for Bill Period Dec 1, 2013	5.00CR
Total Promotions and Discounts		11.00CR

Monthly Service - Dec 1 thru Dec 31

Item	Description	
Combined Communications Svcs		
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 ID	.00
	Federal Access Charge	4.86
	Total Monthly Service	53.86

OFFICIAL FILE

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

Exhibit No. 4

Witness Complaint

Date 5/8/14 Reporter KL

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.

Return bottom portion with your check in the enclosed envelope.



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Billing Date Dec 1, 2013

AT&T Wireless Services

Data Usage Detail

Text Messaging

No.	Date	Time	Place	Called	Number	Code	Msg	
1	10-22	212A	Text	MessaCA	310 259-4501	A	1	.00
2	10-22	213A	Text	MessaCA	310 259-4501	A	1	.00
3	10-22	216A	Text	MessaCA	310 259-4501	A	1	.00
4	10-22	217A	Text	MessaCA	310 259-4501	A	1	.00
5	10-22	218A	Text	MessaCA	310 259-4501	A	1	.00
Total Text Messaging								.00

Key to Calling Codes
A Anytime

Total Data Usage Detail .00

Taxes

1. IL 911 Surcharge	2.50
2. Municipal Telecommunications Tax	2.33
3. State/Municipal Telecommunications Tax	2.33
Total Taxes	7.16

Total AT&T Wireless Services 40.48

Wireless services provided by AT&T Mobility.

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 \$31.11.

CARRIER INFO

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

AT&T LD WEB NOTICE

REMINDER - Price & fee increase notices for certain services are provided by web only, at att.com/s-increasenotices (click "Recent Price and Fee Increases and Special Notices"): 1) Interstate/International (INTL) Transaction-Based Services, 2) INTL Mobile Termination Charges (rates at att.com/mobileterm), and 3) Federal Universal Connectivity Charge (a Discretionary Fee). If you don't have web access, call the number on your long distance bill for rates/increase notices.

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.

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), and 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. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

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 recurring rate will increase by \$2.00 on 1/3/2014 for the following packages: Complete Choice® Enhanced, ALL DISTANCE®, ALL DISTANCE® ONLINE, Personal Choice™ and Sensible Solution. To learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

SAVE! - AT&T ALERTS

Get exclusive deals sent right to your phone for free. When you're near brands you love, AT&T Alerts delivers offers and info to compatible AT&T mobile devices. Get \$5 off at att.com when you join. Restrictions apply. Text OFFER5 to ATTALERTS (288253787) to get it now. For more information, please visit us online at alerts.att.com/offer5.

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!



Mary Weathersby

May,2014

Case Bo.14-0129

In December 2013 there was another rate increase posted for the "All Distance" package in the Chicago area. That increase is in question because in comparing my bill with my neighbors with the same "All Distance" package I found the rate increase was posted on my bill but not on theirs.



RIDGELAND AVE
CHICAGO, IL 60617-1744

Page 1 of 2
Account Number [REDACTED]
Billing Date Dec 16, 2013
Web Site att.com

Monthly Statement

Nov 17 - Dec 16, 2013

Bill At-A-Glance

Previous Bill	177.92
Payment	91.44CR
Adjustments	7.00
Post Due - Please Pay Immediately	93.48
Current Charges	79.48

Total Amount Due \$172.96

Current Charges Due in Full by **Jan 10, 2014**

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services 1-800-288-2020	58.48
Other AT&T Long Distance 1-800-288-2020	.00
AT&T Internet Services 1-877-722-3755	21.00
Total of Current Charges	79.48

News You Can Use Summary

PREVENT DISCONNECT
AT&T LD WEB NOTICE
ELECTRONIC PAYMENTS
MOVING SOON?
INLINE BILL SUPPORT

• CARRIER INFO
• PAYMENT OPTIONS
• SERVICE INFORMATION
• SAVE! - AT&T ALERTS
• MAKING PAYMENTS EASY

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.

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	11-27	Payment		91.44
2	12-18	Late Payment Charges	7.00	
Totals			7.00	91.44

Plans and Services

Promotions and Discounts

item No.	Description	
1	Promotional Discount for Bill Period Dec 16, 2013	6.00CR

Monthly Service - Dec 16 thru Jan 15

Combined Communications Svcs 46.00

ALL DISTANCE®

by AT&T Illinois
Residence Usage Serv
Line Charge
Local Saver Pack Unlimited
Caller Identification
Calling Name Display
Three Way Calling
Automatic Callback
Call Forwarding
Selective Call Screening
Call Waiting
Speed Calling
LINE-BACKER®
Unltd Nationwd Clg Advantage 3
by AT&T Long Distance

Call Waiting ID	.00
Federal Access Charge	4.86
Total Monthly Service	50.86

Local Calls

Local Saver Pack Unlimited

29 Call(s) were placed this month



S RIDGELAND AVE
CHICAGO, IL 60617-1744

Page 2 of 3
Account Number [REDACTED]
Billing Date Dec 16, 2013

Plans and Services

Surcharges and Other Fees	
9-1-1 Emergency System Billed for Chicago	2.50
State Infrastructure Maintenance Fee	.24
State Additional Charges	.02
Federal Universal Service Fee	1.73
IL Universal Service Fee	.28
ICC Fee (Long Dist)	.01
Carrier Cost Recovery Fee (Long Dist)	1.99
IL Telecom Relay Svc and Eqp	.09
Total Surcharges and Other Fees	6.86
Taxes	
Illinois at 7%	3.38
Municipal Telecommunications Tax	3.38
Total Taxes	6.76
Total Plans and Services	58.48

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 AT&T at the toll free number on your bill.

Invoice Summary
(as of December 03, 2013)

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

Service Charges

Monthly Service Charges

Type of Service	Period	Qty	
1. Unlimited Call Ad 3	12/02-01/01	1	.00
Total Monthly Service Charges			.00
Total Service Charges			.00

Call Charges - Nov 2nd thru Dec 1st

Domestic Usage Summary		Amount
Calls for 773-721-2116		
Domestic Minutes Used	180	
Number of Calls	9	
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.

Invoice Billing - Continued

Calls for [REDACTED]

Domestic

No.	Date	Time	Place Called	Number	Code	Min	Amount
2	11-13	1004P	CHICAGO IL	773 712 5637	D	30:00	.00
3	11-14	1033A	CHICAGO IL	773 712 5637	D	20:00	.00
4	11-14	1114A	ENGLWOOD NJ	201 567 2827	D	2:00	.00
5	11-14	1116A	ENGLWOOD NJ	201 567 2827	D	3:00	.00
6	11-16	744P	GRANDPRAIR TX	972 697 1399	D	82:00	.00
7	11-17	130P	CHICAGO IL	773 712 5637	D	7:00	.00
8	11-20	840P	CHICAGO IL	773 712 5612	D	1:00	.00
9	11-20	840P	CHICAGO IL	773 712 5637	D	28:00	.00
10	11-28	1242P	CHICAGO IL	773 712 5637	D	1:00	.00

Subtotal Domestic Calls for 773-[REDACTED]

Total Domestic Calls for 773-[REDACTED] .00

Total Calls for 773-[REDACTED] .00

Total Call Charges .00

Taxes

11. Federal	.00
12. State	.00
13. Municipal	.00
14. Non Home State	.00
Total Taxes	.00

Total Invoice Charges .00

Key for Calling Codes:

A Anytime	B Collect	C Calling Card
D Day	E Evening	F Call Forwarding
H Third Number	I Special Intrastate	L Late Night
M Multiple Rate Period	N Night/Weekend	
O Operator Completed - Dial Rates Apply	P Person to Person	
R Standard Overseas	S Station to Station	T Discount Overseas
X Conference	Y Economy Overseas	3 Three Way

Total Other AT&T Long Distance .00

AT&T Internet Services

Notice: Charges appearing in this section are for services provided by AT&T Corp. and/or by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin, based upon your service address location.

For Billing Inquiries:
High Speed Internet (DSL): 1.877.722.3755
Web Hosting: 1.888.932.4678
ConnectTech: 1.888.354.1260
AT&T Wi-Fi contact information located at attwifi.com.



RIDGELAND AVE
CHICAGO, IL 60617-1744

Page 3 of 3
Account Number
Billing Date Dec 16, 2013

AT&T Internet Services

Itemized Charges and Credits

to Date Description

services for 17929423

1-12-13 AT&T HSI EXPRESS 21.00

Service Date: 12/01/13-01/11/14

HSI No:

Total AT&T Internet Services 21.00

News You Can Use - Continued

SERVICE INFORMATION

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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).

SAVE! - AT&T ALERTS

Get exclusive deals sent right to your phone for free. When you're near brands you love, AT&T Alerts delivers offers and info to compatible AT&T mobile devices. Get \$5 off at att.com when you join. Restrictions apply. Text OFFER5 to ATTALERTS (288253787) to get it now. For more information, please visit us online at alerts.att.com/offer5.

ONLINE BILL SUPPORT

Register at att.com/managermyaccount 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!

REVENT DISCONNECT

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CARRIER INFO

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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.