



CHICAGO, IL [REDACTED]

Page 1 of 4  
Account Number [REDACTED]  
Billing Date Nov 16, 2013  
Web Site att.com

Oct 17 - Nov 16, 2013

**Bill-At-A-Glance**

Previous Bill [REDACTED]  
Payment [REDACTED]  
Adjustments [REDACTED]  
Past Due - Please Pay Immediately [REDACTED]  
Current Charges [REDACTED]  
**Total Amount Due** [REDACTED]  
Current Charges Due in Full by **Dec 11, 2013**

**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        | 10-22 | Payment              |             | [REDACTED] |
| 2        | 11-19 | Late Payment Charges |             | [REDACTED] |
| Totals   |       |                      |             | [REDACTED] |

**Plans and Services**

**Promotions and Discounts**

| Item No. | Description  | Amount |
|----------|--|--------|
| 1        | Promotional Discount for Bill Period Nov 16, 2013. | 6.00CR |

**Monthly Service - Nov 16 thru Dec 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®
- United Nationwd Cig Advantage 3
- by AT&T Long Distance

|                              |              |
|------------------------------|--------------|
| Call Waiting ID              | .00          |
| Federal Access Charge        | 4.86         |
| <b>Total Monthly Service</b> | <b>50.86</b> |

**Local Calls**

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

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.

**Billing Summary**

Billing Questions? Visit att.com/billing

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

**News You Can Use Summary**

- PREVENT DISCONNECT
  - INFORMATION NOTICE
  - ELECTRONIC PAYMENTS
  - SERVICE INFORMATION
  - AT&T UNIVERSAL CARD
  - EASY ONLINE SUPPORT!
  - CARRIER INFO
  - PAYMENT OPTIONS
  - MOVING SOON?
  - RATE NOTICE
  - SAVE! - AT&T ALERTS
  - CUSTOMER SUPPORT
- See "News You Can Use" for additional information.

Return bottom portion with your check in the enclosed envelope.

**DUE BY: Dec 11, 2013** [REDACTED]

**LATE: After Dec 11, 2013** [REDACTED]



Past Due Charges [REDACTED] - Please Pay Immediately  
Billing Date Nov 15, 2013  
Account Number [REDACTED]  
Please include your account number on your check.

Make Checks Payable to:  
AT&T  
PO BOX 5080  
CAROL STREAM IL 60197-5080

**OFFICIAL FILE**

C.C. DOCKET NO. 14-0129  
[Signature] Exhibit No. 10

Witness \_\_\_\_\_  
Date 6-19-14 Reporter Travis



CHICAGO, IL

**Plans and Services**

|  |              |
|--|--------------|
| <b>Surcharges and Other Fees</b>       |              |
| 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          |
| <b>Total Surcharges and Other Fees</b> | <b>6.86</b>  |
| <b>Taxes</b>                           |              |
| Illinois at 7%                         | 3.38         |
| Municipal Telecommunications Tax       | 3.38         |
| <b>Total Taxes</b>                     | <b>6.76</b>  |
| <b>Total Plans and Services</b>        | <b>58.48</b> |

**AT&T Long Distance**

Message Regarding Terms & Conditions:  
 To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/servicepublications](http://www.att.com/servicepublications) or call AT&T at the toll free number on your bill.

|                              |            |
|------------------------------|------------|
| <b>Invoice Summary</b>       |            |
| (as of November 03, 2013)    |            |
| <b>Current Charges</b>       |            |
| Service Charges              | .00        |
| Credits and Adjustments      | .00        |
| Call Charges                 | .00        |
| Surcharges and Other Fees    | .00        |
| Taxes                        | .00        |
| <b>Total Invoice Summary</b> | <b>.00</b> |

**Service Charges**

|                                      |             |     |            |
|--------------------------------------|-------------|-----|------------|
| <b>Monthly Service Charges</b>       |             |     |            |
| Type of Service                      | Period      | Qty |            |
| 1. Unlimited Call Ad 3               | 11/02-12/01 | 1   | .00        |
| <b>Total Monthly Service Charges</b> |             |     | <b>.00</b> |
| <b>Total Service Charges</b>         |             |     | <b>.00</b> |

**Call Charges - Oct 2nd thru Nov 1st**

|   |     |               |
|---|-----|---------------|
| <b>Domestic Usage Summary</b>             |     | <b>Amount</b> |
| Calls for [REDACTED]                      |     |               |
| Domestic Minutes Used                     | 171 |               |
| Number of Calls                           | 27  |               |
| <b>Total Domestic Direct Dial Charges</b> |     | <b>.00</b>    |

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**

| <b>Calls for [REDACTED]</b>                   |       |      |              |            |      |            |            |
|---|-------|------|--------------|------------|------|------------|------------|
| <b>Domestic</b>                               |       |      |              |            |      |            |            |
| No.   | Date  | Time | Place Called | Number     | Code | Min        | Amount     |
| 2   | 10-01 | 255P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 3   | 10-01 | 257P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 4   | 10-06 | 413P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 5   | 10-08 | 718P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 6   | 10-08 | 738P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 7   | 10-08 | 828P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 8   | 10-08 | 850P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 9   | 10-08 | 858P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 10  | 10-06 | 935P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 11  | 10-08 | 837P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 12  | 10-10 | 847P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 13  | 10-10 | 848P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 14  | 10-10 | 658P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 15  | 10-11 | 255P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 16  | 10-15 | 138P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 17  | 10-18 | 155P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 18  | 10-17 | 806P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 19  | 10-17 | 733P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 20  | 10-17 | 734P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 21  | 10-17 | 757P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 22  | 10-18 | 656P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 23  | 10-18 | 853P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 24  | 10-18 | 702P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 25  | 10-24 | 658P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 26  | 10-26 | 744P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 27  | 10-27 | 645P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| 28  | 10-28 | 904P | [REDACTED]   | [REDACTED] | D    | [REDACTED] | .00        |
| <b>Subtotal Domestic Calls for [REDACTED]</b> |       |      |              |            |      |            | <b>.00</b> |
| <b>Total Domestic Calls for [REDACTED]</b>    |       |      |              |            |      |            | <b>.00</b> |
| <b>Total Calls for [REDACTED]</b>             |       |      |              |            |      |            | <b>.00</b> |
| <b>Total Call Charges</b>                     |       |      |              |            |      |            | <b>.00</b> |
| <b>Taxes</b>                                  |       |      |              |            |      |            |            |
| 29. Federal                                   |       |      |              |            |      |            | .00        |
| 30. State                                     |       |      |              |            |      |            | .00        |
| 31. Municipal                                 |       |      |              |            |      |            | .00        |
| 32. Non Home State                            |       |      |              |            |      |            | .00        |
| <b>Total Taxes</b>                            |       |      |              |            |      |            | <b>.00</b> |

Pay by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at [www.att.com/stopper](http://www.att.com/stopper) using your checking account. It's easy, secure, and convenient!



CHICAGO, [REDACTED]

### AT&T Long Distance

#### Invoice Billing - Continued

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.

#### Itemized Charges and Credits

| No. | Date  | Description                     |       |
|-----|-------|---------------------------------|-------|
| 1   | 11-13 | AT&T HSI EXPRESS                | 21.00 |
|     |       | Service Date: 11/12/13-12/11/13 |       |

Total AT&T Internet Services 21.00

### 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 [REDACTED]

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

#### News You Can Use - Continued

**INFORMATION NOTICE**  
 As a result of Illinois legislation, prices for the Consumer's Choice Plus (access line, unlimited local calls and 2 features), Extra (access line and unlimited local calls) and Basic (access line and 30 local calls) packages, where available, are currently frozen. For more information about these money-saving packages, please visit us online at att.com or call 866.582.0713.

**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), 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.

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

**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.

**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.



at&t

CHICAGO, [REDACTED]

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Account Number [REDACTED]  
Billing Date Nov 16, 2013

### News You Can Use

#### 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](http://att.com/support) for self help tools, FAQs and troubleshooting tips. Check out [att.com/repair](http://att.com/repair) to view our simplified online repair experience or visit [att.com/bill](http://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. All other languages 1.800.203.8600; Disabilities and Aging 1.800.772.3140.