



BLANCHE ARREGUIN
3505 S 55TH CT
CICERO, IL 60804-4347

IMPORTANT ACCOUNT INFORMATION BELOW

Past Due Amount: \$11.93
Total Amount Due: \$11.93
Account Number: 232051357095
Date: November 5, 2015



Seconds count. There's a faster way to manage your account. Text "manage" to 8758 on your smartphone to download the myAT&T app!

Wireless Number(s): 708-863-0191

BLANCHE ARREGUIN:

Regretfully, we have canceled your wireless service because your account remains unpaid. Our records reflect an unpaid balance of \$11.93.

If you have already made your payment, please disregard this reminder. If not, please remit payment immediately using the remittance slip and envelope. For your convenience, you may also pay by major credit card, debit card or electronic check by calling 1-800-947-5096.

If you have any questions about your account, please call us at 1-800-947-5096 and an AT&T Representative will be glad to assist you.

Thank you for your prompt attention to this matter.

TLTFL1

AMOUNT DUE: \$11.93

Account Number **232051357095**
Please include account number on your check.

BLANCHE ARREGUIN
3505 S 55TH CT
CICERO, IL 60804-4347



Make checks payable to:

AT&T MOBILITY
PO BOX 6416
CAROL STREAM IL 60197-6416



1203.001.004443.01.01.0000000 NNNNNNNY 008885.008885

9900023205135709500000000000119300000001193001



BLANCHE ARREGUIN
3505 S 55TH CT
CICERO, IL 60804-4347

Page: 1 of 2
Bill Cycle Date: 10/03/15 - 11/02/15
Account: 232051357095

Visit us online at: www.att.com

Wireless Statement

Bill-At-A-Glance

Previous Balance	\$11.93
Payment	\$0.00
Adjustments	\$0.00
Past Due - Please Pay Immediately	\$11.93
New Charges	\$0.00

Total Amount Due \$11.93

Amount Due in Full by **Nov 23, 2015**

Service Summary

Service	Page	Total
Wireless		\$0.00
Total New Charges		\$0.00

*Add cheer. \$0 down.**
The new Samsung Galaxy Note5.

*Req'd AT&T Next™, well-qualified credit & elig. svc.

Add a line today with AT&T Next™.

Visit att.com/addtoday

Go to an AT&T store

Call 877.981.7155



Samsung Galaxy Note5

Tax due at sale. Activ./upgrade fee may apply. If svc cancelled, remaining balance due. AT&T Next™: \$0 down req's elig. instalment agmt. Down payment option avail. Service: Voice & data are req'd & add'l. Deposit may be req'd. Subj. to Wireless Customer Agmt. Activ./Upgrade (\$15), restocking & other fees, monthly & other charges & restr's apply. Subject to change. Visit att.com/next for details.

News You Can Use

This bill reflects charges that did not appear on your previous month's bill. For more information, please log into your MyAT&T account at att.com/myatt or call 800 331-0500 if your account is no longer available.

GET MORE CONNECTED THIS FALL

Add a line this fall to make more connections with your favorite people on the hottest devices from AT&T. The Samsung Galaxy Note5 features an S Pen that's great for quickly jotting down notes and a 5.7" Quad HD Super AMOLED display that makes your documents, images and videos pop. The HTC One(R) M9 offers a super-sharp camera and HTC BoomSound technology provides ground-shaking sound. To add a line of service, visit www.att.com/addaline or call 800-449-1672 today.

1118.16.701.144949 1 AV 0.391 6m



BLANCHE ARREGUIN
3505 S 55TH CT
CICERO IL 60804-4347

AutoPay Enrollment

If I enroll in AutoPay, I authorize AT&T to pay my bill monthly by electronically deducting money from my bank account. I can cancel authorization by notifying AT&T at www.att.com or by calling the customer care number listed on my bill. Your enrollment could take 1-2 billing cycles for AutoPay to take effect. Continue to submit payment until page one of your invoice reflects either AutoPay will Debit Your Bank Account by or AutoPay will Debit Your Credit Card by.

Bank Account Holder Signature: _____
Date: _____

AT&T
PO Box 5093
Carol Stream, IL 60197-5093



at&t

Copy

October 20, 2015

PDLILC

BLANCHE ARREGUIN
3505 S 55TH CT BLDG FRT FLR 1
CICERO, IL 60804-4347

IMPORTANT ACCOUNT INFORMATION BELOW

myAT&T

Seconds count. There's a faster way to manage your account. Text "manage" to 8758 on your smartphone to download the myAT&T app!

RE: 708-863-0191 206

Courtesy Notification

As you know, your telephone service has been temporarily interrupted. However, the number is still reserved for you.

The total amount due is \$108.08. ?

If we receive payment for regulated charges before November 11, 2015, we will reinstate your telephone service. A restoral charge will apply. The amount of regulated charges may be obtained by calling one of the numbers shown below.

You can make a payment online at www.att.com, or by calling 1-800-288-2020. You may also pay at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

On November 11, 2015, your service will be completely disconnected and an order for new service will be required. Reconnection charges will apply, a deposit may be required and you may be assigned a new telephone number.

If you have any questions you may call 1-800-288-2020 to speak with a friendly representative.

Blanche Arreguin

3505 S. 55th Court

Cicero, IL.

708 863-0191

Chief Clerk:

/ AT&T / Ill. Bell Ba

In March I went to pay my phone bill and was talked into a new phone service which only cost \$20.00 monthly so I signed up.

When I got the box for the wireless phone the phone never worked properly. The phone would drop calls, had no caller ID, I could not use my fax machine. There was also constant noise, static and gibberish, incoherent utterances. I also had to dial more than once to have the call go through. Sometimes there would be no dial tone.

I kept calling to complain and was told to disconnect the phone and wait 5 minutes and the plug the phone back in. Well this did not work at all. Next I was sent another box. This box did not work at all.

This phone service started 3-12-15. The service did not get better and I had talked to 9 reps.

On July 6, 2015 I called the ICC and told them what was happening and on July 7, 2015 AT&T / *Ill. Bell Ba* disconnected my phone service. I called AT&T and they did not know why I had no phone service but they would try to restore my service. On July 10, 2015 Mark Warner from AT&T / *Ill. Bell Ba* left a "service promise paper" in my mail box which said that he had "installed 1 line to the side of my house." He left his phone # 708 214 9180. I called him and he came the next day on July 11, 2015. He called different departments at AT&T / *Ill. Bell Ba* and was there in my kitchen for 3 hours. He then called his supervisor Mark Benford at this number 1-331-422-9906 who said that he would have my phone service restored and find out who ordered that an extra line be installed at my house. Mark said that my new number was 708 652 5526. This number never worked. I never heard from Mark Warner or his supervisor and my phone was still disconnected. I called them both but they never returned my calls.

I got a cell phone 312 661 6820 NOT from AT&T / *Ill. Bell Ba*

/ AT&T / Ill. Bell Ba

ICC gave told me that Emelda Peterson was going to call me her number 214 268 7879. She called and said she was from the president's office. I called her and all she did was have Ramona call me. *AT&T / Ill. Bell Ba* Ramona had no idea what I was talking about. Each time she called I had to repeat everything from the previous call. Ramona had Rita Desena call me at Appeals and Escalation her number is 888 9583030 code 793 ex. 6093. Each person that I talked to I had to repeat what had occurred no one takes notes anymore I guess. Rita said not to pay any bills because I was getting bills from 3 phones that I did not have and also the bills were overlapping the dates. Rita was going to send me corrected bills.



BLANCHE ARREGUIN
3505 S 55TH CT
CICERO, IL 60804-4347

Page: 1 of 2
Bill Cycle Date: 04/03/15 - 05/02/15
Account: 232051357095

Visit us online at: www.att.com

Wireless Statement

Bill At A Glance

Previous Balance	\$90.49
Payment - Thank You!	\$90.49CR
Adjustments	\$0.00
Balance	\$0.00
New Charges	\$26.57
Total Amount Due	\$26.57
Amount Due In Full by	May 23, 2015

Service Summary

Service	Page	Total
Wireless		\$26.57
708 863-0191 \$26.57	1	
Total New Charges		\$26.57

Sharing is easy

Share data on up to 10 devices
with AT&T Mobile Share ValueSM

Add a line today!

Visit att.com/mvshare Go to an AT&T store today Call 855.667.3496

Mobile Share Value plans are for service only. Pricing includes monthly plan charge & monthly access charge per device. Up to 10 devices/plan. Restr's apply. Visit att.com/msv for plan details.

Payments & Adjustments

Item No.	Description	
1.	Payment posted 04/30	40.49CR
2.	Payment posted 04/30	50.00CR
	Total Payments	90.49CR
	Total Payments & Adjustments	90.49CR



708 863-0191
BLANCHE ARREGUIN

Wireless Home Phone Unlimited - Includes unlimited Anytime Minutes, Nationwide Long Distance, Call Forward feature, Caller Number ID, Call Wait, Conference Call feature

Monthly Charges - May 3 thru Jun 2

1. Wireless Home Phone Unlimited	20.00
2. International Roaming Block	0.00
Total Monthly Charges	20.00

Other Charges and Credits

Voice Usage Summary

Wireless Home Phone Unlimited	Unlimited
Daytime Minutes	
Minutes Used	815

How to Contact Us:

For questions about your account: 1 800 331-0500
or 611 from your cell phone
For Deaf/Hard of hearing TTY: 1 866 241-6567
Visit us online at www.att.com

For Important Information about your bill, please see the **News You Can Use** section (Page 2).

Return bottom portion with your check in the enclosed envelope.
Payments may take 7 days to post.



service promise

3605 55th CT
ARREQUIN BLANCHE

at the
pole

~~708-652-5526~~ *

708-652-5893 *

708-863-0191

MOBILITY

I appreciate you choosing AT&T

My goal today was to:

- Contact you before I arrived, letting you know I was on my way
- Greet you and show you my AT&T identification
- Listen to you and confirm that the service I provided delivered the best solution
- Share each step of my work and answer your questions, showing respect for your time and property
- Thoroughly test and verify your services are working
- Ask if I can do anything more for you today

CELL - 773-744-6632 CELL
ATT -

It has been my privilege to provide you with the best AT&T service experience. As a result, I hope that you are *very satisfied* and will recommend AT&T to your friends and family.

If you need to reach us for any reason, please contact Customer Care, available 24 hours a day, seven days a week at att.com/esupport or 1.800.288.2020.

For billing information, usage and more - download myAT&T app for your smartphone.

For U-verse members, additional support resources are available in your Starter Guide. If you're a U-verse TV subscriber, visit channel 411.

You may also contact me directly concerning this visit and I will respond as soon as possible during business hours.

My name and contact number:

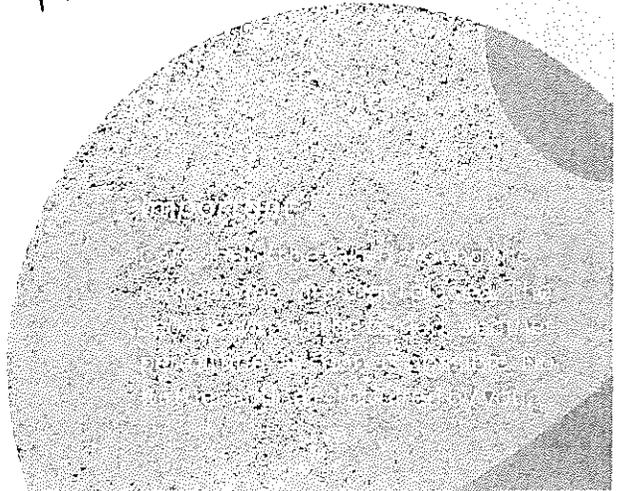
My manager's name and contact number:

Thank you for doing business with AT&T

Mark Warner

VICTOR -
- 800 331 6500 *

WINBACK PROCESS



AT&T
PO Box 5093
Carol Stream, IL 60197-5093



October 20, 2015

PDLILC

BLANCHE ARREGUIN
3505 S 55TH CT BLDG FRT FLR 1
CICERO, IL 60804-4347

IMPORTANT ACCOUNT INFORMATION BELOW



Seconds count. There's a faster way to manage your account. Text "manage" to 8758 on your smartphone to download the myAT&T app!

RE: 708-863-0191 206

Courtesy Notification

As you know, your telephone service has been temporarily interrupted. However, the number is still reserved for you.

The total amount due is \$108.08.

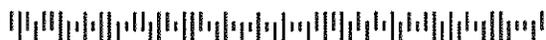
If we receive payment for regulated charges before November 11, 2015, we will reinstate your telephone service. A restoral charge will apply. The amount of regulated charges may be obtained by calling one of the numbers shown below.

You can make a payment online at www.att.com, or by calling 1-800-288-2020. You may also pay at an authorized payment location. Go to www.att.com/paylocations to find a payment location near you.

On November 11, 2015, your service will be completely disconnected and an order for new service will be required. Reconnection charges will apply, a deposit may be required and you may be assigned a new telephone number.

If you have any questions you may call 1-800-288-2020 to speak with a friendly representative.

6023.1.8.2035 1 MB 0.439 Mailed by date Oct 20, 2015 av



BLANCHE ARREGUIN
3505 S 55TH CT BLDG FRT FLR 1
CICERO IL 60804-4347



3801 South Central Avenue - Cicero, Illinois 60804-4398

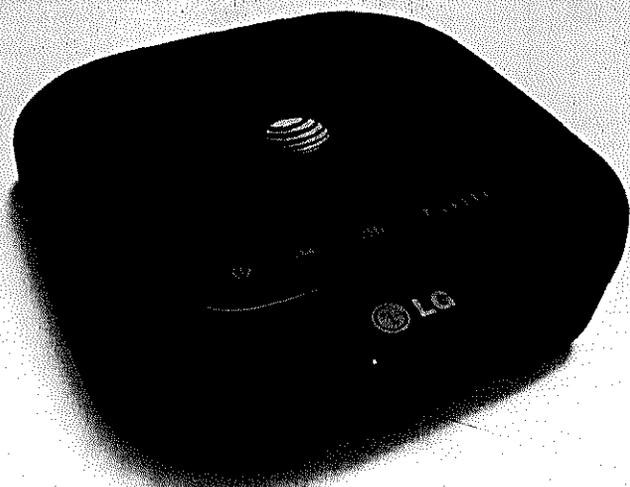
FAX NUMBER: 708-656-3297

TO: AT & T Payment & Refunds Dept.
COMPANY NAME: AT & T / Illinois Bell
ADDRESS: PO Box 5087
Carol Stream, Ill. 60197-5087
FAX: 1-866-530-8719
SENDER: BLANCHE ARREQUIN
DATE: 4-29-2015
TIME: 7:56 P.M.
PAGES: 3 Pages
(INCLUDING COVER SHEET)

MESSAGE: I paid 50.00 4-20-15 on acct. 1149 total
I paid 40.49 4-21-15 on acct. 1149 90.49
on line ^{90.49} @ US Bank
account should be 23 205 135 7095

Quick Start

AT&T Wireless Home Phone



*I returned the two that
AT&T sent me
no bad + worst*

July 9, 2015

Lord Line

ORDER CONFIRMATION #: N0695474478
ACCOUNT NUMBER: 708-652-5893-988*

Dear Blanche Arreguin,

Welcome to AT&T – the one-stop for all your communication and entertainment needs, including local, long distance, Internet, wireless and satellite TV services. We know you have a choice and we appreciate your business.

July 10, 2015

*Different phone #
Lord Line*

ORDER CONFIRMATION #: N0565000995
ACCOUNT NUMBER: 708-652-5526-200*

Dear Blanche Arreguin,

Welcome to AT&T – the one-stop for all your communication and entertainment needs, including local, long distance, Internet, wireless and satellite TV services. We know you have a choice and we appreciate your business.

This letter confirms your recent order. Please review this information carefully to ensure we've provided you with the services you requested. We've also included important terms and conditions that apply to your new service, and other helpful information about using your new service. We hope you'll enjoy the value of your new services.

Your service now comes with:

Complete Choice* Enhanced which includes your Access Line and up to 8 Calling Features, including:

- | | |
|---------------------|------------------|
| Caller ID with Name | Call Waiting |
| Three-Way Calling | Call Forwarding |
| Automatic Callback | Speed Calling 8 |
| Call Screening | Privacy Manager* |

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

Our Privacy Policy – Your Choices and Controls

We're happy to share details about the information we collect and how we use it. You have choices about how we use your information. Review a Policy summary at att.com/privacy, or the full Policy at

ORDER CONFIRMATION

ORDER CONFIRMATION

... your choices at att.com/yourchoices



BLANCHE ARREGUIN
3505 S 55TH CT BLDG FRT FLR 1
CICERO, IL 60804-4347

Page 1 of 3
Account Number 708 652-5893 988 1
Billing Date Jul 19, 2015

Web Site att.com

Monthly Statement

Jun 20 - Jul 19, 2015

phone disconnected



No text is worth a life.

Take the pledge at itcanwait.com

Bill-At-A-Glance

Previous Bill	.00
Payment	<i>one month?</i> .00
Adjustments	.00
Balance	.00
Current Charges	<i>?</i> 108.55
Total Amount Due	\$108.55
Amount Due in Full by	Aug 13, 2015

Billing Summary

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

Monthly Service - Jul 19 thru Aug 18

Service is billed in advance from the 19th of each month

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



BLANCHE ARREGUIN
3505 S 55TH CT
CICERO, IL 60804-4347

Page 1 of 2
Account Number 708 652-5528 200 8
Billing Date Jul 19, 2015

Web Site att.com

Monthly Statement

Jun 20 - Jul 19, 2015



No text is worth a life.

Take the pledge at itcanwait.com

Bill-At-A-Glance

Previous Bill	.00
Payment	.00
Adjustments	.00
Balance	.00
Current Charges	65.47
Total Amount Due	\$65.47
Amount Due in Full by	Aug 13, 2015

Billing Summary

AT&T Benefits

• Total AT&T Savings 52.23

Plans and Services

Monthly Service - Jul 19 thru Aug 18

Service is billed in advance from the 19th of each month

Complete Choice® Enhanced 34.00

Residence Usage Serv
Line Charge
Local Saver Pack Unlimited
Caller Identification
Calling Name Display
Three Way Calling
Automatic Callback
Call Forwarding
Selecting Call Forwarding



BLANCHE ARREGUIN
3505 S 55TH CT
CICERO, IL 60804-4347

Page 1 of 3
Account Number 708 652-5528 200 6
Billing Date Aug 19, 2015

Web Site att.com

Monthly Statement

Jul 20 - Aug 19, 2015

Bill-At-A-Glance

Previous Bill	65.47
Payment	.00
Adjustments	66.58CR
Balance	1.11CR
Current Charges	49.11
Total Amount Due	\$48.00
Amount Due in Full by	Sep 14, 2015

Billing Summary



No text is worth a life.

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AT&T Benefits

• Total AT&T Savings 52.23

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	8-10	Monthly Service	59.35CR	
2	8-10	Monthly Service	7.23CR	
Totals			66.58CR	.00

Plans and Services

Item	Description	Amount
Monthly Service - Aug 19 thru Sep 18	Complete Choice® Enhanced Residence Usage Serv	34.00



BLANCHE ARREGUIN
3505 S 55TH CT BLDG FRT FLR 1
CICERO, IL 60804-4347

Page 1 of 4
Account Number 708 863-0191 206 1
Billing Date Sep 7, 2015

Web Site att.com

Monthly Statement

Aug 8 - Sep 7, 2015

one month

Bill-At-A-Glance

Previous Bill	.00
Payment	.00
Adjustments	12.28CR
Balance	12.28CR
Current Charges	136.81
Total Amount Due	\$124.53
Amount Due in Full by	Oct 1, 2015

Billing Summary



No text is worth a life.

Take the pledge at itcanwait.com

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	8-28	Transfer Balance-708 652-5993	12.28CR	
Totals			12.28CR	.00

Plans and Services



BLANCHE ARREGUIN
3505 S 55TH CT
CICERO, IL 60604-4347

Page 1 of 2
Account Number 708 652-5528 200 6
Billing Date Sep 19, 2015

Web Site att.com

Monthly Statement

Aug 20 - Sep 19, 2015

Bill-At-A-Glance

Previous Bill	48.00
Payment	.00
Adjustments	.00
Past Due - Please Pay Immediately	48.00
Current Charges	46.51 CR

Total Amount Due \$1.49

Current Charges Due in Full by **Oct 16, 2015**

FINAL BILL

Billing Summary



No text is worth a life.

Take the pledge at itcanwait.com

AT&T Benefits

•WE'RE HERE FOR YOU!

We hope your AT&T service is exceeding your expectations. Please call us at 800.727.2311 or visit us at att.com/importantsave4 if there's anything we can do to help you maximize the benefits of your service. When you call, please ask us about special limited-time offers that may save you money. For example, you can get the best value when you bundle your existing home phone and High Speed Internet from AT&T. Call today!

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
	Credit for Services Billed in Advance, Disconnected on Aug 19, 2015			



BLANCHE ARREGUIN
3505 S 55TH CT BLDG FRT FLR 1
CICERO, IL 60604-4347

Page 1 of 5
Account Number 708 863-0191 208 1
Billing Date Oct 7, 2015

Web Site att.com

Monthly Statement

Sep 8 - Oct 7, 2015

Bill-At-A-Glance

Previous Bill	124.53
Payment	.00
Adjustments	6.50
Past Due - Please Pay Immediately	131.03
Current Charges	77.05

Total Amount Due \$208.08

Current Charges Due in Full by **Nov 2, 2015**

Billing Summary



No text is worth a life.

Take the pledge at itcanwait.com

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	10-09	Late Payment Charges	8.50	
Totals			8.50	.00

Plans and Services

Monthly Service - Oct 7 thru Nov 6

Combined Communications Svcs
ALL DISTANCE®

42.00

If you need to reach us for any reason, please contact customer care, 24 hours a day, seven days a week at att.com/esupport or 1.800.288.2020.

For billing information, usage and more - download myAT&T app for your smartphone.

For U-verse members, additional support resources are available in your Starter Guide. If you're a U-verse TV subscriber, visit channel 411.

You may also contact me directly concerning this visit and I will respond as soon as possible during business hours.

My name and contact number: **MARK - 708-214-9180**

My manager's name and contact number: *mark warner*

Thank you for doing business with AT&T

This number stayed at the pole

*INSTALLED 1 LINE - 708-652-5526 TO NEW POLE
THE SIDE OF THE HOUSE. IF YOU HAVE ANY QUESTIONS CALL ME. ANY TROUBLE CALL ME.*



BLANCHE ARREGUIN
3505 S 55TH CT
CICERO, IL 60804-4347

Page: 1 of 3
Bill Cycle Date: 03/02/15 - 04/02/15
Account: 232051357095

Visit us online at: www.att.com

Wireless Statement

wireless I had some phone #

<i>Bill: Arreguin, Blanche</i>	
Previous Balance	\$0.00
Payment	\$0.00
Adjustments	\$0.00
Balance	\$0.00
New Charges	\$90.49
Total Amount Due	\$90.49
Amount Due in Full by	Apr 23, 2015

