

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
JEFFERSON CITY**

**March 30, 2000**

**CASE NO: TC-2000-596**

**Office of the Public Counsel**

P.O. Box 7800

Jefferson City, MO 65102

**General Counsel**

Missouri Public Service Commission

P.O. Box 360

Jefferson City, MO 65102

**Paul G. Lane/Leo J. Bub**

**Anthony K. Conroy/Mimi B. MacDonald**

Southwestern Bell Telephone Company

One Bell Center, Room 3518

St. Louis, MO 63101

**Kevin Zarling**

AT&T Communications of the Southwest,  
Inc.

919 Congress, Suite 1500

Austin, TX 78701

**Ray & Janet Heaton**

1317 Lexington

Mexico, MO 65265

**Enclosed find certified copy of a NOTICE in the above-numbered case(s).**

Sincerely,



**Dale Hardy Roberts**

**Secretary/Chief Regulatory Law Judge**

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

|   |   |                             |
|---|---|-----------------------------|
| Ray and Janet Heaton,                       | ) |                             |
|   | ) |                             |
| Complainants,                               | ) |                             |
|   | ) |                             |
| vs.   | ) | <u>Case No. TC-2000-596</u> |
|   | ) |                             |
| Southwestern Bell Telephone Company and     | ) |                             |
| AT&T Communications of the Southwest, Inc., | ) |                             |
|   | ) |                             |
| Respondents.                                | ) |                             |

**NOTICE OF COMPLAINT**

Legal Department  
Southwestern Bell Telephone Company  
One Bell Center, Room 3518  
St. Louis, Missouri 63101

Kevin Zarling  
AT&T Communications of the Southwest  
919 Congress Avenue  
Austin, Texas 78701

**CERTIFIED MAIL**

On March 23, 2000, Ray and Janet Heaton filed a complaint with the Missouri Public Service Commission against Southwestern Bell Telephone Company, AT&T Communications of the Southwest, Inc., and Connect One Internet Service<sup>1</sup>, a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, Respondents Southwestern Bell Telephone Company and AT&T Communications of the Southwest, Inc. shall have **30 days** from the date of this notice to file an answer or to file notice that the complaint has been satisfied.

In the alternative, the Respondents may file a written request that the complaint be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission

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<sup>1</sup> It does not appear that Connect One Internet Service is an entity regulated by this Commission, and so this is not the proper forum for Complainants to pursue a grievance against it.

ascertains whether or not the Complainants are also willing to submit to voluntary mediation. If the Complainants agree to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

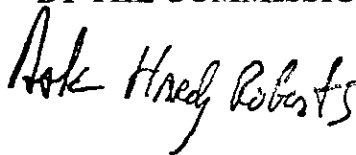
If the Complainants decline the opportunity to seek mediation, the Respondents will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Complainants at the Complainants' address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainants.

BY THE COMMISSION



Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge

(S E A L)

Dated at Jefferson City, Missouri,  
on this 30th day of March, 2000.

Copy to: Ray and Janet Heaton  
1317 Lexington  
Mexico, MO 65265

Mills, Deputy Chief Regulatory Law Judge

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

**FILED**

MAR 23 2000

Missouri Public  
Service Commission

Ray and Janet Heaton )  
(your name) )  
Complainant )  
vs. )  
Southwestern Bell )  
AT&T )  
Connect One Internet Service )  
(company name) )  
Respondent. )

Case No. TC- 2000- 596

COMPLAINT

Complainant resides at 1317 Lexington, Mexico, MO 65265

1. Respondent, Southwestern Bell, AT&T, and Connect One  
(company name)  
of Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, complainant states the following facts:

On November 13, 1999, I subscribed to Connect One Internet Provider as an internet single  
user. This gave me internet access and free local telephone access. On December 19, I  
received my monthly statement from AT&T. I was charged long distance calls when I logged  
on to the internet. On December 20, I contacted AT&T and was told that my account would  
be investigated. My internet provider was also made aware of the situation. I made  
payment to AT&T for my other long distance charges. On January 17, I received another  
bill from AT&T and the calls were still routing long distance. Again AT&T was contacted  
and I was told that my internet "pool" number was routing long distance. On February 1,

I was told by Connect One to change my setting on the computer from 1-573-582-0516 to 582-0516. That did stop ( ) number from routing long distance but since the prefix is a local number, it never should have been routed long distance by Southwestern Bell or AT&T.

3. The complainant has taken the following steps to present this complaint to the respondent:

On December 20, 1999, I contacted AT&T and informed them of the long distance routing when I connected to the internet. I was told that the matter was being investigated.

Connect One was also advised of the situation and assured me that the matter would be resolved by AT&T. On January 17, when I received another monthly statement, more calls had been routed long distance on the internet pool number. AT&T and Connect One were advised. Southwestern Bell was also notified by me, but they referred me back to AT&T.

On February 1, when my pool number was changed by Connect One, I was no longer charged long distance however AT&T demanded that I make payment immediately. On February 22, I met with the Seigfreid Law Firm, who represent Connect One, and conferenced called AT&T, but they denied responsibility. My long distance service was disconnected on March 17 by AT&T and I was told that my account would be turned over to a collection agency "shortly."

WHEREFORE, Complainant now requests the following relief:

We are asking that Connect One, AT&T and Southwestern Bell come to an agreement concerning our charges for the local internet calls that were routed long distance.

When a connection fee is paid to an internet provider, it is with the understanding that those calls to the internet will be local. Also, Southwestern Bell and AT&T should never have charged for local long distance.

March 22, 2000  
Date

Signature of Complainant

*Janet E. Heaton*  
*Ray E. Heaton*

573-581-0411



#BWNCJFM  
#43041161990018# P 10901AB10.270B49A20075



RAY E HEATON  
1317 LEXINGTON ST  
MEXICO MO 65265-1041

MARCH 02, 2000

**ACCOUNT SUSPENSION NOTICE**

Re: Account Number 4304116199001

Our records indicate that your AT&T Long Distance account is seriously past due. The total amount owed is \$625.16 of which \$542.94 is severely delinquent.

Prompt payment will place your account in good standing. **TO AVOID INTERRUPTION OF YOUR AT&T SERVICE, PAYMENT OF \$542.94 IS REQUIRED BY 03/09/00.**

Please mail your payment today.

To ensure proper handling please write your account number on your check or money order and include the attached coupon with your payment.

To discuss your account further, please call one of our representatives on 1-800-532-7486, Text Phone (TTY) 1-800-551-1602. It is not necessary to contact us if your payment has already been mailed.

Thank you for your prompt attention to this matter.

Sincerely,

AT&T  
Credit Management Center

Failure to pay the outstanding balance due on your account may cause your account to be referred to the National Consumer Telecommunications Data Exchange.

**\*\* Save a check. Save a stamp. Save time.\*\***

Enjoy the convenience of Automatic Bill Payment: To enroll visit our website at; [www.att.com/payatt](http://www.att.com/payatt) to make your payment via Credit Card and learn more about our Automatic Bill Payment feature, "or call 1-800-532-7486 and ask the AT&T Representative for AT&T's Automatic Bill Payment."

R1

**Detach and Return with Payment**

Please write your account number on your check or money order made payable to AT&T. Do not send cash. Do not staple this portion to your payment. Thank you.

|                   |                 |
|-------------------|-----------------|
| <b>Amount due</b> | <b>\$625.16</b> |
|-------------------|-----------------|

RAY E HEATON  
Account No. 573 581-0411 P



Amount enclosed: \$



AT&T  
PO BOX 78628  
PHOENIX AZ 85062-8628

43041161990010030000000062516000006251600000625166



#BWNCJFM  
#43041161990018# P 27044AB10.270B111A15163



RAY E HEATON  
1317 LEXINGTON ST  
MEXICO MO 65265-1041

JANUARY 26, 2000

Re: Account Number 4304116199001

Perhaps you did not realize that your AT&T Long Distance account is past due with an outstanding balance of \$563.93 of which \$252.46 is delinquent. Although I am sure that this was an oversight, a prompt payment will return your account to good standing.

To ensure proper handling please write your account number on your check or money order and include the attached payment coupon with your payment.

It is not necessary to contact us if your payment was already mailed or if you plan to mail it within the next two days.

Thank you for using AT&T

Sincerely,

AT&T Credit Management Center  
1-800-532-7486  
Text Phone (TTY) 1-800-551-1602

XA

**Detach and Return with Payment**

Please write your account number on your check or money order made payable to AT&T. Do not send cash. Do not staple this portion to your payment. Thank you.

|            |          |
|------------|----------|
| Amount due | \$563.93 |
|------------|----------|

RAY E HEATON  
Account No. 573 581-0411 P



Amount enclosed: \$



AT&T  
PO BOX 8212  
AURORA IL 60572-8212

43041161990010030000000056393000005639300000563936

# Your AT&T Statement

November 10 - December 10, 1999



#BWNCJFM

#43041161990018# D 43928AV10.243B195A08926\*\*5DGT



RAY E HEATON

1317 LEXINGTON ST

MEXICO MO 65265-1041

Customer # 573 581-0411

Page 1 of 6

Customer Service: 1 800 222-0300

Text Phone (TTY): 1 800 833-3232

## Summary of charges

|   |                        |
|---|------------------------|
| Previous balance .....                      | 0.00                   |
| Payments .....                              | 0.00                   |
| Charges for other services .....            | 5.95                   |
| AT&T One Rate® Seven Cents Plan Calls ..... | 250.87                 |
| National access contribution .....          | 2.89                   |
| Taxes and surcharges .....                  | 25.04                  |
| <b>Total amount due</b> .....               | <b>\$284.75</b>        |
| <b>Date due</b> .....                       | <b>January 4, 2000</b> |



## Have you heard

Welcome to your AT&T Long Distance bill. It's filled with valuable information you can use to get the most out of your service. Continued▶

## What you saved

### Your AT&T savings

Over the last 3 months you saved..... \$12.00  
Savings are compared to AT&T standard rates.



## With you in mind

AT&T wishes you and your family a happy and healthy holiday season, and the very best for the New Year! Continued▶

Continues on back





### Charges for other services

Monthly service from Dec 10 - Jan 10, 2000

| Description  | Amount        |
|--|---------------|
| 1 AT&T One Rate® Seven Cents Plan<br>monthly fee Dec 10 - Jan 10, 2000 | 5.95          |
|  | <b>\$5.95</b> |

### AT&T One Rate® Seven Cents Plan Calls

| Description         | Amount |
|---------------------|--------|
| Direct dialed calls | 250.87 |

Total AT&T One Rate® Seven Cents Plan calls after savings .....\$250.87

### Direct dialed calls

|    | Date   | Number called | Where        | Time    | Rate  | Type   | Min | Amount |
|----|--------|---------------|--------------|---------|-------|--------|-----|--------|
| 2  | Nov 10 | 480 283-1815  | Phoenix,AZ   | 7:42pm  | night | direct | 22  | 1.54   |
| 3  | Nov 13 | 480 283-1815  | Phoenix,AZ   | 9:29am  | night | direct | 20  | 1.40   |
| 4  | Nov 13 | 573 582-0516  | Mexico,MO    | 6:37pm  | night | direct | 2   | .18    |
| 5  | Nov 13 | 573 582-0516  | Mexico,MO    | 6:40pm  | night | direct | 14  | 1.26   |
| 6  | Nov 13 | 573 582-0516  | Mexico,MO    | 6:54pm  | night | direct | 1   | .09    |
| 7  | Nov 13 | 573 582-0516  | Mexico,MO    | 6:56pm  | night | direct | 9   | .81    |
| 8  | Nov 13 | 573 582-0516  | Mexico,MO    | 7:26pm  | night | direct | 2   | .18    |
| 9  | Nov 13 | 573 582-0516  | Mexico,MO    | 7:41pm  | night | direct | 35  | 3.15   |
| 10 | Nov 14 | 573 582-0516  | Mexico,MO    | 7:19am  | night | direct | 52  | 4.68   |
| 11 | Nov 14 | 573 582-0516  | Mexico,MO    | 10:29am | night | direct | 26  | 2.34   |
| 12 | Nov 14 | 573 582-0516  | Mexico,MO    | 10:55am | night | direct | 13  | 1.17   |
| 13 | Nov 14 | 573 582-0516  | Mexico,MO    | 1:21pm  | night | direct | 27  | 2.43   |
| 14 | Nov 14 | 515 673-6980  | Oskaloosa,IA | 6:25pm  | night | direct | 12  | .84    |
| 15 | Nov 14 | 573 582-0516  | Mexico,MO    | 6:46pm  | night | direct | 46  | 4.14   |
| 16 | Nov 14 | 636 980-3038  | Ofallon,MO   | 8:22pm  | night | direct | 1   | .09    |
| 17 | Nov 15 | 573 582-0516  | Mexico,MO    | 3:42pm  | night | direct | 8   | .72    |
| 18 | Nov 15 | 573 582-0516  | Mexico,MO    | 4:50pm  | night | direct | 11  | .99    |
| 19 | Nov 15 | 573 582-0516  | Mexico,MO    | 5:26pm  | night | direct | 24  | 2.16   |
| 20 | Nov 15 | 573 582-0516  | Mexico,MO    | 5:54pm  | night | direct | 44  | 3.96   |
| 21 | Nov 15 | 573 582-0516  | Mexico,MO    | 6:38pm  | night | direct | 28  | 2.52   |
| 22 | Nov 15 | 573 582-0516  | Mexico,MO    | 7:21pm  | night | direct | 23  | 2.07   |
| 23 | Nov 15 | 573 582-0516  | Mexico,MO    | 7:45pm  | night | direct | 1   | .09    |
| 24 | Nov 15 | 636 980-3038  | Ofallon,MO   | 8:21pm  | night | direct | 30  | 2.70   |
| 25 | Nov 16 | 573 582-0516  | Mexico,MO    | 4:49pm  | night | direct | 25  | 2.25   |
| 26 | Nov 16 | 573 582-0516  | Mexico,MO    | 5:23pm  | night | direct | 198 | 17.82  |
| 27 | Nov 17 | 573 582-0516  | Mexico,MO    | 5:07pm  | night | direct | 84  | 7.56   |
| 28 | Nov 17 | 480 283-1815  | Phoenix,AZ   | 6:43pm  | night | direct | 36  | 2.52   |
| 29 | Nov 17 | 636 980-3038  | Ofallon,MO   | 7:19pm  | night | direct | 17  | 1.53   |
| 30 | Nov 17 | 573 582-0516  | Mexico,MO    | 7:43pm  | night | direct | 42  | 3.78   |
| 31 | Nov 18 | 573 582-0516  | Mexico,MO    | 6:12pm  | night | direct | 44  | 3.96   |
| 32 | Nov 18 | 573 582-0516  | Mexico,MO    | 8:10pm  | night | direct | 40  | 3.60   |
| 33 | Nov 19 | 573 582-0516  | Mexico,MO    | 5:29am  | night | direct | 42  | 3.78   |
| 34 | Nov 19 | 573 582-0516  | Mexico,MO    | 6:20am  | night | direct | 5   | .45    |
| 35 | Nov 19 | 573 582-0516  | Mexico,MO    | 4:29pm  | night | direct | 25  | 2.25   |

Continues on back

### Direct dialed calls

|    | Date   | Number called | Where         | Time    | Rate  | Type   | Min | Amount |
|----|--------|---------------|---------------|---------|-------|--------|-----|--------|
| 36 | Nov 19 | 573 582-0516  | Mexico,MO     | 7:15pm  | night | direct | 14  | 1.26   |
| 37 | Nov 19 | 480 283-1815  | Phoenix,AZ    | 8:31pm  | night | direct | 8   | .56    |
| 38 | Nov 19 | 636 980-3038  | Ofallon,MO    | 8:40pm  | night | direct | 11  | .99    |
| 39 | Nov 19 | 573 582-0516  | Mexico,MO     | 8:55pm  | night | direct | 11  | .99    |
| 40 | Nov 20 | 573 582-0516  | Mexico,MO     | 7:27am  | night | direct | 4   | .36    |
| 41 | Nov 20 | 573 442-7615  | Columbia,MO   | 8:21am  | night | direct | 22  | 3.30   |
| 42 | Nov 20 | 573 582-0516  | Mexico,MO     | 9:40am  | night | direct | 27  | 2.43   |
| 43 | Nov 20 | 573 582-0516  | Mexico,MO     | 10:10am | night | direct | 9   | .81    |
| 44 | Nov 20 | 573 582-0516  | Mexico,MO     | 11:39am | night | direct | 5   | .45    |
| 45 | Nov 21 | 573 582-0516  | Mexico,MO     | 10:42am | night | direct | 3   | .27    |
| 46 | Nov 21 | 573 582-0516  | Mexico,MO     | 11:20am | night | direct | 32  | 2.88   |
| 47 | Nov 21 | 228 872-5713  | Ocean Spgs,MS | 12:26pm | night | direct | 26  | 1.82   |
| 48 | Nov 21 | 361 242-9785  | Calallen,TX   | 12:52pm | night | direct | 1   | .07    |
| 49 | Nov 21 | 361 242-9785  | Calallen,TX   | 12:53pm | night | direct | 1   | .07    |
| 50 | Nov 21 | 361 242-9785  | Calallen,TX   | 1:18pm  | night | direct | 44  | 3.08   |
| 51 | Nov 21 | 573 582-0516  | Mexico,MO     | 3:23pm  | night | direct | 6   | .54    |
| 52 | Nov 21 | 573 582-0516  | Mexico,MO     | 5:07pm  | night | direct | 2   | .18    |
| 53 | Nov 21 | 573 582-0516  | Mexico,MO     | 5:41pm  | night | direct | 12  | 1.08   |
| 54 | Nov 21 | 573 582-0516  | Mexico,MO     | 6:02pm  | night | direct | 39  | 3.51   |
| 55 | Nov 21 | 573 582-0516  | Mexico,MO     | 6:42pm  | night | direct | 13  | 1.17   |
| 56 | Nov 21 | 573 582-0516  | Mexico,MO     | 6:55pm  | night | direct | 23  | 2.07   |
| 57 | Nov 22 | 573 582-0516  | Mexico,MO     | 5:29am  | night | direct | 10  | .90    |
| 58 | Nov 22 | 573 582-0516  | Mexico,MO     | 6:36am  | night | direct | 23  | 2.07   |
| 59 | Nov 22 | 573 582-0516  | Mexico,MO     | 6:43pm  | night | direct | 20  | 1.80   |
| 60 | Nov 22 | 573 582-0516  | Mexico,MO     | 7:14pm  | night | direct | 5   | .45    |
| 61 | Nov 23 | 573 582-0516  | Mexico,MO     | 5:35am  | night | direct | 3   | .27    |
| 62 | Nov 23 | 573 582-0516  | Mexico,MO     | 6:05pm  | night | direct | 84  | 7.56   |
| 63 | Nov 23 | 573 582-0516  | Mexico,MO     | 7:29pm  | night | direct | 21  | 1.89   |
| 64 | Nov 23 | 573 582-0516  | Mexico,MO     | 7:50pm  | night | direct | 5   | .45    |
| 65 | Nov 23 | 573 582-0516  | Mexico,MO     | 7:55pm  | night | direct | 5   | .45    |
| 66 | Nov 23 | 636 980-3038  | Ofallon,MO    | 8:01pm  | night | direct | 8   | .72    |
| 67 | Nov 24 | 573 582-0516  | Mexico,MO     | 2:42pm  | night | direct | 62  | 5.58   |
| 68 | Nov 24 | 636 980-3038  | Ofallon,MO    | 4:56pm  | night | direct | 4   | .36    |
| 69 | Nov 24 | 573 582-0516  | Mexico,MO     | 7:42pm  | night | direct | 40  | 3.60   |
| 70 | Nov 25 | 573 582-0516  | Mexico,MO     | 6:24am  | night | direct | 5   | .45    |
| 71 | Nov 25 | 573 582-0516  | Mexico,MO     | 6:30am  | night | direct | 25  | 2.25   |
| 72 | Nov 26 | 573 582-0516  | Mexico,MO     | 7:08am  | night | direct | 37  | 3.33   |
| 73 | Nov 26 | 573 582-0516  | Mexico,MO     | 9:52am  | night | direct | 24  | 2.16   |
| 74 | Nov 26 | 573 582-0516  | Mexico,MO     | 2:29pm  | night | direct | 40  | 3.60   |
| 75 | Nov 26 | 573 582-0516  | Mexico,MO     | 3:15pm  | night | direct | 22  | 1.98   |
| 76 | Nov 26 | 573 582-0516  | Mexico,MO     | 6:16pm  | night | direct | 43  | 3.87   |
| 77 | Nov 26 | 573 582-0516  | Mexico,MO     | 7:53pm  | night | direct | 12  | 1.08   |
| 78 | Nov 26 | 573 582-0516  | Mexico,MO     | 8:08pm  | night | direct | 26  | 2.34   |
| 79 | Nov 27 | 573 582-0516  | Mexico,MO     | 6:31am  | night | direct | 38  | 3.42   |
| 80 | Nov 27 | 480 283-1815  | Phoenix,AZ    | 6:13pm  | night | direct | 1   | .07    |
| 81 | Nov 27 | 573 582-0516  | Mexico,MO     | 6:19pm  | night | direct | 30  | 2.70   |
| 82 | Nov 27 | 480 283-1815  | Phoenix,AZ    | 7:06pm  | night | direct | 1   | .07    |
| 83 | Nov 27 | 636 980-3038  | Ofallon,MO    | 7:19pm  | night | direct | 1   | .09    |
| 84 | Nov 28 | 573 582-0516  | Mexico,MO     | 8:39am  | night | direct | 22  | 1.98   |
| 85 | Nov 28 | 573 582-0516  | Mexico,MO     | 5:36pm  | night | direct | 34  | 3.06   |
| 86 | Nov 29 | 573 582-0516  | Mexico,MO     | 6:16pm  | night | direct | 73  | 6.57   |
| 87 | Nov 29 | 573 582-0516  | Mexico,MO     | 8:11pm  | night | direct | 9   | .81    |
| 88 | Nov 30 | 573 582-0516  | Mexico,MO     | 6:48am  | night | direct | 3   | .27    |



## Direct dialed calls

|     | Date   | Number called | Where     | Time    | Rate  | Type   | Min  | Amount   |
|-----|--------|---------------|-----------|---------|-------|--------|------|----------|
| 89  | Nov 30 | 573 582-0516  | Mexico,MO | 6:51pm  | night | direct | 33   | 2.97     |
| 90  | Dec 1  | 573 582-0516  | Mexico,MO | 6:37am  | night | direct | 9    | .81      |
| 91  | Dec 1  | 573 582-0516  | Mexico,MO | 6:24pm  | night | direct | 28   | 2.52     |
| 92  | Dec 1  | 573 582-0516  | Mexico,MO | 6:53pm  | night | direct | 42   | 3.78     |
| 93  | Dec 2  | 573 582-0516  | Mexico,MO | 6:55pm  | night | direct | 46   | 4.14     |
| 94  | Dec 3  | 573 582-0516  | Mexico,MO | 6:28am  | night | direct | 15   | 1.35     |
| 95  | Dec 4  | 573 582-0516  | Mexico,MO | 10:55am | night | direct | 8    | .72      |
| 96  | Dec 4  | 573 582-0516  | Mexico,MO | 12:39pm | night | direct | 21   | 1.89     |
| 97  | Dec 4  | 573 582-0516  | Mexico,MO | 4:27pm  | night | direct | 11   | .99      |
| 98  | Dec 4  | 573 582-0516  | Mexico,MO | 6:25pm  | night | direct | 26   | 2.34     |
| 99  | Dec 5  | 573 582-0516  | Mexico,MO | 8:02am  | night | direct | 36   | 3.24     |
| 100 | Dec 5  | 573 582-0516  | Mexico,MO | 8:44am  | night | direct | 89   | 8.01     |
| 101 | Dec 5  | 573 582-0516  | Mexico,MO | 3:15pm  | night | direct | 17   | 1.53     |
| 102 | Dec 6  | 573 582-0516  | Mexico,MO | 6:22am  | night | direct | 20   | 1.80     |
| 103 | Dec 6  | 573 582-0516  | Mexico,MO | 6:20pm  | night | direct | 49   | 4.41     |
| 104 | Dec 6  | 573 582-0516  | Mexico,MO | 7:46pm  | night | direct | 24   | 2.16     |
| 105 | Dec 7  | 573 582-0516  | Mexico,MO | 6:35pm  | night | direct | 21   | 1.89     |
| 106 | Dec 8  | 573 582-0516  | Mexico,MO | 6:24am  | night | direct | 19   | 1.71     |
| 107 | Dec 8  | 573 582-0516  | Mexico,MO | 5:38pm  | night | direct | 154  | 13.86    |
| 108 | Dec 9  | 573 582-0516  | Mexico,MO | 6:22am  | night | direct | 15   | 1.35     |
| 109 | Dec 9  | 573 582-0516  | Mexico,MO | 4:35pm  | night | direct | 70   | 6.30     |
|     |        |               |           |         |       |        | 2811 | \$250.87 |

## National access contribution

|     | Date | Description                   | Amount |
|-----|------|-------------------------------|--------|
| 110 |      | Universal connectivity charge | 1.38   |
| 111 |      | Carrier line charge           | 1.51   |
|     |      |                               | \$2.89 |

For an explanation of these charges, please call 1 800 532-2021.

## Taxes and surcharges

| Description | Amount         |
|-------------|----------------|
| Federal tax | 7.79           |
| Local tax   | 7.16           |
| State tax   | 10.09          |
|             | <b>\$25.04</b> |

# Your AT&T Statement

December 11 January 10, 2000



#BWNCJFM

#43041161990018# D 25568AV10.243B148A13271\*\*SDGT



RAY E HEATON

1317 LEXINGTON ST

MEXICO MO 65265-1041

Customer # 573 581-0411

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Customer Service: 1 800 222-0300

Text Phone (TTY): 1 800 833-3232

## Summary of charges

|  |                 |
|--|-----------------|
| Previous balance .....                       | 284.75          |
| Payment received Dec 28 - Thank you .....    | 32.29           |
| <b>UNPAID BALANCE DUE UPON RECEIPT .....</b> | <b>\$252.46</b> |
| Charges for other services .....             | 5.95            |
| AT&T One Rate® Seven Cents Plan Calls .....  | 274.86          |
| National access contribution .....           | 2.89            |
| Taxes and surcharges .....                   | 27.77           |
| Current charges due Feb 04, 2000 .....       | \$311.47        |

|                         |                 |
|-------------------------|-----------------|
| <b>Total amount due</b> | <b>\$563.93</b> |
|-------------------------|-----------------|

We did not receive full payment of your previous balance. You will be charged a late payment fee of up to 1.5% on any future unpaid balance.

*Dempt MF - TX*  
*AT&T*

Continues on back



### Charges for other services

Monthly service from Jan 10 - Feb 10, 2000

| Description                       | Amount        |
|-----------------------------------|---------------|
| 1 AT&T One Rate® Seven Cents Plan | 5.95          |
| monthly fee Jan 10 - Feb 10, 2000 |               |
|                                   | <b>\$5.95</b> |

### AT&T One Rate® Seven Cents Plan Calls

| Description         | Amount |
|---------------------|--------|
| Direct dialed calls | 274.86 |

Total AT&T One Rate® Seven Cents Plan calls after savings .....\$274.86

### Direct dialed calls

|    | Date   | Number called | Where        | Time    | Rate  | Type   | Min | Amount |
|----|--------|---------------|--------------|---------|-------|--------|-----|--------|
| 2  | Dec 10 | 636 980-3038  | Ofallon,MO   | 8:43pm  | night | direct | 1   | .09    |
| 3  | Dec 10 | 573 582-0516  | Mexico,MO    | 8:49pm  | night | direct | 23  | 2.07   |
| 4  | Dec 12 | 573 582-0516  | Mexico,MO    | 8:17am  | night | direct | 27  | 2.43   |
| 5  | Dec 12 | 573 582-0516  | Mexico,MO    | 9:13am  | night | direct | 3   | .27    |
| 6  | Dec 12 | 636 980-3038  | Ofallon,MO   | 10:12am | night | direct | 4   | .36    |
| 7  | Dec 12 | 573 582-0516  | Mexico,MO    | 1:14pm  | night | direct | 26  | 2.34   |
| 8  | Dec 12 | 573 582-0516  | Mexico,MO    | 2:40pm  | night | direct | 13  | 1.17   |
| 9  | Dec 12 | 573 582-0516  | Mexico,MO    | 8:08pm  | night | direct | 36  | 3.24   |
| 10 | Dec 13 | 573 582-0516  | Mexico,MO    | 5:28pm  | night | direct | 85  | 7.65   |
| 11 | Dec 13 | 573 582-0516  | Mexico,MO    | 7:55pm  | night | direct | 6   | .54    |
| 12 | Dec 13 | 573 582-0516  | Mexico,MO    | 8:42pm  | night | direct | 4   | .36    |
| 13 | Dec 14 | 573 582-0516  | Mexico,MO    | 6:28pm  | night | direct | 51  | 4.59   |
| 14 | Dec 14 | 573 582-0516  | Mexico,MO    | 7:53pm  | night | direct | 6   | .54    |
| 15 | Dec 15 | 573 582-0516  | Mexico,MO    | 6:49pm  | night | direct | 45  | 4.05   |
| 16 | Dec 15 | 573 582-0516  | Mexico,MO    | 7:34pm  | night | direct | 37  | 3.33   |
| 17 | Dec 16 | 573 582-0516  | Mexico,MO    | 6:42pm  | night | direct | 113 | 10.17  |
| 18 | Dec 17 | 573 642-8677  | Fulton,MO    | 7:04am  | night | direct | 1   | .09    |
| 19 | Dec 17 | 573 582-0516  | Mexico,MO    | 9:09pm  | night | direct | 16  | 1.44   |
| 20 | Dec 18 | 573 582-0516  | Mexico,MO    | 8:52am  | night | direct | 13  | 1.17   |
| 21 | Dec 18 | 480 283-1815  | Phoenix,AZ   | 10:01am | night | direct | 17  | 1.19   |
| 22 | Dec 18 | 573 582-0516  | Mexico,MO    | 10:30am | night | direct | 7   | .63    |
| 23 | Dec 18 | 480 283-1815  | Phoenix,AZ   | 3:59pm  | night | direct | 2   | .14    |
| 24 | Dec 18 | 573 582-0516  | Mexico,MO    | 5:56pm  | night | direct | 6   | .54    |
| 25 | Dec 18 | 573 582-0516  | Mexico,MO    | 6:18pm  | night | direct | 15  | 1.35   |
| 26 | Dec 18 | 573 582-0516  | Mexico,MO    | 6:45pm  | night | direct | 11  | .99    |
| 27 | Dec 18 | 573 582-0516  | Mexico,MO    | 7:43pm  | night | direct | 18  | 1.62   |
| 28 | Dec 18 | 573 582-0516  | Mexico,MO    | 8:04pm  | night | direct | 2   | .18    |
| 29 | Dec 19 | 573 582-0516  | Mexico,MO    | 7:57am  | night | direct | 63  | 5.67   |
| 30 | Dec 19 | 573 582-0516  | Mexico,MO    | 2:02pm  | night | direct | 1   | .09    |
| 31 | Dec 19 | 515 673-6980  | Oskaloosa,IA | 6:08pm  | night | direct | 12  | .84    |
| 32 | Dec 19 | 573 582-0516  | Mexico,MO    | 7:44pm  | night | direct | 24  | 2.16   |
| 33 | Dec 19 | 573 582-0516  | Mexico,MO    | 8:37pm  | night | direct | 6   | .54    |
| 34 | Dec 20 | 573 582-0516  | Mexico,MO    | 5:33pm  | night | direct | 76  | 6.84   |
| 35 | Dec 20 | 573 582-0516  | Mexico,MO    | 6:48pm  | night | direct | 16  | 1.44   |

Continues on back

## Direct dialed calls

|    | Date   | Number called | Where       | Time    | Rate  | Type   | Min | Amount |
|----|--------|---------------|-------------|---------|-------|--------|-----|--------|
| 36 | Dec 20 | 573 582-0516  | Mexico,MO   | 8:05pm  | night | direct | 8   | .72    |
| 37 | Dec 21 | 573 582-0516  | Mexico,MO   | 3:49pm  | night | direct | 18  | 1.62   |
| 38 | Dec 21 | 573 582-0516  | Mexico,MO   | 6:30pm  | night | direct | 22  | 1.98   |
| 39 | Dec 21 | 573 582-0516  | Mexico,MO   | 6:57pm  | night | direct | 54  | 4.86   |
| 40 | Dec 22 | 573 582-0516  | Mexico,MO   | 5:28pm  | night | direct | 18  | 1.62   |
| 41 | Dec 22 | 573 582-0516  | Mexico,MO   | 6:04pm  | night | direct | 18  | 1.62   |
| 42 | Dec 23 | 573 582-0516  | Mexico,MO   | 6:49am  | night | direct | 3   | .27    |
| 43 | Dec 23 | 573 582-0516  | Mexico,MO   | 8:57am  | night | direct | 27  | 2.43   |
| 44 | Dec 23 | 573 582-0516  | Mexico,MO   | 6:23pm  | night | direct | 12  | 1.08   |
| 45 | Dec 23 | 573 582-0516  | Mexico,MO   | 7:54pm  | night | direct | 37  | 3.33   |
| 46 | Dec 24 | 573 642-8677  | Fulton,MO   | 7:18am  | night | direct | 3   | .27    |
| 47 | Dec 24 | 573 582-0516  | Mexico,MO   | 8:22am  | night | direct | 7   | .63    |
| 48 | Dec 24 | 573 582-0516  | Mexico,MO   | 8:29am  | night | direct | 45  | 4.05   |
| 49 | Dec 24 | 573 582-0516  | Mexico,MO   | 10:52am | night | direct | 3   | .27    |
| 50 | Dec 24 | 573 582-0516  | Mexico,MO   | 10:55am | night | direct | 7   | .63    |
| 51 | Dec 24 | 573 582-0516  | Mexico,MO   | 11:01am | night | direct | 109 | 9.81   |
| 52 | Dec 24 | 573 582-0516  | Mexico,MO   | 6:56pm  | night | direct | 155 | 13.95  |
| 53 | Dec 25 | 480 283-1815  | Phoenix,AZ  | 8:40am  | night | direct | 26  | 1.82   |
| 54 | Dec 25 | 636 379-2356  | Ofallon,MO  | 9:19am  | night | direct | 8   | .72    |
| 55 | Dec 25 | 573 582-0516  | Mexico,MO   | 9:41am  | night | direct | 27  | 2.43   |
| 56 | Dec 25 | 573 582-0516  | Mexico,MO   | 2:15pm  | night | direct | 3   | .27    |
| 57 | Dec 25 | 573 582-0516  | Mexico,MO   | 3:50pm  | night | direct | 40  | 3.60   |
| 58 | Dec 25 | 573 582-0516  | Mexico,MO   | 4:35pm  | night | direct | 20  | 1.80   |
| 59 | Dec 25 | 573 582-0516  | Mexico,MO   | 5:09pm  | night | direct | 32  | 2.88   |
| 60 | Dec 25 | 573 582-0516  | Mexico,MO   | 6:27pm  | night | direct | 3   | .27    |
| 61 | Dec 25 | 480 283-1815  | Phoenix,AZ  | 6:46pm  | night | direct | 1   | .07    |
| 62 | Dec 26 | 573 582-0516  | Mexico,MO   | 8:25am  | night | direct | 11  | .99    |
| 63 | Dec 26 | 573 582-0516  | Mexico,MO   | 11:00am | night | direct | 126 | 11.34  |
| 64 | Dec 26 | 573 582-0516  | Mexico,MO   | 3:11pm  | night | direct | 12  | 1.08   |
| 65 | Dec 26 | 573 582-0516  | Mexico,MO   | 4:12pm  | night | direct | 10  | .90    |
| 66 | Dec 26 | 573 582-0516  | Mexico,MO   | 7:33pm  | night | direct | 22  | 1.98   |
| 67 | Dec 27 | 573 874-2028  | Columbia,MO | 1:59pm  | night | direct | 7   | 1.05   |
| 68 | Dec 27 | 573 582-0516  | Mexico,MO   | 6:27pm  | night | direct | 26  | 2.34   |
| 69 | Dec 27 | 573 582-0516  | Mexico,MO   | 6:54pm  | night | direct | 2   | .18    |
| 70 | Dec 27 | 636 980-3038  | Ofallon,MO  | 7:53pm  | night | direct | 1   | .09    |
| 71 | Dec 27 | 573 582-0516  | Mexico,MO   | 7:54pm  | night | direct | 43  | 3.87   |
| 72 | Dec 27 | 636 980 3038  | Ofallon,MO  | 3:37pm  | night | direct | 7   | .63    |
| 73 | Dec 28 | 573 582-0516  | Mexico,MO   | 9:47am  | night | direct | 31  | 2.79   |
| 74 | Dec 28 | 573 582-0516  | Mexico,MO   | 5:07pm  | night | direct | 20  | 1.80   |
| 75 | Dec 28 | 573 582-0516  | Mexico,MO   | 6:25pm  | night | direct | 68  | 6.12   |
| 76 | Dec 28 | 573 582-0516  | Mexico,MO   | 7:42pm  | night | direct | 12  | 1.08   |
| 77 | Dec 29 | 573 582-0516  | Mexico,MO   | 10:57am | night | direct | 15  | 1.35   |
| 78 | Dec 29 | 573 582-0516  | Mexico,MO   | 5:30pm  | night | direct | 99  | 8.91   |
| 79 | Dec 29 | 573 582-0516  | Mexico,MO   | 7:24pm  | night | direct | 23  | 2.07   |
| 80 | Dec 30 | 573 582-0516  | Mexico,MO   | 11:16am | night | direct | 12  | 1.08   |
| 81 | Dec 30 | 573 582-0516  | Mexico,MO   | 3:08pm  | night | direct | 15  | 1.35   |
| 82 | Dec 30 | 573 582-0516  | Mexico,MO   | 4:51pm  | night | direct | 90  | 8.10   |
| 83 | Dec 30 | 480 283-1815  | Phoenix,AZ  | 6:22pm  | night | direct | 29  | 2.03   |
| 84 | Dec 31 | 573 582-0516  | Mexico,MO   | 7:25am  | night | direct | 33  | 2.97   |
| 85 | Dec 31 | 573 582-0516  | Mexico,MO   | 10:44am | night | direct | 19  | 1.71   |
| 86 | Dec 31 | 573 582-0516  | Mexico,MO   | 5:56pm  | night | direct | 105 | 9.45   |
| 87 | Dec 31 | 573 582-0516  | Mexico,MO   | 7:44pm  | night | direct | 2   | .18    |
| 88 | Dec 31 | 573 582-0516  | Mexico,MO   | 8:20pm  | night | direct | 2   | .18    |



### Direct dialed calls

|     | Date   | Number called | Where       | Time    | Rate  | Type   | Min  | Amount   |
|-----|--------|---------------|-------------|---------|-------|--------|------|----------|
| 89  | Dec 31 | 573 582-0516  | Mexico,MO   | 8:23pm  | night | direct | 5    | .45      |
| 90  | Dec 31 | 573 582-0516  | Mexico,MO   | 8:53pm  | night | direct | 2    | .18      |
| 91  | Jan 1  | 573 582-0516  | Mexico,MO   | 9:06am  | night | direct | 16   | 1.44     |
| 92  | Jan 1  | 573 582-0516  | Mexico,MO   | 11:32am | night | direct | 10   | .90      |
| 93  | Jan 1  | 573 582-0516  | Mexico,MO   | 11:51am | night | direct | 32   | 2.88     |
| 94  | Jan 1  | 573 582-0516  | Mexico,MO   | 3:43pm  | night | direct | 21   | 1.89     |
| 95  | Jan 1  | 573 582-0516  | Mexico,MO   | 7:53pm  | night | direct | 51   | 4.59     |
| 96  | Jan 2  | 573 582-0516  | Mexico,MO   | 7:26am  | night | direct | 12   | 1.08     |
| 97  | Jan 2  | 573 582-0516  | Mexico,MO   | 8:05am  | night | direct | 75   | 6.75     |
| 98  | Jan 2  | 573 582-0516  | Mexico,MO   | 11:11am | night | direct | 7    | .63      |
| 99  | Jan 2  | 573 582-0516  | Mexico,MO   | 12:23pm | night | direct | 2    | .18      |
| 100 | Jan 2  | 573 582-0516  | Mexico,MO   | 1:42pm  | night | direct | 13   | 1.17     |
| 101 | Jan 2  | 573 582-0516  | Mexico,MO   | 4:49pm  | night | direct | 31   | 2.79     |
| 102 | Jan 2  | 573 582-0516  | Mexico,MO   | 5:46pm  | night | direct | 19   | 1.71     |
| 103 | Jan 3  | 573 582-0516  | Mexico,MO   | 4:32pm  | night | direct | 4    | .36      |
| 104 | Jan 3  | 573 582-0516  | Mexico,MO   | 6:21pm  | night | direct | 15   | 1.35     |
| 105 | Jan 3  | 573 582-0516  | Mexico,MO   | 6:55pm  | night | direct | 39   | 3.51     |
| 106 | Jan 4  | 573 582-0516  | Mexico,MO   | 7:33pm  | night | direct | 37   | 3.33     |
| 107 | Jan 5  | 573 582-0516  | Mexico,MO   | 6:19pm  | night | direct | 48   | 4.32     |
| 108 | Jan 5  | 573 582-0516  | Mexico,MO   | 8:04pm  | night | direct | 1    | .09      |
| 109 | Jan 5  | 573 582-0516  | Mexico,MO   | 8:09pm  | night | direct | 1    | .09      |
| 110 | Jan 6  | 573 582-0516  | Mexico,MO   | 5:31am  | night | direct | 4    | .36      |
| 111 | Jan 6  | 573 582-0516  | Mexico,MO   | 5:42pm  | night | direct | 101  | 9.09     |
| 112 | Jan 7  | 573 582-0516  | Mexico,MO   | 5:07pm  | night | direct | 13   | 1.17     |
| 113 | Jan 7  | 573 582-0516  | Mexico,MO   | 5:36pm  | night | direct | 9    | .81      |
| 114 | Jan 8  | 573 442-2110  | Columbia,MO | 9:10am  | night | direct | 3    | .45      |
| 115 | Jan 8  | 573 582-0516  | Mexico,MO   | 12:48pm | night | direct | 14   | 1.26     |
| 116 | Jan 8  | 573 582-0516  | Mexico,MO   | 2:32pm  | night | direct | 13   | 1.17     |
| 117 | Jan 8  | 573 582-0516  | Mexico,MO   | 4:13pm  | night | direct | 15   | 1.35     |
| 118 | Jan 8  | 573 582-0516  | Mexico,MO   | 6:07pm  | night | direct | 1    | .09      |
| 119 | Jan 8  | 573 582-0516  | Mexico,MO   | 6:49pm  | night | direct | 33   | 2.97     |
| 120 | Jan 9  | 573 582-0516  | Mexico,MO   | 8:04am  | night | direct | 40   | 3.60     |
| 121 | Jan 9  | 573 582-0516  | Mexico,MO   | 2:28pm  | night | direct | 3    | .27      |
| 122 | Jan 9  | 573 582-0516  | Mexico,MO   | 5:25pm  | night | direct | 17   | 1.53     |
| 123 | Jan 9  | 480 283-1815  | Phoenix,AZ  | 6:36pm  | night | direct | 33   | 2.31     |
|     |        |               |             |         |       |        | 3074 | \$274.86 |

**National access contribution**

| Date | Description                   | Amount        |
|------|-------------------------------|---------------|
| 124  | Universal connectivity charge | 1.38          |
| 125  | Carrier line charge           | 1.51          |
|      |                               | <b>\$2.89</b> |

For an explanation of these charges, please call 1 800 532-2021.

**Taxes and surcharges**

| Description | Amount         |
|-------------|----------------|
| Federal tax | 8.51           |
| Local tax   | 8.00           |
| State tax   | 11.26          |
|             | <b>\$27.77</b> |

**Important information about your telephone service**

All long distance companies are required to contribute to the Universal Service Fund. As of November 1, 1999, this required contribution increased. AT&T recovers its contribution to the fund through the Universal Connectivity Charge. This charge changed to \$1.38 beginning November 2, 1999. For more information please call 1 800 532-2021.



# Your AT&T Statement

January 11-February 10, 2000

on 7-28-00



#BWNCJFM

#43041161990018# D 85152AV10.243B364A17821\*\*5DGT



RAY E HEATON  
1317 LEXINGTON ST  
MEXICO MO 65265-1041

Customer # 573 581-0411

Page 1 of 5

Customer Service: 1 800 222-0300

Text Phone (TTY): 1 800 833-3232

## Summary of charges

|  |                 |
|--|-----------------|
| Previous balance .....                       | 563.93          |
| Payment received Jan 28 - Thank you .....    | -20.99          |
| <b>UNPAID BALANCE DUE UPON RECEIPT .....</b> | <b>\$542.94</b> |
| Charges for other services .....             | 5.95            |
| AT&T One Rate® Seven Cents Plan Calls .....  | 66.63           |
| National access contribution .....           | 2.89            |
| Taxes and surcharges .....                   | 6.75            |
| Current charges due Mar 06, 2000 .....       | \$82.22         |

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|                         |                 |
|-------------------------|-----------------|
| <b>Total amount due</b> | <b>\$625.16</b> |
|-------------------------|-----------------|

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Prompt payment of your unpaid balance is required. You can visit [www.att.com/payatt](http://www.att.com/payatt) to make a credit card payment.



## Have you heard

Same low rate anytime! Just call 1 800 CALL ATT® whenever you're away from home and need to call home. It's fast, easy and clear.

Continued ➤

Continues on back



## Charges for other services

Monthly service from Feb 10 - Mar 10, 2000

| Description  | Amount        |
|--|---------------|
| 1 AT&T One Rate® Seven Cents Plan<br>monthly fee Feb 10 - Mar 10, 2000 | 5.95          |
|  | <b>\$5.95</b> |

## AT&T One Rate® Seven Cents Plan Calls

| Description         | Amount |
|---------------------|--------|
| Direct dialed calls | 66.63  |

Total AT&T One Rate® Seven Cents Plan calls after savings .....\$66.63

## Direct dialed calls

|    | Date   | Number called | Where       | Time    | Rate  | Type   | Min | Amount |
|----|--------|---------------|-------------|---------|-------|--------|-----|--------|
| 2  | Jan 10 | 573 582-0516  | Mexico,MO   | 6:50pm  | night | direct | 5   | .45    |
| 3  | Jan 10 | 573 582-0516  | Mexico,MO   | 6:55pm  | night | direct | 14  | 1.26   |
| 4  | Jan 10 | 573 582-0516  | Mexico,MO   | 7:54pm  | night | direct | 15  | 1.35   |
| 5  | Jan 11 | 573 582-0516  | Mexico,MO   | 6:36pm  | night | direct | 52  | 4.68   |
| 6  | Jan 11 | 573 582-0516  | Mexico,MO   | 7:52pm  | night | direct | 13  | 1.17   |
| 7  | Jan 12 | 573 582-0516  | Mexico,MO   | 7:15pm  | night | direct | 54  | 4.86   |
| 8  | Jan 13 | 573 582-0516  | Mexico,MO   | 5:34pm  | night | direct | 28  | 2.52   |
| 9  | Jan 13 | 573 582-0516  | Mexico,MO   | 6:23pm  | night | direct | 47  | 4.23   |
| 10 | Jan 14 | 314 432-6644  | ST Louis,MO | 9:53am  | night | direct | 1   | .09    |
| 11 | Jan 14 | 573 582-0516  | Mexico,MO   | 4:08pm  | night | direct | 14  | 1.26   |
| 12 | Jan 14 | 573 582-0516  | Mexico,MO   | 8:48pm  | night | direct | 4   | .36    |
| 13 | Jan 14 | 573 582-0516  | Mexico,MO   | 8:52pm  | night | direct | 2   | .18    |
| 14 | Jan 15 | 573 582-0516  | Mexico,MO   | 8:45am  | night | direct | 13  | 1.17   |
| 15 | Jan 15 | 573 582-0516  | Mexico,MO   | 11:36am | night | direct | 15  | 1.35   |
| 16 | Jan 15 | 480 283-1815  | Phoenix,AZ  | 2:05pm  | night | direct | 6   | .42    |
| 17 | Jan 15 | 573 442-7615  | Columbia,MO | 2:11pm  | night | direct | 7   | 1.05   |
| 18 | Jan 15 | 573 582-0516  | Mexico,MO   | 2:31pm  | night | direct | 2   | .18    |
| 19 | Jan 15 | 573 582-0516  | Mexico,MO   | 4:13pm  | night | direct | 3   | .27    |
| 20 | Jan 15 | 573 582-0516  | Mexico,MO   | 6:00pm  | night | direct | 7   | .63    |
| 21 | Jan 15 | 573 582-0516  | Mexico,MO   | 6:20pm  | night | direct | 7   | .63    |
| 22 | Jan 15 | 573 582-0516  | Mexico,MO   | 6:32pm  | night | direct | 4   | .36    |
| 23 | Jan 16 | 573 582-0516  | Mexico,MO   | 7:33am  | night | direct | 17  | 1.53   |
| 24 | Jan 16 | 573 582-0516  | Mexico,MO   | 7:50am  | night | direct | 1   | .09    |
| 25 | Jan 16 | 573 582-0516  | Mexico,MO   | 8:49am  | night | direct | 43  | 3.87   |
| 26 | Jan 16 | 573 582-0516  | Mexico,MO   | 9:44am  | night | direct | 23  | 2.07   |
| 27 | Jan 16 | 480 283-1815  | Phoenix,AZ  | 2:57pm  | night | direct | 4   | .28    |
| 28 | Jan 16 | 573 582-0516  | Mexico,MO   | 3:32pm  | night | direct | 2   | .18    |
| 29 | Jan 16 | 573 582-0516  | Mexico,MO   | 3:35pm  | night | direct | 5   | .45    |
| 30 | Jan 16 | 573 582-0516  | Mexico,MO   | 6:15pm  | night | direct | 3   | .27    |
| 31 | Jan 16 | 573 582-0516  | Mexico,MO   | 6:25pm  | night | direct | 2   | .18    |
| 32 | Jan 17 | 573 582-0516  | Mexico,MO   | 8:19am  | night | direct | 2   | .18    |
| 33 | Jan 17 | 573 582-0516  | Mexico,MO   | 9:15am  | night | direct | 2   | .18    |
| 34 | Jan 17 | 573 582-0516  | Mexico,MO   | 9:22am  | night | direct | 8   | .72    |
| 35 | Jan 17 | 573 582-0516  | Mexico,MO   | 3:30pm  | night | direct | 14  | 1.26   |

1.84

Continues on back

**Direct dialed calls**

|    | Date   | Number called | Where         | Time    | Rate  | Type   | Min | Amount  |
|----|--------|---------------|---------------|---------|-------|--------|-----|---------|
| 36 | Jan 17 | 573 582-0516  | Mexico,MO     | 3:46pm  | night | direct | 96  | 8.64    |
| 37 | Jan 17 | 573 582-0516  | Mexico,MO     | 6:15pm  | night | direct | 10  | .90     |
| 38 | Jan 17 | 573 582-0516  | Mexico,MO     | 6:29pm  | night | direct | 16  | 1.44    |
| 39 | Jan 18 | 573 582-0516  | Mexico,MO     | 6:31pm  | night | direct | 44  | 3.96    |
| 40 | Jan 18 | 573 582-0516  | Mexico,MO     | 7:47pm  | night | direct | 8   | .72     |
| 41 | Jan 22 | 480 283-1815  | Phoenix,AZ    | 1:59pm  | night | direct | 1   | .07     |
| 42 | Jan 23 | 515 673-6980  | Oskaloosa,IA  | 9:08am  | night | direct | 18  | 1.26    |
| 43 | Jan 23 | 636 980-3038  | Ofallon,MO    | 2:05pm  | night | direct | 1   | .09     |
| 44 | Jan 23 | 636 980-3038  | Ofallon,MO    | 4:35pm  | night | direct | 1   | .09     |
| 45 | Jan 27 | 636 980-3038  | Ofallon,MO    | 7:57pm  | night | direct | 26  | 2.34    |
| 46 | Jan 29 | 573 449-8018  | Columbia,MO   | 12:23pm | night | direct | 1   | .15     |
| 47 | Jan 30 | 480 283-1815  | Phoenix,AZ    | 9:39am  | night | direct | 1   | .07     |
| 48 | Jan 31 | 636 327-5636  | Wentzville,MO | 3:41pm  | night | direct | 4   | .36     |
| 49 | Jan 31 | 573 449-8018  | Columbia,MO   | 5:38pm  | night | direct | 1   | .15     |
| 50 | Jan 31 | 636 980-3038  | Ofallon,MO    | 6:54pm  | night | direct | 1   | .09     |
| 51 | Jan 31 | 636 980-3038  | Ofallon,MO    | 7:37pm  | night | direct | 26  | 2.34    |
| 52 | Feb 3  | 480 283-1815  | Phoenix,AZ    | 5:09pm  | night | direct | 36  | 2.52    |
| 53 | Feb 9  | 314 645-3300  | ST Louis,MO   | 7:01pm  | night | direct | 1   | .09     |
| 54 | Feb 9  | 636 980-3038  | Ofallon,MO    | 8:41pm  | night | direct | 18  | 1.62    |
|    |        |               |               |         |       |        | 749 | \$66.63 |

11.24

D/13.08

**National access contribution**

|    | Date | Description                   | Amount |
|----|------|-------------------------------|--------|
| 55 |      | Universal connectivity charge | 1.38   |
| 56 |      | Carrier line charge           | 1.51   |
|    |      |                               | \$2.89 |

For an explanation of these charges, please call 1 800 532-2021.

**Taxes and surcharges**

| Description | Amount |
|-------------|--------|
| Federal tax | 2.27   |
| Local tax   | 1.86   |
| State tax   | 2.62   |
|             | \$6.75 |

# Your AT&T Statement

February 11-March 10, 2000



#BWNCJFM

#43041161990018# D 19337AV10.243B121A22201\*\*5DGT



RAY E HEATON  
1317 LEXINGTON ST  
MEXICO MO 65265-1041

Customer # 573 581-0411

Page 1 of 4

Customer Service: 1 800 222-0300

Text Phone (TTY): 1 800 833-3232

## Summary of charges



## Have you heard

Visit our Web site to learn about and order AT&T products and services. You can even navigate the site in different languages.

Continued ▶

|  |                 |
|--|-----------------|
| Previous balance .....                       | 625.16          |
| Payment received Mar 05 - Thank you .....    | -28.67          |
| <b>UNPAID BALANCE DUE UPON RECEIPT .....</b> | <b>\$596.49</b> |
| Charges for other services .....             | 5.95            |
| AT&T One Rate® Seven Cents Plan Calls .....  | 14.27           |
| Other charges and credits .....              | 8.95            |
| National access contribution .....           | 2.89            |
| Taxes and surcharges .....                   | 1.18            |
| <b>Current charges due Apr 04, 2000.....</b> | <b>\$33.24</b>  |
| <b>Total amount due .....</b>                | <b>\$629.73</b> |

We did not receive full payment of your previous balance. Your total amount due includes a late fee for the unpaid balance.

Continues on back

## Detach and return with payment

Please write your account number on your check or money order made payable to AT&T. Do not send cash. Do not staple this portion to your payment. Thank you.

|                               |                      |
|-------------------------------|----------------------|
| <b>Total amount due .....</b> | <b>\$629.73</b>      |
| <b>Date due .....</b>         | <b>April 4, 2000</b> |

Amount enclosed: \$



AT&T  
PO BOX 78628  
PHOENIX AZ 85062-8628



RAY E HEATON  
Feb 11-Mar 10, 2000

Customer # 573 581-0411 D



Moving? Check the box and print new address on back.

43041161990010030000000062973000000332400000629738



## Charges for other services

Monthly service from Mar 10 - Apr 10, 2000

| Description  | Amount        |
|--|---------------|
| 1 AT&T One Rate® Seven Cents Plan<br>monthly fee Mar 10 - Apr 10, 2000 | 5.95          |
|  | <b>\$5.95</b> |

## AT&T One Rate® Seven Cents Plan Calls

| Description         | Amount |
|---------------------|--------|
| Direct dialed calls | 14.27  |

Total AT&T One Rate® Seven Cents Plan calls after savings .....\$14.27

## Direct dialed calls

|    | Date   | Number called | Where         | Time    | Rate  | Type   | Min        | Amount         |
|----|--------|---------------|---------------|---------|-------|--------|------------|----------------|
| 2  | Feb 10 | 636 980-3038  | Ofallon,MO    | 7:46pm  | night | direct | 1          | .09            |
| 3  | Feb 12 | 480 283-1815  | Phoenix,AZ    | 8:54am  | night | direct | 20         | 1.40           |
| 4  | Feb 14 | 515 673-6980  | Oskaloosa,IA  | 7:41pm  | night | direct | 44         | 3.08           |
| 5  | Feb 15 | 636 980-3038  | Ofallon,MO    | 7:12pm  | night | direct | 1          | .09            |
| 6  | Feb 18 | 573 817-0770  | Columbia,MO   | 5:25pm  | night | direct | 1          | .15            |
| 7  | Feb 18 | 573 446-3223  | Columbia,MO   | 5:28pm  | night | direct | 2          | .30            |
| 8  | Feb 18 | 636 980-3038  | Ofallon,MO    | 7:39pm  | night | direct | 25         | 2.25           |
| 9  | Feb 25 | 480 283-1815  | Phoenix,AZ    | 6:35pm  | night | direct | 1          | .07            |
| 10 | Feb 26 | 314 432-6644  | ST Louis,MO   | 9:00am  | night | direct | 1          | .09            |
| 11 | Feb 26 | 314 432-6644  | ST Louis,MO   | 9:51am  | night | direct | 5          | .45            |
| 12 | Mar 1  | 480 283-1815  | Phoenix,AZ    | 6:56pm  | night | direct | 1          | .07            |
| 13 | Mar 5  | 480 283-1815  | Phoenix,AZ    | 9:13am  | night | direct | 42         | 2.94           |
| 14 | Mar 5  | 816 464-5082  | Ferrelview,MO | 10:39am | night | direct | 1          | .15            |
| 15 | Mar 5  | 816 464-5082  | Ferrelview,MO | 10:45am | night | direct | 1          | .15            |
| 16 | Mar 5  | 636 980-3038  | Ofallon,MO    | 7:29pm  | night | direct | 30         | 2.70           |
| 17 | Mar 6  | 573 526-1500  | JeffersnCy,MO | 3:31pm  | night | direct | 1          | .15            |
| 18 | Mar 7  | 602 549-3008  | Phoenix,AZ    | 6:28pm  | night | direct | 1          | .07            |
| 19 | Mar 7  | 480 283-1815  | Phoenix,AZ    | 7:18pm  | night | direct | 1          | .07            |
|    |        |               |               |         |       |        | <b>179</b> | <b>\$14.27</b> |

### Other charges and credits

| Date      | Description                          | Amount        |
|-----------|--------------------------------------|---------------|
| 20 Mar 10 | Late payment fee ( 1.5% of \$596.49) | 8.95          |
|           |                                      | <b>\$8.95</b> |

### National access contribution

| Date | Description                   | Amount        |
|------|-------------------------------|---------------|
| 21   | Universal connectivity charge | 1.38          |
| 22   | Carrier line charge           | 1.51          |
|      |                               | <b>\$2.89</b> |

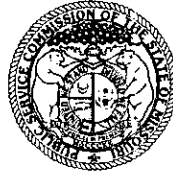
For an explanation of these charges, please call 1 800 532-2021.

### Taxes and surcharges

| Description | Amount        |
|-------------|---------------|
| Federal tax | .70           |
| Local tax   | .20           |
| State tax   | .28           |
|             | <b>\$1.18</b> |

### Important information about your telephone service

Telecommunications companies are required to contribute to the Universal Service Fund. AT&T recovers its contributions for the fund through the Universal Connectivity Charge. Beginning with your April bill, this charge will change from a flat monthly fee of \$1.38 to about 8.6% of your state-to-state and international long distance charges as well as any service charges. AT&T is making this change to be consistent with the approach adopted by all other major carriers in the industry. For more information call 1 800 532-2021 or access our website: [www.att.com/connectivity\\_charge](http://www.att.com/connectivity_charge).



*Commissioners*

**SHEILA LUMPE**  
Chair

**HAROLD CRUMPTON**

**CONNIE MURRAY**

**ROBERT G. SCHEMENAUER**

**M. DIANNE DRAINER**  
Vice Chair

## **Missouri Public Service Commission**

**POST OFFICE BOX 360**  
**JEFFERSON CITY, MISSOURI 65102**  
**573-751-3234**  
**573-751-1847 (Fax Number)**  
**<http://www.ecodev.state.mo.us/psc/>**

**BRIAN D. KINKADE**  
Executive Director

**GORDON L. PERSINGER**  
Director, Research and Public Affairs

**WESS A. HENDERSON**  
Director, Utility Operations

**ROBERT SCHALLENBERG**  
Director, Utility Services

**DONNA M. KOLILIS**  
Director, Administration

**DALE HARDY ROBERTS**  
Secretary/Chief Regulatory Law Judge

**DANA K. JOYCE**  
General Counsel

### **Information Sheet Regarding Mediation of Commission Formal Complaint Cases**

Mediation is process whereby the parties themselves work to resolve their dispute with the aid of a neutral third-party mediator. This process is sometimes referred to as "facilitated negotiation." The mediator's role is advisory and although the mediator may offer suggestions, the mediator has no authority to impose a solution nor will the mediator determine who "wins." Instead, the mediator simply works with both parties to facilitate communications and to attempt to enable the parties to reach an agreement which is mutually agreeable to both the complainant and the respondent.

The mediation process is explicitly a problem-solving one in which neither the parties nor the mediator are bound by the usual constraints such as the rules of evidence or the other formal procedures required in hearings before the Missouri Public Service Commission. Although many private mediators charge as much as \$250 per hour, the University of Missouri-Columbia School of Law has agreed to provide this service to parties who have formal complaints pending before the Public Service Commission at no charge. Not only is the service provided free of charge, but mediation is also less expensive than the formal complaint process because the assistance of an attorney is not necessary for mediation. In fact, the parties are encouraged not to bring an attorney to the mediation meeting.

The formal complaint process before the Commission invariably results in a determination by which there is a "winner" and a "loser" although the value of winning may well be offset by the cost of attorneys fees and the delays of protracted litigation. Mediation is not only a much quicker process but it also offers the unique opportunity for informal, direct communication between the two parties to the complaint and mediation is far more likely to result in a settlement which, because it was mutually agreed to, pleases both parties. This is traditionally referred to as "win-win" agreement.

The traditional mediator's role is to (1) help the participants understand the mediation process, (2) facilitate their ability to speak directly to each other, (3) maintain order, (4) clarify misunderstandings, (5) assist in identifying issues, (6) diffuse unrealistic expectations, (7) assist in translating one participant's perspective or proposal into a form that is more understandable and acceptable to the other participant, (8) assist the participants with the actual negotiation process, (9) occasionally a mediator may propose a possible solution, and (10) on rare occasions a mediator may encourage a participant to accept a particular solution. The mediator will not possess any specialized knowledge of the utility industry or of utility law.

In order for the Commission to refer a complaint case to mediation, the parties must both agree to mediate their conflict in good faith. The party filing the complaint must agree to appear and to make a good faith effort to mediate and the utility company against which the complaint has been filed must send a representative who has full authority to settle the complaint case. The essence of mediation stems from the fact that the participants are both genuinely interested in resolving the complaint.

Because mediation thrives in an atmosphere of free and open discussion, all settlement offers and other information which is revealed during mediation is shielded against subsequent disclosure in front of the Missouri Public Service Commission and is considered to be privileged information. The only information which must be disclosed to the Public Service Commission is (a) whether the case has been settled and (b) whether, irrespective of the outcome, the mediation effort was considered to be a worthwhile endeavor. The Commission will not ask what took place during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the complainant in order for the Commission to dismiss the formal complaint case.

If the dispute is not resolved through the mediation process, neither party will be prejudiced for having taken part in the mediation and, at that point, the formal complaint case will simply resume its normal course.



Date: January 25, 1999

---

Dale Hardy Roberts  
Secretary of the Commission



TC-00-596  
P 102 316 542

US Postal Service

**Receipt for Certified Mail**

No Insurance Coverage Provided.

Do not use for International Mail (See reverse)

|   |    |
|---|----|
| Sent to<br><b>Kevin Zarling (AT&amp;T)</b>                  |    |
| Street & Number<br><b>919 Congress Ste. 1500</b>            |    |
| Post Office, State, & ZIP Code<br><b>Austin, TX 78701</b>   |    |
| Postage   | \$ |
| Certified Fee   |    |
| Special Delivery Fee  |    |
| Restricted Delivery Fee                                     |    |
| Return Receipt Showing to Whom & Date Delivered             |    |
| Return Receipt Showing to Whom, Date, & Addressee's Address |    |
| TOTAL Postage & Fees  | \$ |
| Postmark or Date  |    |

Is your RETURN ADDRESS completed on the reverse side?

**SENDER:**

- Complete items 1 and/or 2 for additional services.
- Complete items 3, 4a, and 4b.
- Print your name and address on the reverse of this form so that we can return this card to you.
- Attach this form to the front of the mailpiece, or on the back if space does not permit.
- Write "Return Receipt Requested" on the mailpiece below the article number.
- The Return Receipt will show to whom the article was delivered and the date delivered.

**3. Article Addressed to:**

**Kevin Zarling  
AT&T Communications of the  
Southwest Inc.  
919 Congress, Ste 1500  
Austin, TX 78701**

**4a. Article Number**

**P102 316 542**

**4b. Service Type**

- |   |   |
|---|---|
| <input type="checkbox"/> Registered                     | <input checked="" type="checkbox"/> Certified |
| <input type="checkbox"/> Express Mail                   | <input type="checkbox"/> Insured              |
| <input type="checkbox"/> Return Receipt for Merchandise | <input type="checkbox"/> COD                  |

**7. Date of Delivery**

**4-2-00**

**5. Received By: (Print Name)**

**Rita Herrera**

**6. Signature: (Addressee or Agent)**

**X Rita Herrera**

**8. Addressee's Address (Only if requested and fee is paid)**

I also wish to receive the following services (for an extra fee):

- ☐ Addressee's Address
- ☐ Restricted Delivery

Consult postmaster for fee.

PS Form 3800 April 1995

Thank you for using Return Receipt Service.

PS Form 3811, December 1994

Domestic Return Receipt

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

I have compared the preceding copy with the original on file in this office and

I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 30<sup>th</sup> day of March 2000.

*Dale Hardy Roberts*

**Dale Hardy Roberts**

**Secretary/Chief Regulatory Law Judge**

