OF THE STATE OF MISSOURI

Mary Robinson,)	
Complainant,)	
V.) <u>Case No. TC-2008-036</u>	1
Southwestern Bell Telephone Co. d/b/a AT&T Missouri,)))	
Respondent.)	

NOTICE OF COMPLAINT

Issue Date: May 13, 2008

Southwestern Bell Telephone Co. d/b/a AT&T Missouri One AT&T Center, Room 3520 St. Louis, Missouri 63101

CERTIFIED MAIL

On May 12, 2008, by and through counsel, Mary Robinson filed a complaint with the Commission against Respondent Southwestern Bell Telephone Co. d/b/a AT&T Missouri ("AT&T"), a copy of which is enclosed. Under Commission Rule 4 CSR 240-2.070(7), Respondent shall have 30 days from the date of this notice to file an answer to the complaint or to file notice that the complaint has been satisfied. Since this notice is being issued on May 13, 2008, AT&T's response is due no later than June 12, 2008.

In the alternative, the Respondent 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 ascertains whether the Complainant is also willing to submit to voluntary mediation. If the Complainant agrees 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 Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling period 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 (including the answer or the notice of satisfaction of the amended complaint) shall be mailed to:

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

A copy of such pleadings shall be served upon the Complainant at the business mailing address of her attorney, which is listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant at the same address.

BY THE COMMISSION

Colleen M. Dale Secretary

(SEAL)

Dated at Jefferson City, Missouri, on this 13th day of May, 2008.

Lane, Regulatory Law Judge

Copy to: Mary Robinson

c/o Daniel E. Claggett, Esq. 4232 Forest Park Avenue St. Louis, Missouri 63108



Legal Services of Eastern Missouri, Inc.

4232 Forest Park Avenue St. Louis, Missouri 63108

DANIEL E. CLAGGETT (314) 534-4200, Ext. 1211

Facsimile (314) 534-1028

May 7, 2008

VIA FACSIMILE AND MAIL

Missouri Public Service Commission Governor Office Building 200 Madison Street P.O. Box 360 Jefferson City, MO 65102-0360 FILED²

MAY 1 2 2008

Missouri Public Service Commission

ATTN: Consumer Services

Re: Mary Robinson v. Southwestern Bell Telephone Company d/b/a AT&T Missouri

Dear Sir or Madam:

I am counsel for Mary Robinson. Ms. Robinson, who is disabled, has been notified by her telephone company Southwestern Bell Telephone Company d/b/a AT&T Missouri ("AT&T") that her phone service will be disconnected on May 16, 2008 unless she pays \$1648.67 in back charges.

Ms. Robinson disputes these charges and needs her phone for medical reasons. Enclosed is a copy of her Complaint. Also attached is a copy of an Affidavit from Ms. Robinson submitted in support of her Complaint. It is my understanding that your office will seek to resolve this matter informally and that you will notify me if I need to lodge this pleading as a formal Complaint. It is further my understanding that as long as Ms. Robinson pays her current monthly phone charges, AT&T cannot disconnect Ms. Robinson's phone service while the informal investigation of Ms. Robinson's Complaint continues

If the foregoing is incorrect, please let me know.

Thank you.





Very truly yours,

Daniel E. Claggett

DEC (w/encl) cc: Mary Robinson Jennifer Heggemann

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI



MARY ROBINSON Complainant)))	Missouri Public Service Commission
vs.) Case No.	
SOUTHWESTERN BELL TELEPHONE COMPANY d/b/a AT&T MISSOURI))	
Respondent.)	

COMPLAINT

COMES NOW Mary Robinson and for her Complaint against Southwestern Bell Telephone Company d/b/a AT&T Missouri states as follows:

PARTIES & JURISDICTION

- Complainant Mary Robinson ("Robinson") is a resident of the City of St.
 Louis State of Missouri.
- 2. Respondent Southwestern Bell Telephone Company d/b/a AT&T Missouri ("AT&T) is a corporation organized under the laws of the state of Missouri providing telecommunication services in the City and County of St. Louis, Missouri. On information and belief, AT&T is the successor by merger with Southwestern Bell Telephone Company, L.P. d/b/a SBC Missouri.
- 3. This Commission has jurisdiction over this matter pursuant to §386.250(2) RSMo, §386.330 RSMo and 4 C.S.R. § 240-33.110.

FACTS COMMON TO ALL COUNTS

- 4. At all material times herein Robinson is and was an AT&T Lifeline customer who receives discounted phone service because she is low-income and disabled. She receives a fixed monthly income of \$657 from the Social Security Administration because she is disabled.
- 5. Robinson requires reliable phone service for medical reasons to ensure access to her physicians, 911 emergency service, Call-a-Ride transportation services for medical appointments, and her family members who regularly check in with her regarding her health status.
- 6. During the period November 2005 through May 2007, Robinson's monthly bills from AT&T indicated a total amount due of "\$.00". Each month's bill contained a summary of usage charges and a credit for the full amount of charges with the explanation "See Convergent Summary Bill."
- 7. Upon first receiving these bills, Robinson made several attempts to contact the customer service department of AT&T to determine whether the bills for \$.00 were correct. On all occasions she was told that she owed no money because her bill had been paid. She was provided with no explanation as to why her bills were \$.00 each month or what was meant by "See Convergent Summary Bill."
- 8. In the absence of any other explanation from AT&T, Robinson assumed her bills for \$.00 each month were the result of her participation in the Lifeline program for low-income and disabled customers.

- 9. On or about June 30, 2007, Robinson received a bill dated June 17, 2007, in the amount of \$48.27 for regular monthly service charges for that month. Because she is on a fixed income and was not anticipating this expense after receiving 19 consecutive monthly bills in the amount of \$.00, she was initially unable to make this payment on her account.
- 10. On or about July 31, 2007, Robinson received a bill dated July 17, 2007, in the amount of \$1678.97 of which \$1,633.01 were considered past due. The bill did not provide any explanation for the charges claimed to be past due.
- 11. On or about August 1, 2007, Robinson contacted AT&T about the past due charges on her bill. Robinson was provided no explanation as to why she had a large past due balance, nor was she informed that she had the right to dispute the charges. Instead, the AT&T representative with whom she spoke told her that she must make arrangements to pay off the past due amount in order to keep her phone service.
- 12. Thereafter, Robinson received a notice from AT&T that her phone service was in disconnect status for non payment of past due charges.
- 13. On or about August 8, 2007, Robinson contacted Legal Services of Eastern Missouri (LSEM) for assistance resolving this dispute with AT&T. Robinson's case was assigned to the Director of Social Work Services at LSEM, Jennifer Heggemann (Heggemann), for initial information gathering purposes.
- 14. On August 10, 2007, Heggemann contacted AT&T through the company's main customer service number (1-800-ATT-2020). Heggemann explained that she was calling on Robinson's behalf to dispute the past due amount appearing on

Robinson's bill dated July 17, 2007 and to obtain copies of Robinson's billing records related to this past due amount.

- 15. Heggemann was transferred back and forth between the billing department and accounts receivable several times and was told each time that neither department was responsible for requests related to billing disputes.
- 16. Eventually a customer service representative agreed to look at the records available on the computer. Per this representative, Robinson's account was not in disconnect status. She could not explain why Robinson had received a disconnect notice on this account.
- 17. The representative told Heggemann that Robinson's bills had been erroneously charged to a business called Home Lenders. According to this AT&T representative, Home Lenders contacted AT&T on or about June 14, 2007 to report that the company was being billed for another customer's phone services (allegedly Robinson's). Home Lenders' account was credited for this billing error and Robinson was billed for the months of service between November 2005 and May 2007.
- 18. Heggemann again informed this AT&T representative that Robinson would like to dispute these charges and requested copies of all bills dating back to November 2005. Heggemann was told that bills could only be requested back to December 2006 unless a subpoena was obtained. Heggemann was then transferred to an AT&T representative in the Escalations Department in Dallas, TX for assistance disputing the bill.
- 19. This AT&T representative ("Pam") reported she had never seen a situation like Robinson's before. She could not explain why a residential customer's services

would be erroneously charged to a business customer's bill. She also indicated that she had never encountered the "See Convergent Summary Bill" notation before and likewise could not explain what it meant.

- 20. Pam told Heggemann she would try to access Robinson's billing records and get more information about the account. Pam reported she would get back to Heggemann the following week. Pam acknowledged that Robinson's phone service would remain on while the back debt was being disputed as long as Robinson continued to pay her bills for current services each month.
- 21. On August 21, 2007, Robinson made payments totaling \$95 to cover the current charges included in the bills dated June 17 and July 17, 2007.
- 22. Pam did not call Heggeman back the following week as she had promised. When Heggemann tried to reach Pam through AT&T' customer service, she was told that the call could not be transferred. She was also told that there was no record of any conversation with Pam in AT&T's computer system and no indication Ms. Robinson's bill was in dispute.
- 23. Heggemann was then bounced around between AT&T's billing and accounts receivable departments having to re-explain Robinson's billing problems again and again. Finally, on or about August 22, 2007, an AT&T representative named Teresa Wood ("Wood") told Heggemann that she would to try to make the bills Heggemann had requested available to Heggeman on-line. Wood also indicated that once all relevant bills had been received she would work with Heggeman and Robinson to resolve the disputed charges. Wood represented that as long as Robinson paid current monthly charges on her bills, Robinson's service would remain on while the back debt was disputed.

- 24. Meanwhile, Robinson discovered upon reviewing her June 17, 2007 bill that AT&T had been charging her for services that that she did not need and which she did not order such as the InLine Repair Plan, Call Forwarding and Three-Way Calling. Heggemann, on Robinson's behalf, contacted AT&T and requested that Robinson's phone service include only Life Line service, Caller ID, an unlisted number, and Call Blocker. Robinson requested the latter three services because she has been a victim of domestic violence and wishes not to be located or harassed by a former abuser.
- 25. Heggemann at Robinson's request, also asked ATT to switch Robinson to a long distance plan that only charges Robinson when calls are actually made instead of a regular monthly service charge. Robinson uses long distance infrequently and would have requested this limited long distance service earlier but AT&T never explained this option to her.
- 26. AT&T representative Wood made the requested changes and indicated that Robinson's average monthly bill without long distance or directory assistance charges would be about \$22.00 including taxes.
- 27. Thereafter, AT&T made Robinson's bills from March 2006 through July 2007 available on-line to Heggemann. These downloaded bills revealed that beginning sometime prior to November 2005 and continuing up until May 17, 2007, AT&T had charged Robinson \$34.95 per month for AOL Broadband service. Yet, Robinson does not own a computer and had never ordered or received any such internet service.
- 28. Heggemann e-mailed AT&T representative Wood to request that the bills not made available on-line be forwarded to Heggemann via U.S. Mail. Although Wood

had suggested that Heggeman communicate with her by e-mail, Heggemann received no response to the e-mail and never received the requested bills.

- 29. On or about September 14, 2007, AT&T disconnected Robinson's phone service despite the fact that that her payment for current monthly charges was not actually due until September 17, 2007.
- 30. Heggemann learned of this disconnect on September 20, 2007. She immediately tried to reach AT&T representative Wood on September 21, 2007 to protest the shut-off. However, Heggemann's efforts to reach Wood proved futile. Instead, Heggeman was transferred to accounts receivable where Heggeman was told that Robinson's service could not be restored unless arrangements were made to pay the back debt (then in dispute).
- 31. Heggemann was then transferred to AT&T's billing department where a representative acknowledged that the past due charges had been placed in dispute but could not explain why Robinson's service was cut off. Heggemann was then transferred back to accounts receivable. There, Heggemann re-explained that Robinson was disputing the back debt and had paid all current charges on her monthly bill. Accounts receivable asserted that the whole amount of the debt had not been placed in dispute and that there was nothing that could be done until billing corrected the disputed amount. Heggemann was told that someone from billing would contact her.
- 32. As of October 2, 2007, Heggemann had not heard from AT&T. Consequently, she re-contacted AT&T's customer service department and eventually spoke with a supervisor in the billing department named Heidi. After hearing the history of Robinson's billing problems, Heidi agreed that Robinson's phone service

should not have been disconnected while the bill was in dispute and arranged to have the service reinstated on October 2, 2007.

- 33. Heidi also agreed to mail Heggemann the bills for the months of 11/05, 12/05, 1/06, 2/06, 3/06 and, once the bills were received, to help resolve the dispute over what amount was actually owed by Robinson.
- 34. Several weeks later, Heggemann received copies of three bills from AT&T on Robinson's account. But, none of the bills were for the months requested. Heggemann called Heidi at AT&T to re-request copies of bills. Despite leaving multiple voice-mail messages for Heidi and Heidi's secretary over the ensuing weeks, Heggemann received no return telephone call and no acknowledgment of her request for missing bills.
- 35. Finally, on or about December 3, 2007, Heidi e-mailed Heggemann that she had re-requested the correct months bills and that the bills would be mailed shortly. Heidi also indicated that her job and changed and suggested that Heggemann contact the AT&T accounts receivable. Heidi also indicated she could not guarantee that Robinson's service would not be interrupted for past due balances.
- 36. Several weeks later, Heggemann received the monthly bills she had requested months earlier.
- 37. On February 27, 2008, AT&T disconnected all non-basic services from Robinson's account due to non-payment of her alleged back debt. Robinson's phone line currently includes only dial tone service for local calls.
- 38. On or about April 17, 2008, Robinson received a bill from AT&T that showed past due charges of \$1653.57 and current charges in the amount of \$4.90. When

Robinson called AT&T to inquire about this bill, an AT&T representative informed her that her phone service would be disconnected on May 16, 2008 unless she paid the full amount of the bill (including the past due charges now in dispute).

- 39. Robinson continues to dispute the back charges claimed by AT&T for the reasons that they include charges for AOL Broadband service which she never ordered, charges for the InLine Repair Plan, Call Forwarding and Three-Way calling that she never ordered, and charges for regular long distance service that she never ordered. Also AT&T had represented both orally and through its bills from November 2005 through May 2007 that she owed zero for the monthly services it was providing.
- 40. Robinson has continued to make timely payments each month on all bills for current services.

COUNT I – DECLARATORY JUDGMENT

- 41. Robinson repeats, realleges and incorporates by reference paragraphs 1 through 40 above as fully as if set forth verbatim herein.
 - 42. 4 CSR § 240.33.040 states in relevant part:
 - (8) Every bill shall clearly state
 - (E) The unpaid balance, if any;
 - (F) The amount due for basic local service or the packaged rate if basic local service is bundled with other services in a package;
 - (G) An itemization of the amount due for all other regulated or non regulated services including the date and duration (in minutes or seconds) of each toll call if each service is provided as an individual service.
 - (H) The amount due for all other regulated or non regulated services offered at a packaged rate and an itemization of each service included in the package;
 - (I) An itemization of the amount due for taxes, franchise fees and other fees and/or surchares which the telecommunications company pursuant to its tariffs, bills to customers;
 - (J) The total amount due;

(K) A toll free telephone number where inquiries and /or dispute resolutions may be made for each company with charges appearing on the customer's bill.

43. 4 CSR §240.33.080 states in relevant part:

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- (3) When a customer advises a telecommunications company that all or part of a charge is in dispute, the telecommunications company shall record the date, time and place the inquiry is made; investigate the inquiry promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties. 4 CSR §240.33.080(3) emphasis added.
- 44. The July 17, 2007 bill that Robinson received from AT&T stating that she owed \$1678.97 of which \$1,633.01 was past due failed to comply with the 4 CSR § 240.33.040 in that it contained no explanation for these past due charges
- 45. When Robinson called to question the July 17, 2007 with its cryptic reference to "See Convergent Summary Bill", there was no effort on the part of AT&T Ito "investigate the inquiry promptly and thoroughly and attempt to resolve the dispute in a manner satisfactory to both parties." Instead, AT&T, in violation of 4 CSR §240.33.080 told Robinson in August 2007 that she needed to make arrangements to pay off the past due amount in order to keep her service.
- 46. On or about April 18, 2008, AT&T in violation of 4 CSR §240.33.080 told Robinson that unless she paid the full amount of her bill (including the amount in dispute) her phone service would be disconnected on May 16, 2008.
 - 47. An actual case or controversy exists between the parties.
 - 48. Robinson will suffer irreparable harm and has inadequate remedy at law.

WHEREFORE, Mary Robinson prays that this Commission (A) Declare and decree that AT&T has violated 4 CSR §§240.33.040 and 240.33.080; (B) enjoin AT&T

during the pendency of this action and permanently thereafter from disconnecting or reducing Robinson's telephone service for failure to pay the charges that are in dispute;

(C) grant such other and further relief as may be necessary and proper.

COUNT II – DETRIMENTAL RELIANCE

- 49. Robinson repeats, realleges and incorporates by reference paragraphs 1 through 48 above as fully as if set forth verbatim herein.
- 50. For multiple months AT&T represented to Robinson through its bills that she had a zero balance. When she called AT&T to inquire about the zero balance, she was told that the balance shown was correct that is that she owed no money.
- 51. Robinson relied upon AT&T's representation that she owed no money to her detriment in that had she known the correct amount owing (if any) she could have paid it then; however, as a result of AT&T false representation and assurance that no monies were owed, she paid other less essential bills and now lacks the means to pay the substantial amount that AT&T claims is due.
- 52. Robinson will suffer serious and irreparable harm if AT&T is permitted to repudiate its prior promise and representation that she owed zero monies and seek to collect monies that it now claims are owed and/or discontinues essential phone service to Robinson as a result of her failure to pay the sums now in dispute.

WHEREFORE, Mary Robinson prays that this Commission (A) declare and decree that AT&T is estopped from claiming that Robinson owes \$1,648.67 for services that it provided prior to July 17, 2007 (the "disputed amount"); (B) enjoin AT&T during the pendency of this action and permanently thereafter from discontinuing or reducing Robinson's telephone service for failure to pay the disputed amount; (D) enjoin AT&T to

restore the basic services that Robinson was receiving prior to February 28, 2008; and (E) grant Robinson such other and further relief as may be necessary and proper.

COUNT III – ACCOUNT STATED

- 53. Robinson repeats, realleges and incorporates by reference paragraphs 1 through 52 above as fully as if set forth verbatim herein.
- 54. Robinson's account with AT&T became stated and binding when AT&T sent Robinson bills that stated she had a zero balance. AT&T assented to the bills showing zero balance when Robinson called to inquire about these bills and AT&T assured here that the zero balance shown was correct.
- 55. AT&T assented to this zero balance with full knowledge of the facts and circumstances attending to it.
- 56. Robinson will suffer serious and irreparable harm if AT&T is permitted to repudiate its prior promise and representation that she owed zero monies and seek to collect monies that it now claims are owed and/or discontinues essential phone service to Robinson as a result of her failure to pay the sums now in dispute.

WHEREFORE, Mary Robinson prays that this Commission (A) declare and decree that AT&T is estopped from claiming that Robinson owes \$1,648.67 for services that it provided prior to July 17, 2007 (the "disputed amount"); (B) enjoin AT&T during the pendency of this action and permanently thereafter from discontinuing or reducing Robinson's telephone service for failure to pay all or any portion of the disputed amount; (D) enjoin AT&T to restore the basic services that Robinson was receiving prior to February 28, 2008; and (E) grant Robinson such other and further relief as may be necessary and proper.

COUNT IV – EMOTIONAL DISTRESS

- 57. Robinson repeats, realleges and incorporates by reference paragraphs 1 through 56 above as fully as if set forth verbatim herein.
 - 58. 4 CSR §240.33.080 states in relevant part:

...

- (5) If a customer disputes a charge, the customer shall pay an amount to the telecommunications company equal to that part of the total bill not in dispute. The amount not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior usage, the nature of the dispute, any other pertinent factors in determining the amount not in dispute. The telecommunications company shall not discontinue service to a customer for nonpayment of charges in dispute while that dispute pending. 4 CSR § 240.33.080(5) emphasis added.
- 59. AT&T violated the foregoing regulation by discontinuing Robinson's phone service from September 14, 2007 through October 1, 2007, when Robinson had paid all amounts not in dispute.
- 60. AT&T is continuing to violate the foregoing provision by threatening to disconnect her phone service for non-payment of the charges that are in dispute.
- 61. On information and belief, AT&T knew or reasonably should have known when it disconnected Robinson's phone service on September 14, 2007 that its conduct posed an unreasonable risk of causing emotional distress to Robinson.
- 62. On information and belief AT&T knew or reasonably should have known when it informed Robinson that it would disconnect her phone service on May 16, 2008 unless she paid the disputed amount and all current charges that its threatened conduct would cause emotional distress to Robinson.
- 63. As a direct and proximate result of AT&T's wrongful discontinuance of Robinson's telephone service for a period of 17 days from September 17, 2007 to

October 2, 2007 and AT&T's renewed threat to disconnect Robinson's telephone service again unless she pays the amount of her telephone bill in dispute, Robinson has suffered

emotional distress and other damages in an amount that is presently undetermined but

believed to be in excess of five thousand dollars (\$5,000).

64. On information and belief, the actions of AT&T were done were willful,

wanton and reckless and entitle Robinson to punitive damages.

WHEREFORE, Mary Robinson prays that this Commission (A) declare and

decree that AT&T has violated 4 CSR § 240-33.080; (B) Award Robinson her actual

damages in such amount as may be proven at trial (but believed to be in excess of \$5,000)

and punitive damages in such amount as may be fair and reasonable; and (C) grant

Robinson such other and further relief as may be necessary and proper.

LEGAL SERVICES OF EASTERN MISSOURI, INC.

´DÁNIEL E. CLAGGEズグ

MB# 26982

4232 Forest Park Avenue

St. Louis, Missouri 63108

(314) 534-4200 telephone

(314) 534-1028 facsimile

ATTORNEYS FOR COMPLAINANT

AFFIDAVIT OF MARY ROBINSON

- I, Mary Robinson, being first duly sworn, do upon my oath depose and state as follows:
- 1. I am 54 years old and have personal knowledge of the facts set forth herein.
- 2. I am disabled and received \$657 per month from the Social Security Administration for my disability. This is my only income.
- 3. I need reliable phone service to contact my doctors, for 911 emergency service, to contact Call-a-Ride transportation services for medical appointments, and to reach family members who check in with me regarding my health status.
- 4. I have used the same phone service for more than 10 years. To the best of my knowledge, that phone service provider is currently known as Southwestern Bell Telephone Company d/b/a AT&T Missouri ("AT&T").
- 5. During the period November 2005 through May 2007, my monthly bills from AT&T indicated a total amount due of \$.00. Each month's bill had a summary of usage charges and a credit for the full amount of charges with the explanation "See Convergent Summary Bill." Copies of the bills (including copies that were later obtained on my behalf by advocate Jennifer Heggemann as described below) are attached hereto as Exhibits 1 through 27.
- 6. When I first began receiving these bills, I made several attempts to contact the AT&T service department to determine whether the \$.00 amount shown on my bills was correct. On each occasion, I was told that I owed AT&T no money and that

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my bill had been paid. No one explained why my bills showed a zero balance or what was meant by "See Convergent Summary Bill."

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- 7. During this time period, I was participating in the AT&T Lifeline program for low-income and disabled customers and assumed that this was the reason my bills showed a zero balance.
- 8. On or about June 30, 2007, I received a bill from AT&T dated June 17, 2007 in the amount of \$48.27 for regular monthly services charges for that month. I did not have the funds to immediately pay this bill because I am on a fixed income, and after receiving 19 consecutive bills from AT&T showing I had a zero balance, I had not budgeted for this expense. (However, this bill was paid on or about August 21, 2007)
- 9. On or about July 31, 2007, I received a bill from AT&T dated July 17, 2007 in the amount of \$1678.97 of which \$1633.01 was claimed to be past due. The bill did not provide any explanation for the charges claimed to be past due. A copy of the bill is attached hereto as Exhibit 28.
- 10. On or about August 1, 2007, I contacted AT&T about the past due charges shown on my July 17, 2007 bill. AT&T could provide no explanation why I had a large past due balance. The AT&T representative with whom I spoke never told me that I had the right to dispute the charges. Instead, the representative told me that I must make arrangements to pay off the past due amount in order to keep my phone service.
- 11. To the best of my recollection, I then received a notice from AT&T that my phone service was in disconnect status for non-payment of past due charges.
- 12. I contacted Legal Services of Eastern Missouri ("LSEM") and received assistance from Jennifer Heggemann, a social worker there. Among other things, Ms.

Heggemann requested copies of all bills showing the charges which AT&T claimed I owed.

- 13. When I reviewed these bills, I discovered that for a period of time beginning before November 2005 and continuing to May 17, 2007, AT&T had been charging me \$34.95 for AOL Broadband Monthly Fee. Yet, I do not have a computer and have never ordered or received any such internet service.
- 14. I also discovered upon reviewing the June 17, 2007 bill that AT&T was charging me for services that I did not need and did not order such as InLine Repair Plan, Call Forwarding and Three-Way Calling. These services were dropped after Ms. Heggemann, on my behalf, notified AT&T that I only desired the Lifeline Service, Caller ID, an unlisted telephone number and Call Blocker. I requested these services because I have been a victim of domestic violence and do not wish to be located or harassed by a former abuser.
- 15. Ms. Heggemann, on my behalf, also requested that I be switched from a long distance plan that only charges me when calls are actually made instead of a regular monthly service charge. I do not make many long distance calls and would have requested this change earlier but AT&T never explained to me that I had this option.
- 16. On or about September 14, 2007 AT&T disconnected my phone service even though my advocate Jennifer Heggemann and I had both notified AT&T that I was disputing the past due amount shown on my July 17, 2007 bill and I had paid all of my current monthly charges with the exception of my September 2007 bill which was not due until September 17, 2007.

- 17. On or about October 2, 2007, AT&T reinstated my phone service. However, on February 27, 2008, AT&T disconnected all non-basic services from my account due to non-payment of my alleged back debt. Now, my phone line currently includes only dial tone service for local calls.
- 18. On or about April 17, 2008, I received a bill from AT&T that showed past due charges in the amount of \$1648.67 and current charges in the amount of \$4.90. When I called AT&T about this bill, an AT&T representative informed me that my phone service would be disconnected on May 16, 2008 unless I paid the full amount of the bill both the past due charges (which I dispute) and the current charges.

19. I have paid the current charges.

MARY ROBINSON

State of Missouri)

) SS

City of St. Louis)

Subscribed and sworn to before me this 7 day of May, 2008.

my commission expires:

EDNA BYRD Notary Public - Notary Seal State of Mescuri

Commission Expires: June 15, 201

Notary Publi

314 241-1196 302

MARY ROBINSON

MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108



9-11 . A4-A-C1 mag	
Bill-At-A-Glance Previous Bill	93.09
Payment Received 11-07	93.00-
Adjustments	. 00
Balance	. 09
Current Charges	85.48 \$.00
See Convergent Summary Bill Do Not Pay	4,00
Local Services provided by SBC Arkansas, SBC Kansas, SBC Missouri,	
SBC Oklahoma, or SBC Texas based upon the service address location.	
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Payment Arrangements: 1 800 616-1171	
Service Changes:	
1 800 464-7928	
Repair Services:	
1 800 246-8464	7 (9
SBC Long Distance 1 800 585-7928	3.68
eBillit	34.95
1 800 800-2526	+5 40
Total Current Charges	85.48
News You Can Use Summary PREVENT DISCONNECT LONG DIST. PROVIDERS	
LIFELINE PAY BILLS ONLINE	
TALK ABOUT SAVINGS!	
See "News You Can Use" for additional information SBC BENEFITS	
Thank you for being an SBC Connections . customer,	
featuring savings from:	
*SBC Missouri *SBC Long Distance	
Your monthly savings: \$17.63	
With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928	
or visit us online at sbc.com to learn more.	
Thank you for purchasing an SBC package. As a package customer you	
may qualify for additional discounts from SBC long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging,	
Cingular Wireless or SBC DISH Network.	
Savings details are reflected within your bill.	
Plans and Services	
Monthly Service - Nov 17 thru Dec 16	25.95
l Enhanced Choice Lifeline Service	43.93
Call Blocker	
Call Forwarding	
Call Waiting	
Call Waiting ID Caller ID Name Delivery	
Caller ID Number Delivery	
Inline Repair Plan	
Three-Way Calling	2.40
2 Non Published Listing Total Monthly Service	2.49 28.44
Directory Assistance	
411	
14 Call(s) placed	



1 0 11/ > 11)	
l Call(s) allowed 3 13 Call(s) billed at \$.73 each MULTIPLE LISTING REQUESTS	9.49
4 l Call(s) billed at \$.73 each Total Directory Assistance Surcharges and Other Fees	.73 10.22
5 Relay Missouri Surcharge 6 Special Municipal Charge TOTAL SURCHARGES AND OTHER FEES	.10 4.30 4.40
Taxes 7 Federal (Local Charges)	1.14
8 Federal (Non-regulated & Toll Charges) 9 State and Local (Local Charges) REMIT	. 00 2.27
U.S. Pat. D410, 950 and D414, 510 Payment is Not Required Billing Date Nov 17, 2005 Account Number 314 241-119	06 302 6
See Convergent Bill Do Not Pay MARY ROBINSON	
1456 KEALTY LN	3104-3020 3557
Plans and Services Taxes (continued)	
1 State and Local (Non-regulated & Toll Charges) TOTAL TAXES	.38 3.79
Total Plans and Services SBC Long Distance	46.85
Important Information Message Regarding Terms & Conditions:	
To view your Terms & Conditions for SBC long Distance, access www.sbc.com/public_affairs	
or call 1-888-225-8530 to have a copy mailed. Important Notice:	
Effective, December 1, 2005, the *Regulatory Surcharges*_fee will be renamed *Federal	
Regulatory Fee". If you have any questions, please refer to the	
phone number on the front of your bill. Thank you for choosing SBC Long Distance.	
Invoice Summary (as of November 06, 2005)	
k o o k k k (Service Charges	Amount 2.00
Credits and Adjustments Call Charges	1.26 1.26
Surcharges and Other Fees Taxes Taxes	.22 .20
Total Invoice Summary Service Charges Monthly Service Charges	3.68
Type of Service Period Qty 2 JustCall 7 Cents 11/05-12/04 1	Amount 2.00
Total Monthly Service Charges Total Service Charges	2.00 2.00
Call Charges - Oct 5th thru Nov 4th Calls for 314-241-1196	2.55
Domestic Item	
No. Date Time Place Called Number Code Min 3 10-17 1031P CHICAGO IL 312 440-3440 D 1:00	Amount .07
4 10-19 759P TULSA OK 918 425-6424 D 17:00	1.19

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Subtotal Domestic Calls for 314-241-1196 Total Domestic Calls for 314-241-1196 Total Calls for 314-241-1196 Total Call Charges Surcharges and Other Fees	1.26 1.26 1.26 1.26
Description 5 Fed Universal Service Fund 6 Regulatory Surcharges Total Surcharges and Other Fees Taxes	. 20 . 02 . 22
Description 7 Federal Tax 8 State and Local Taxes Total Taxes KEY TO CALLING CODES	.11 .09 .20
D Day Total SBC Long Distance News You Can Use	3.68
PREVENT DISCONNECT Thank you for being a valued customer. Please be aware that all charges be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as telephone line, extended area service and mileage charges MUST be paid corder to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$3.96. Also, neglecting to pay for other charges such as the SBC Advantage Plan(SM), distance, voice mail, Inline, wireless, and Internet may result in the services being interrupted. LONG DIST. PROVIDERS Our records indicate that you have selected SBC Long Distance or a company that resells their services as your primary local toll carrier and SBC Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records. News You Can Use (continued) LIFELINE You may be eligible for discounted local service rates through the lifeline program. You may qualify for Lifeline if you receive benefits from Medicaid, Food Stamps, Supplemental Security Income (SSI), Federal Public Housing/ Section 8, National School Free Lunch Program, Temporary Assistance for Needy Families, Low-income Home Energy Assistance Program (LIHEAP), or Utilicare. Line connection discount may also apply. Call 1-800-464-7928 for more information. PAY BILLS ONLINE	your in long se
Support the National Arbor Day Foundation by using online billing that's easier on you and our planet. Sign up for MySBC eBill service and stop your paper bills at sbc.com/earthfriendly.SW today. TALK ABOUT SAVINGS!	5
The SBC368B Expandable Cordless "system" with Voice Announce Caller ID is now only \$129.95an amazing \$50.00 off the regular retail price! For orders placed on the SBC Telestore website at www.shopsbc.com, we'll also waive the shipping and handling chargesanother \$14.95 in savings! And, there's more! Included is an accessory handset that expands telephone service to a room without a phone jack! Terms and Conditions	
Terms and Conditions For a complete listing of Terms and Conditions, please refer to: —The inside of the SBC White Pages directory, or —Visit us on the web at www.sbc.com/terms eBillit IMPORTANT INFORMATION This portion of your bill is provided as a service to the company	

identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.
Current Charges
Billed on Behalf of AMERICA ONLINE
Itemized Charges and Credits
Item
No. Date Description
Charges for 314 241-1196
1 10-27 AOL FOR BROADBAND MONTHLY FEE
34.95
Taxes
2 Federal
3 State and Local
Total Taxes
Total eBillit
34.95

MAILING LABEL

9312.1.0,37 1 SP 0,000

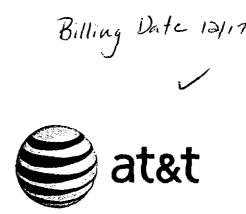
1.HaadkaaHHaaladadaHadaasHaaHadkaddald MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108-2811

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314 241-1196 302

MARY ROBINSON

MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108



P611, 84-4-01	
Bill-At-A-Glance Previous Bill	85.57
Payment	. 00
Adjustments	85.57-
Balance	. 00
Current Charges	81.78 \$.00
See Convergent Summary Bill Do Not Pay	9.00
Local Services provided by SBC Arkansas, SBC Kansas, SBC Missouri,	
SBC Oklahoma, or SBC Texas based upon the service address location.	
Copyright 2003 SBC Knowledge Ventures, L.P. All rights reserved.	SBC
and the SBC logo are registered trademarks of SBC Knowledge Venture Billing Summary	25, L.F.
Questions? Call:	
Plans and Services	44.20
1 800 585-7928	
Payment Arrangements:	
1 800 616-1171 Service Changes:	
1 800 464-7928	
Repair Services:	
1 800 246-8464	0 /7
SBC Long Distance	2.63
1 800 585-7928 eBillit	34.95
1 800 800-2526	01172
Total Current Charges	81.78
News You Can Use Summary	
PREVENT DISCONNECT LONG DIST. PROVIDERS WE'RE THE NEW AT&T PIC CHANGE CHRG	
SPECIAL NEEDS PAY BILLS ONLINE	
See "News You Can Use" for additional information	
SBC BENEFITS	
Thank you for being an SBC Connections . customer,	
featuring savings from: *XSBC Missouri *XSBC Long Distance	
Your monthly savings: \$17,63	
With SBC Connections(SM) you are eligible for great discounts on	
Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more.	
or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you	
may qualify for additional discounts from SBC Long Distance, SBC	
Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging,	
Cingular Wireless or SBC DISH Network.	
Savings details are reflected within your bill.	
Detail of Payments and Adjustments Item	
No. Date Description Adjustments	Payments
1 12-17 Amount Transferred to Convergent Bill 85.57-	
Plans and Services	
Monthly Service - Dec 17 thru Jan 16	25.95
2 Enhanced Choice Lifeline Service	23.73
Call Blocker	
Call Forwarding	
Call Waiting	
Call Waiting ID Caller ID Name Delivery	
Caller ID Number Delivery	
Inline Repair Plan	
Three-Way Calling	
3 Non Published Listing	2.49



```
28.44
Total Monthly Service
Directory Assistance
411
                   ll Call(s) billed at $.73 each
                                                                                                                                                                                     8.03
Surcharges and Other Fees
5 Relay Missouri Surcharge
6 Special Municipal Charge
TOTAL SURCHARGES AND OTHER FEES
                                                                                                                                                                                       .13
                                                                                                                                                                                     4.05
                                                                                                                                                                                     4.18
REMIT
U.S. Pat. D410, 950 and D414, 510
Payment is Not Required Billing Date Dec 17, 2005
                                                                                               Balance $.00
Account Number 314 241-1196 302 6
                       See Convergent Bill Do Not Pay
                                                                                                         MARY ROBINSON
1456 KEALTY LN
SAINT LOUIS
                                                                                                                                                    MO 63104-3020
Taxes
     1 Federal (Local Charges)
2 Federal (Non-regulated & Toll Charges)
3 State and Local (Local Charges)
4 State and Local (Non-regulated & Toll Charges)
                                                                                                                                                                                    1.07
                                                                                                                                                                                       .00
                                                                                                                                                                                     2.10
                                                                                                                                                                                      . 38
TOTAL TAXES
Total Plans and Services
                                                                                                                                                                                  3.55
44.20
SBC Long Distance

SBC Long Distance

Important Information

Domestic Calling Card and IMTC Rate Change:

Effective 2/12/2006, SBC Long Distance Calling

Card - Option 1, Intrastate and Interstate per

minute usage rate will increase from $.75 to

$1.15. For questions, you may call 1-800-464-7928.

International Mobile Termination Charge (IMTC)

rates to some countries will change as of

2/12/2006. Visit www.sbc.com/imtc for IMTC rates

as of the effective date. For a recording (in
2/12/2006. Visit www.sbc.com/imtc for IMIC rates of the effective date. For a recording (in English or en Espanol) of the new rates by country, please call 1-888-472-1935.

Thank you for choosing SBC Long Distance.

Message Regarding Terms & Conditions:
To view your Terms & Conditions for SBC Long
 Distance, access www.sbc.com/public_affairs
k o o k k k (
International Rate Increase:
Effective 1/22/2006 basic, non-plan direct-dialed and calling card per minute rates from the U.S. to international destinations will increase. Visit
unternational destinations will increase. Visit www.sbc.com/internationalrate for these rates as of the effective date. For a recording of direct-dialed per minute rates by country you may call: 1-877-722-4876. For calling card rates, please call 1-888-472-1935. Thank you for choosing SBC long Distance.

Invoice Summary
          (as of December 06, 2005)
Current Charges
Service Charges
                                                                                                                                                                   Amount
                                                                                                                                                                                    2.00
                                                                                                                                                                                       .00
             Credits and Adjustments
             Call Charges
                                                                                                                                                                                        . 35
             Surcharges and Other Fees
             Taxes
                                                                                                                                                                                         17
Total Invoice Summary
                                                                                                                                                                                     2.63
```

Service Charges Monthly Service Charges Type of Service Period Qty 5 JustCall 7 Cents 12/05-01/04 1 Total Monthly Service Charges Total Service Charges Call Charges - Nov 5th thru Dec 4th Calls for 314-241-1196 Domestic	Amount 2.0 2.0 2.0	00
Item No. Date Time Place Called Number Code Min 6 11-08 1127P ST CHARLES MO 636 448-1992 D 1:00 7 11-30 806P O FALLON IL 618 622-3548 D 4:00 Subtotal Domestic Calls for 314-241-1196 Total Domestic Calls for 314-241-1196 Total Calls for 314-241-1196 Total Call Charges Surcharges and Other Fees Description	.3 .3 .3	28 35 35
8 Fed Universal Service Fund 9 Federal Regulatory Fee Total Surcharges and Other Fees Taxes	. 0	10 01 11
Description 10 Federal Tax 11 State and Local Taxes Total Taxes KEY TO CALLING CODES	. 0	08 09 17
D Day Total SBC Long Distance News You Can Use	2.6	53
PREVENT DISCONNECT Thank you for being a valued customer. Please be aware that all be paid each month to keep your account current and prevent coll activities. We are required to inform you that certain charges stelephone line, extended area service and mileage charges MUST border to prevent interruption of basic local service. These charalready included in the Total Amount Due and are \$3.96. Al neglecting to pay for other charges such as the SBC Advantage PL distance, voice mail, Inline, wireless, and Internet may result services being interrupted. LONG DIST. PROVIDERS Our records indicate that you have selected SBC long Distance or a company that resells their services as your primary local toll carrier and SBC long Distance or a company that resells their services as your primary long distance carrier. Please contact if this does not agree with your records.	ection uch as your e paid in ges are so, an(SM), lon in these	_
WE'RE THE NEW AT&T AT&T's passion to invent and SBC's drive to deliver have come to to create the most complete and secure network. We'll be deliver more of the sights and sounds you want, more of the people and interests you love, and the innovative products and services you to make the most of your world. To find out more, visit us at TheNewATT.com. PIC CHANGE CHRG	ing need	
Effective December 2005, the Presubscription InterLATA Carrier (Change Charge for Supplemental changes will increase. This non-recurring charge is assessed if you change your long distance ca For more information, please contact an SBC Service Representation number listed on your bill. Thank you for choosing the SBC for companies	rrier. ve at	

	SPECIAL NEEDS		
	Do you have difficulty hearing and wonder about the benefits of		
	using an amplified telephone? Would it be helpful to hear who's		
	calling before you decide to answer the phone and not have to make		
*	your way over to the Caller ID display! Whether it's for you or		
	someone you know, find out more about products designed to solve		
	everyday communications needs by calling the SPECIAL NEEDS CENTER		
	a 1-800-544-5159.		
	PAY BILLS ONLINE		
	Pay your bill online using your credit card or bank account, print out		
	monthly statements and review up to six months of bill history at		
	sbc.com/earthfriendly.SW today. Terms and Conditions		
	For a complete listing of Terms and Conditions, please refer to:		
	The inside of the SBC White Pages directory, or		
	-Visit us on the web at www.sbc.com/terms		
	eBillit		
	ĪMPŌRTĀNT INFORMATION		
	This portion of your bill is provided as a service to the company		
	identified above. Please review all charges appearing in this section		
	If you have any questions or concerns, call the telephone number		
	shown above.		
	Current Charges		
	Billed on Behalf of AMERICA ONLINE		
	Itemized Charges and Credits Item		
	No. Date Description		
	Charges for 314 241~1196		
	1 11-27 AOL FOR BROADBAND MONTHLY FEE	34.95	
	Taxes	05	
	2 Federal	. 80	
	_ 3 State and Local	. 00	
	Total Taxes	.00	
	Total eBillit	34.95	

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MAILING LABEL

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MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108-2811 This page intentionally left blank

314 241-1196 302

MARY ROBINSON

MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108



Bill-At-A-Glance	01 70
Previous Bill	81.78 .00
Payment Adjustments	81.78~
Balance	.00
Current Charges	76.40
See Convergent Summary Bill	\$.00
Do Not Pay	Vanna CRC Minanusi
Local Services provided by SBC Arkansas, SBC SBC Oklahoma, or SBC Texas based upon the se	
Copyright 2003 SBC Knowledge Ventures, L.P.	All rights reserved. SBC
and the SBC logo are registered trademarks of	f SBC Knowledge Ventures, L.P.
Billing Summary	
Questions? Call:	38.96
Plans and Services 1 800 585-7928	30.70
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 464-7928	
Repair Services: 1 800 246-8464	
SBC Long Distance	2.49
1 800 585-7928	2, 1,
eBillit	34.95
1 800 800-2526	7/ /0
Total Current Charges News_You Can Use Summary	76.40
PREVENT DISCONNECT LON	IG DIST. PROVIDERS
WE'RE THE NEW AT&T	CHARGE BACK BILL
PAY BILLS ONLINE	
See "News You Can Use" for additional inform	mation
SBC BENEFITS	customer,
Thank you for being an SBC Connections . featuring savings from:	cus comer,
*SBC Missouri *SBC	Long Distance
Your monthly savings: \$17.63	
With SBC Connections(SM) you are eligible for	or great discounts on
Cingular Wireless or SBC Yahoo! DSL. Call	us at 1-800-585-/928
or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As	a nackage customer vou
may qualify for additional discounts from SI	BC Long Distance, SBC
Yahoo! DSL, SBC Yahoo! Dial (Internet Service	es), SBC Messaging,
Cingular Wireless or SBC DISH Network.	
Savings details are reflected within your bi	.11.
Detail of Payments and Adjustments Item	
No. Date Description	Adjustments Payments
1 1-17 Amount Transferred to Convergent E	
Plans and Services	
Monthly Service - Jan 17 thru Feb 16 2 Enhanced Choice	25,95
Lifeline Service	25,75
Call Blocker	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Mame Delivery Caller ID Number Delivery	
Inline Repair Plan	
Three-Way Calling 3 Non Published Listing	



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No. Date Time Place Called Number 10 12-17 849P ST CHARLES MO 636 449 11 12-21 833P ST CHARLES MO 636 449 Subtotal Domestic Calls for 314-241-1196 Total Calls for 314-241-1196 Total Call Charges
Surcharges and Other Fees
Description
                                                                                                                                                                              Code
                                                                                                                                                                                                           Min
                                                                                                                                                                                                                                       Amount
                                                                                                                         636 448-1992
636 448-1992
                                                                                                                                                                               D
                                                                                                                                                                                                            2:00
                                                                                                                                                                                                                                                                    .14
                                                                                                                                                                                                            1:00
                                                                                                                                                                                                                                                                    . 07
                                                                                                                                                                                                                                                                    .21
.21
.21
.21
               Description
              Fed Universal Service Fund
Federal Regulatory Fee
                                                                                                                                                                                                                                                                    .08
     13
                                                                                                                                                                                                                                                                    .01
 Total Surcharges and Other Fees
 Taxes
               Description
 14 Federal Tax
15 State and Local Taxes
Total Taxes
KEY TO CALLING CODES
D Day
Total SBC Long Distance
News You Can Use
PREVENT DISCONNECT
                                                                                                                                                                                                                                                                2.49
PREVENT DISCONNECT
Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are $3.96. Also, neglecting to pay for other charges such as the SBC Advantage Plan(SM), long distance, voice mail, Inline, wireless, and Internet may result in these services being interrupted.

News You Can Use (continued)
LONG DIST. PROVIDERS
Our records indicate that you have selected
 Our records indicate that you have selected SBC Long Distance or a company that resells their services as your primary local toll carrier and
  SBC Long Distance
                                                                                                               or a company that resells their
 services as your primary long distance carrier. Please contact us if this does not agree with your records.

WE'RE THE NEW AT&T
ME'RE THE NEW AT&T

AT&T's passion to invent and SBC's drive to deliver have come together to create the most complete and secure network. We'll be delivering more of the sights and sounds you want, more of the people and interests you love, and the innovative products and services you need to make the most of your world. To find out more, visit us at TheNewATT.com.
SURCHARGE BACK BILL
The Relay Missouri surcharge increased from $0.10 to $0.13 per line per month, pursuant to an order of the Missouri Public Service Commission effective 9/1/05. However, proper adjustments to your billing did not begin until 12/1/05. A charge to recover the unbilled $0.03 per month increase will appear on your January or February bill. For more information, please call 1-800-464-7928.
PAY BILLS ONLINE
Choose paperless billing, receive a chance to win a 2006 Toyota Prius
  Choose paperless billing, receive a chance to win a 2006 Toyota Prius at: www.sbc.com/naturesfriend.
  Terms and Conditions
  For a complete listing of Terms and Conditions, please refer to: -The inside of the SBC White Pages directory, or
   -Visit us on the web at www.sbc.com/terms
  eBillit
  IMPORTANT INFORMATION
```

	This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number	
	shown above.	
	Current Charges Billed on Behalf of AMERICA ONLINE	
	Itemized Charges and Credits	
•	Item	
	No. Date Description	
	Charges for 314 241-1196	
		34.95
	Taxes	
	2 Federal '	. 00
	3 State and Local	. 00
	Total Taxes	. 00
	Total eBillit	34.95

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MAILING LABEL

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MARY ROBINSON
C/O JENNIFER HEGGEMANN
4232 FOREST PARK AVE
SAINT LOUIS MO 63108-2811

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314 241-1196 302

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MARY ROBINSON

MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108



Bill-At-A-Glance Previous Bill Payment Adjustments Balance Current Charges See Convergent Summary Bill Do Not Pay	76.40 .00 76.40- .00 86.38 \$.00
Local Services provided by SBC Arkansas, SBC Kansas, SBC Missouri, SBC Oklahoma, or SBC Texas based upon the service address location Copyright 2006 SBC Knowledge Ventures, L.P. All rights reserved. is a trademark of SBC Knowledge Ventures, L.P. Billing Summary	SBC
Questions? Call: Plans and Services 1 800 585-7928 Payment Arrangements: 1 800 616-1171 Service Changes: 1 800 464-7928 Repair Services:	42.82
1 800 246-8464 SBC Long Distance	2.25
1 800 585-7928	
AT&T 1 800 222-0300	6.36
eBillit 1 800 800-2526	34.95
Total Current Charges	86.38
News You Can Use Summary PREVENT DISCONNECT THE NEW AT&T See "News You Can Use" for additional information	
SBC BENEFITS Thank you for being an SBC Connections customer, featuring savings from:	
With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC Long Distance, SBC	
Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item	
No. Date Description Adjustments 1 2-17 Amount Transferred to Convergent Bill 76.40- Plans and Services	Payments
Monthly Service - Feb 17 thru Mar 16 2 Enhanced Choice Lifeline Service Call Blocker Call Forwarding Call Waiting Call Waiting ID Caller ID Name Delivery Caller ID Number Delivery	25.95
InLine Repair Plan Three-Way Calling	



3 Non Published Listing Total Monthly Service Directory Assistance	2.49 28.49
411 7 Collina alread	
3 Call(s) placed l Call(s) allowed	
4 2 Call(s) billed at \$.73	each 1.46
REMIT	
U.S. Pat. D410, 950 and D414, 510 Payment is Not Required	Balance \$.00
Billing Date Feb 17, 2006	Account Number 314 241-1196 302 6
See Convergent Bill Do Not	Pay
	MARY ROBINSON
	1456 KEALTY LN Saint Louis — Mo 63104-3020
9759 31424111963026 6000000000	000 1770000000000000000000008638
Plans and Services (continued)	
Local Toll Item	
No. Date Time Place Called Numi	ber Code Min
Itemized Calls	
1 2-04 _ 315A CALL TRACE	# 6.00
# - State Taxable Surcharges and Other Fees	
2 Relay Missouri Surcharge	.13
3 Special Municipal Charge	3.32
TOTAL SURCHARGES AND OTHER FEES	3.45
Taxes 4 Federal (Local Charges)	1.03
5 Federal (Non-regulated & Toll C	
6 State and Local (Local Charges)	2.06
7 State and Local (Non-regulated	& Toll Charges) .38 3.47
TOTAL TAXES Total Plans and Services	42.82
SBC Long Distance	12.02
Important Information	
Message Regarding Terms & Condition	S: CPC laws
To view your Terms & Conditions for Distance, access www.sbc.com/public	affairs
or call 1-888-225-8530 to have a co	py mailed.
Invoice Summary	
(as of February 06, 2006) k o o k k k	(Amount
K o o K K K Service Charges	2.00
Credits and Adjustments	. 00
Call Charges	.00
Surcharges and Other Fees Taxes	. 09 . 16
Total Invoice Summary	2.25
Service Charges	
Monthly Service Charges	D :- 1
Type of Service 8 JustCall 7 Cents	Period Qty Amount 02/05-03/04 1 2.00
Total Monthly Service Charges	2.00
Total Service Charges	2.00
Surcharges and Other Fees	
Description 9 Fed Universal Service Fund	.08
10 Federal Regulatory Fee	. Õ1
Total Surcharges and Other Fees	. 09
Taxes Description	
DG3C(TA/TAII	

11 Federal Tax 12 State and Local Taxes Total Taxes Total SBC Long Distance News You Can Use	.07 .09 .16 2.25
PREVENT DISCONNECT Thank you for being a valued customer. Please be aware that all charges be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as y telephone line, extended area service and mileage charges MUST be paid i order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$3.96. Also, neglecting to pay for other charges such as the SBC Advantage Plan(SM), distance, voice mail, Inline, wireless, and Internet may result in thes services being interrupted. LONG DIST. PROVIDERS Our records indicate that you have selected SBC long Distance or a company that resells their services as your primary local toll carrier and SBC long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.	our n long
THE NEW AT&T The people of SBC have always worked hard to earn your trust. Late last year, we brought in the global resources of AT&T to help us better deliver your world. Now we can be there for you like never before, delivering your world through the products and services that help you make the most of it. To find out more, visit us at TheNewATT.com. Terms and Conditions For a complete listing of Terms and Conditions, please refer to: -The inside of the SBC White Pages directory, or -Visit us on the web at www.sbc.com/terms AT&T Important Information This portion of your bill is provided as a service to the company	
identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above. Current Charges Long Distance Item	
No. Date Time Place Called Number Code Min Charges for 314 241-1196 Itemized Calls 1 2-02 1259P ST LOUIS MO 314 241-1196 DSB 4 # COLLECT FROM PAYPHON MO 314 534-9222	5.75
Taxes 2 Federal 3 State and Local Total Taxes # State Taxable	.17 .44 .61
KEY TO CALLING CODES B Collect D Day S Station to Station Total AT&T eBillit IMPORTANT INFORMATION	6.36
This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above. Current Charges Billed on Behalf of AMERICA ONLINE	

F'

V

Itemized Charges and Credits Item No. Date Description	
Charges for 314 241-1196	
Charges for 314 241-1196 1 1-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	
2 Federal	. 00
3 State and Local	. 00
_ i icare and cocar	
Total Taxes	.00
Total eBillit	34.95
I W buya Waraga E	34.73

MAILING LABEL

9312.1.0.40 1 SP 0.000
[I][I....][I.

9312.1.0.40 1 SP 0.000

MARY ROBINSON
C/O JENNIFER HEGGEMANN
4232 FOREST PARK AVE
SAINT LOUIS MO 63108-2811

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314 241-1196 302

MARY ROBINSON

MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108



Bill-At-A-Glance	0/ 70
Previous Bill Payment	86.38 .00
Adiustments	86.38-
Balance	.00
Current Charges	83.59 \$.00
See Convergent Summary Bill Do Not Pay	4.00
Local Services provided by SBC Arkansas, SBC Kansas, SBC Missouri, SBC Oklahoma, or SBC Texas based upon the service address location. Copyright 2006 SBC Knowledge Ventures, L.P. All rights reserved. is a trademark of SBC Knowledge Ventures, L.P.	SBC
Billing Summary Questions? Call:	
Plans and Services	46.39
1 800 585-7928 Payment Arrangements:	
1 800 616-1171	
Service Changes: 1 800 464-7928	
Repair Services: 1 800 246-8464	
SBC Long Distance	2.25
1 800 585-7928 eBillit	34.95
1 800 800-2526	
Total Current Charges News You Can Use Summary	83.59
PREVENT DISCONNECT LONG DIST. PROVIDERS	
THE NEW AT&T See "News You Can Use" for additional information	
SBC BENEFITS	
Thank you for being an SBC Connections customer, featuring savings from:	
19aturing savings irum:	
*SBC Missouri *SBC Long Distance	
**XSBC Missouri **XSBC Long Distance Your SBC Connections monthly savings: \$17.63	
*SBC Missouri *SBC Long Distance Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on	
*SBC Missouri *SBC Long Distance Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928	
*SBC Missouri *SBC Long Distance Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you	
*SBC Missouri *SBC Long Distance Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC long Distance, SBC	
*SBC Missouri *SBC Long Distance Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC Long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging,	
*SBC Missouri *SBC Long Distance Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC Long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network.	
*SBC Missouri *SBC Long Distance Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC Long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging,	
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item	Par manta
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item No. Date Description Adjustments	Payments
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item	Payments
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item No. Date Description Adjustments 1 3-17 Amount Transferred to Convergent Bill 86.38- Plans and Services Monthly Service - Mar 17 thru Apr 16	-
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item No. Date Description Adjustments 1 3-17 Amount Transferred to Convergent Bill Plans and Services Monthly Service - Mar 17 thru Apr 16 2 Enhanced Choice	Payments 25.95
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item No. Date Description Adjustments 1 3-17 Amount Transferred to Convergent Bill Plans and Services Monthly Service - Mar 17 thru Apr 16 2 Enhanced Choice Lifeline Service Call Blocker	-
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item No. Date Description Adjustments 1 3-17 Amount Transferred to Convergent Bill Plans and Services Monthly Service - Mar 17 thru Apr 16 2 Enhanced Choice Lifeline Service Call Blocker Call Forwarding	-
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item No. Date Description	-
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item No. Date Description Adjustments Item No. Date Description Adjustments 1 3-17 Amount Transferred to Convergent Bill 86.38- Plans and Services Monthly Service - Mar 17 thru Apr 16 2 Enhanced Choice Lifeline Service Call Blocker Call Forwarding Call Waiting Call Waiting Call Waiting Call Waiting ID Caller ID Name Delivery	-
XSBC Missouri Your SBC Connections With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item No. Date Description 1 3-17 Amount Transferred to Convergent Bill Plans and Services Monthly Service - Mar 17 thru Apr 16 2 Enhanced Choice	-
Your SBC Connections Your SBC Connections With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC Long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item No. Date Description Adjustments 1 3-17 Amount Transferred to Convergent Bill Plans and Services Monthly Service - Mar 17 thru Apr 16 2 Enhanced Choice Lifeline Service Call Blocker Call Forwarding Call Waiting Call Waiting Call Waiting ID Caller ID Name Delivery Caller ID Number Delivery Inline Repair Plan	-
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC Long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item No. Date Description 1 3-17 Amount Transferred to Convergent Bill Plans and Services Monthly Service - Mar 17 thru Apr 16 2 Enhanced Choice Lifeline Service Call Blocker Call Forwarding Call Waiting Call Waiting Call Waiting ID Caller ID Name Delivery Caller ID Number Delivery Inline Repair Plan Three-Way Calling	-
Your SBC Connections Your SBC Connections With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at sbc.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC Long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), SBC Messaging, Cingular Wireless or SBC DISH Network. Savings details are reflected within your bill. Detail of Payments and Adjustments Item No. Date Description Adjustments 1 3-17 Amount Transferred to Convergent Bill Plans and Services Monthly Service - Mar 17 thru Apr 16 2 Enhanced Choice Lifeline Service Call Blocker Call Forwarding Call Waiting Call Waiting Call Waiting ID Caller ID Name Delivery Caller ID Number Delivery Inline Repair Plan	25.95



Wirectory ASSISTANCE			
4 6 Call(s) billed at \$.73 ea	ch	4.	38
Local Toll			
Item	Cada	M2	
No. Date Time Place Called Number Itemized Calls	Code	Min	
5 2-24 959P CALL TRACE	•	# 6.1	00
REMIT			
U.S. Pat. D410, 950 and D414, 510			
Payment is Not Required Billing Date Mar 17, 2006 A	: Balance 214 ccount Number		
See Convergent Bill Do Not Pay		241 1170 302 0	
	MARY ROBINSON		
	1456 KEALTY LN	No. (710/ 7000	
9759 31424111963026 9000000000000	SAINT LOUIS	MD 63104-3020	
Plans and Services	17700000000000000000	000000003339	
Local Toll (continued)			
Item		**	
No. Date Time Place Called Number # - State Taxable	Code	Min	
Surcharges and Other Fees			
l Relay Missouri Surcharge			13
2 Special Municipal Charge		3.	
TOTAL SURCHARGES AND OTHER FEES Taxes		3.	78
3 Federal (Local Charges)		1.	13
4 Federal (Non-regulated & Toll Charg	es)	<u></u> -	õõ
5 State and Local (Local Charges)	_	2.	28
6 State and Local (Non-regulated & To TOTAL TAXES	ll Charges)	3.	38
Total Plans and Services		46.	
SBC Long Distance			
Important Information			
Message Regarding Terms & Conditions: To view your Terms & Conditions for SBC	lona		
Distance, access www.sbc.com/public_aff			
or call 1-888-225-8530 to have a copy m	ailed.		
New d/b/a (doing business as) name AT&T	Long		
Distance: As a result of the recent me SBC Communications, Inc. and AT&T Corp.			
k o o k k k (, Jac cong		
Long Distance. In the coming months th			
your bill will change from SBC Long Dis	tance to		
AT&T Long Distance. This change is pur marketing purposes and will have no imp	ely for		
rates, terms or conditions of your curr			
service. If you have questions, please			
at the number shown on this bill.			
Invoice Summary (as of March 06, 2006)			
Current Charges		Amount	
Service Charges		2.	
Credits and Adjustments		• '	00
Call Charges Surcharges and Other Fees			00 09
Taxes		• !	16
Total Invoice Summary		2.:	
Service Charges			
Monthly Service Charges Type of Service Peri	ad 0±v	Amount	



7 JustCall 7 Cents Total Monthly Service Charges Total Service Charges Surcharges and Other Fees	03/05-04/04	1	2.00 2.00 2.00
Description 8 Fed Universal Service Fund 9 Federal Regulatory Fee Total Surcharges and Other Fees Taxes			.08 .01 .09
Description 10 Federal Tax 11 State and Local Taxes Total Taxes Total SBC Long Distance News You Can Use			.07 .09 .16 2.25
PREVENT DISCONNECT Thank you for being a valued custom be paid each month to keep your accactivities. We are required to infoctelephone line, extended area serviorder to prevent interruption of baalready included in the Total Amoun neglecting to pay for other charges distance, voice mail, Inline, wire services being interrupted.	ount current arorm you that cer ce and mileage sic local servi to Due and are such as the SE	nd prevent collection tain charges such as charges MUST be paid .ce. These charges ar \$3.96. Also, IC Advantage Plan(SM)	your in e , long
Our records indicate that you have SBC long Distance or a services as your primary local toll SBC long Distance or a services as your primary long distif this does not agree with your reTHE NEW AT&T	company that r carrier and company that r tance carrier. ecords.	resells their Please contact us	•
The people of SBC have always worke last year, we brought in the global deliver your world. Now we can be delivering your world through the make the most of it. To find out mo PAY BILLS ONLINE	l resources of P there for you li products and ser	NT&T to help us bette ke never before, vices th <u>at</u> help you	r
Now AT&T eBill is better than ever! your debit card or even schedule a account? Visit att.com/billmessage Terms and Conditions	future-dated pa	you can now pay with Hyment from your bank	
For a complete listing of Terms and The inside of the SBC White Pages Visit us on the web at www.sbc.com Billit	directory, or	ease refer to:	
IMPORTANT INFORMATION This portion of your bill is provided above. Please review all if you have any questions or concershown above. Current Charges	ll charges appea	aring in this section	•
Billed on Behalf of AMERICA ONLINE Itemized Charges and Credits Item No. Date Description			
Charges for 314 241-1196 1 2-27 AOL FOR BROADBAND MONTH	Y FEE		34.95
Taxes 2 Federal 3 State and Local			. 00 . 00

, *

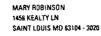
MAILING LABEL

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9312.1.0,41 1 SP 0.000

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MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108-2811 This page intentionally left blank



Page 1 of 4 Account Number 314241-1196 302 6 Billing Date Mar 17, 2006

Web Site www.sbc.com



Bill-At-A-Glance	
Previous Bill	86.38
Payment	.00
Adjustments	86.38CR
Balance	.00
Current Charges	83.59
See Convergent Summary Bill	\$.00
Do Not Pav	••

Billing Summary

Questions? Call:

Plans and Services	46.39
1 800 585-7928	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 464-7928	
Repair Services:	
1 800 246-8464	
SBC Long Distance	2.25
1 8 00 585-7928	
• Billit	34.95
1 200 200-2526	

News You Can Use Summary

PREVENT DISCONNECT

Total Current Charges

- LONG DIST. PROVIDERS
- THE NEW AT&T
- . PAY BILLS ONLINE
- See "News You Can Use" for additional information

SBC Benefits

Thankyou for being an SBC Connections customer, featuring savingsfrom:

*SBC Missouri *SBC Long Distance Your SBC Connections™ monthly savings:\$17.63

With SBC Connections you are eligible for great discounts on Cingular Wireless® or SBC Yahoo (® DSL. Call us at 1-800-585-7928or visit us online at sbc.com to learn more.

. Thankyou for purchasing an SBC package. As a package customer you may qualify for additional discounts from SBC Long Distance, SBC Yahoo MDSL, SBC Yahoo (®Dial (Internet Services), SBC Messaging, Cingular® Wireless or SBC | DISH Network.

Savings details are reflected within your bill.

Detail of Payments and Adjustments

Item				
	Description		<u>fjustments</u>	<u>Payments</u>
1. 3-17	Amount Transferre	dto Convergent Bill	86.3BCR	

Plans and Services

2. Enhanced Choice ^{ssu}			25.95
Lifeline Service			
Call Biocker ^{em}			
Call Forwarding			
Call Waiting			
Call Waiting ID			
Caller ID Name Delivery			
Caller ID Number Delivery			
InLine® Repair Plan			
Three-Way Calling			
3. Non Published Listing			2.49
-			28.44
Tatel Monthly Service			
·			
Total Monthly Service Directory Assistance			
·			
Directory Assistance			4.38
Directory Assistance			4.38
Directory Assistance			4.38
Directory Assistance 411 4. 6 Call(s) billed at \$.73 each			4.38
Directory Assistance 411 4. 8 Call(s) billed at \$.73 each Local Toll	Code	Min	4.38
Directory Assistance 411 4. 6 Call(s) billed at \$.73 each Local Toll Item	Code	Min	4.38

U.S. Pat. D410, 958 and D414, 518

Payment is Not Required

83.59

Balance

MARY ROBINSON



314 241-1196 302 6 Account Number Ses Convergent Bill Do Not Pay

1456 KEALTY LN SAINT LOUIS MD 63104 - 3020

\$.00





Page 2 of 4
Account Number 314 241-1196 302 6
Billing Date Mar 17, 2006

Plans and Services Local Toll - Continued # - State Taxable Surcharges and Other Fees .13 1. Relay Missouri Surcharge Special Municipal Charge 3.65 Total Surcharges and Other Fees 3.78 Taxes Federal (Local Charges) 1.13 Federal (Non-regulated & Toll Charges) . 00 2.28 State and Local (Local Charges) 6. State and Local (Non-regulated & Toll Charges) .38 3.79 Total Plans and Services 46.39

SBC Long Distance

Important Information

Hessage Regarding Terms & Conditions:
To view your Terms & Conditions for S&C Long
Distance, access wew.sbc.com/public_sffsire
or call 1-888-225-8530 to have a copy mailed.
New dbbs (doing business as) name AT&T Long
Distance: As a result of the recent merger of
S&C Communications, Inc. and AT&T Corp., S&C Long
Distance, LLC has adopted a new dbbs of AT&T
Long Distance. In the coming months the name on
your bill will change from S&C Long Distance to
AT&T Long Distance. This change is purely for
marketing purposes and will have no impact on the
rates, terms or conditions of your current
service. If you have questions, please call us
at the number shown on this bill.

Invoice Sussery	
(as of March 06, 2008)	
Current Charges	Amount
Service Charges	2.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	.09
Taxes	.16
Total Invoice Summary	2.25
Service Charges	
Honthly Service Charges	

	Type of Service	Period	Qty	Anount
7.	JustCall 7 Cents	03/05-04/04	1	2.00
Total	Monthly Service Charges			2.00
Total	Service Charges			2.00
<u>Surch</u>	arges and Other Fees	·		
	Description			
8.	Fed Universal Service Fund			.08
9.	Federal Regulatory Fee			.01
Total	Surcharges and Other Fees			.09
Taxes				
	Description			
10.	Federal Tax			.07
11.	State and Local Taxes			.09
Total	Taxes			.16
Tote	ISBC Long Distance			2.25

News You Can Use

PREVENT DISCONNECT

Thankyou for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Toke 18. Anount Due and are \$3.96. Also, neglecting to pay for other charges such as the SBC Advantage Plan® long distance, voice mail, Intine®, wireless, and Internet may result in these services being interrupted.

LONG DIST. PROVIDERS

Our records indicate that you have selected SBC Long Distance or a company that resells their services as your primary local toll carrier and SBC Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

THE NEW AT&T

The people of SBC have always worked hard to earn your trust. Late last year, we brought in the global resources of AT&T to help us better deliver your world. Now we can be there for you like never before, delivering your world through the products and services that help you make the most of it. To find out more, visit us at The NewATT, com.

PAY BILLS ONLINE

Now AT&T eBill is better than ever! Did you know you can now pay with your debit card or even schedulea future-dated payment from your bank account? Visit att.com/billmessageto learn more.

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Page 3 of 4
Account Number 314 241-1196 302 6
Billing Date Mar 17, 2006

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to: -The inside of the SBC White Pages directory, or -Visit us on the web at www.sbc.com/terms



Page 4 of 4

AccountNumber 314 241-1196 302 6

Billing Date Mar 17, 2006

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Billed on Behalf of AMERICA ONLINE	
Itemized Charges and Credits	
Item	
No. Date Description	
Chargesfor 314 241-1196	
1.2-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	
2. Federal	.00
3. State and Local	.00
Total Taxes	
	.00

314 241-1196 302

MARY ROBINSON

MARY ROBINSON
C/O JENNIFER HEGGEMANN
4232 FOREST PARK AVE
SAINT LOUIS MO 63108



Bill-At-A-Glance Previous Bill Payment Adjustments Balance Current Charges See Convergent Summary Bill Do Not Pay	83.59 .00 83.59- .00 73.63 \$.00
Local Services provided by AT&T Arkansas, AT&T Kansas, AT&T Missour: AT&T Oklahoma, or AT&T Texas based upon the service address location Copyright 2006 AT&T Knowledge Ventures. All rights reserved. SBC is a trademark of AT&T Knowledge Ventures. Billing Summary	1, 1.
Questions? Call: Plans and Services 1 800 585-7928 Payment Arrangements: 1 800 616-1171 Service Changes:	36.18
<pre>1 800 464-7928 Repair Services:</pre>	2.50
eBillit 1 800 800-2526	34.95 73.63
Total Current Charges News You Can Use Summary PREVENT DISCONNECT OUR NAME HAS CHANGED See "News You Can Use" for additional information AT&T BENEFITS	73.03
Thank you for being an SBC Connections featuring savings from: XAT&T Missouri Your SBC Connections With SBC Connections(SM) you are eligible for great discounts on Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928 or visit us online at att.com to learn more. Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from AT&T Long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), AT&T Messaging, Cingular Wireless or AT&T DISH Network. Detail of Payments and Adjustments	
Item No. Date Description 1 4-17 Amount Transferred to Convergent Bill Plans and Services 1.17 Thus May 16	Payments
Monthly Service - Apr 17 thru May 16 2 Enhanced Choice Lifeline Service Call Blocker Call Forwarding Call Waiting Call Waiting Call Waiting ID Caller ID Name Delivery Caller ID Number Delivery Inline Repair Plan	25.95
Three-Way Calling 3 Non Published Listing Total Monthly Service Directory Assistance	2.49 28.44



7

6 3-24 1158P SALT LAKE UT 801 413-5591 D 2:00	. 14
Subtotal Domestic Calls for 314-241-1196	. 21
Total Domestic Calls for 314-241-1196	. 21
Total Calls for 314-241-1196	. 21
Total Call Charges	. 21
Surcharges and Other Fees	
Description	
7 Fed Universal Service Fund	.11
8 Federal Regulatory Fee	.01
Total Surcharges and Other Fees	.12
Taxes	
Description	
9 Federal Tax	. 08
10 State and Local Taxes	. 0 <u>9</u>
Total Taxes	. 17
KEY TO CALLING CODES	
D Day	
Total AT&T Long Distance	2.50
News You Can Use	
PREVENT DISCONNECT	
Thank you for being a valued customer. Please be aware that all char	ges must
be paid each month to keep your account current and prevent collecti	on
activities. We are required to inform you that certain charges such a	as your
telephone line, extended area service and mileage charges MUSI be pa	id in
order to prevent interruption of basic local service. These charges	are
already included in the Intal Amount Bue and are \$3.96 . ALSO	
neglecting to pay for other charges such as the SBC Advantage Plan()	M), long
distance, voice mail, Inline, wireless, and Internet may result in	these
services being interrupted.	
LONG DIST. PROVIDERS	
Our records indicate that you have selected	
AT&T Long Distance or a company that resells their	
services as your primary local toll carrier and	
AT&T long Distance or a company that resells their	
services as your primary long distance carrier. Please contact us	
services as your primary long distance carrier. Please contact us if this does not agree with your records.	
News You Can Use (continued)	, .
OUR NAME HAS CHANGED	
But our promise remains the same. We, at the new AT&T are here to	
deliver your world. And we promise to bring you the products and	
services you need to make the most of it. We're working hard to ensu	re
our network is the most complete, secure and equipped to provide	
exactly what you need, exactly when you need it. The new AT&T. Your	
world. Delivered.	
PAY BILLS ONLINE	
Now AT&T eBill is better than ever! Did you know you can now pay wit	h _.
your debit card or even schedule a future-dated payment from your ba	nK
account? Visit att.com/billmessage to learn more.	
Terms and Conditions	
For a complete listing of Terms and Conditions, please refer to:	
-The inside of the AT&T White Pages directory, or	
-Visit us on the web at att.com/terms	
eBillit	
IMPORTANT INFORMATION	
This portion of your bill is provided as a service to the company	
identified above. Please review all charges appearing in this secti	on.
If you have any questions or concerns, call the telephone number	
shown above.	
Current Charges	
Billed on Behalf of AMERICA ONLINE	
Itemized Charges and Credits	
Item	

and the second s

i

No. Date Description	
Charges for 314 241-1196 1 3-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes 2 Federal 3 State and Local	. 00
Total Taxes Total eBillit	.00 34.95



MAILING LABEL

9312.1.0.42 1 SP 0.000

MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108-2811 This page intentionally left blank



Page 1 of 4 Account Number 314241-1196 302 6 Billing Date Apr 17, 2006

Web Site at 1.com



Bill-At-A-Glance	
Previous Bill	83.59
Payment	.00
Adjustments	83.59CR
Balance	.00
Current Charges	73.63
See Convergent Summary Bill	\$.00
Do Not Pay	

Billing Summary

Questions? Cal	ll:
----------------	-----

Plans and Services	36.18
1 800 585-7928	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 464-7928	
Repair Services:	
1 800 246-8464	
AT&T Long Distance	2.50
1 800 585-7928	
eBillit	34.95
1 800 800-2526	
Total Current Charges	73.63

News You Can Use Summary

- PREVENT DISCONNECT
- . LONG DIST, PROVIDERS
- . OUR NAME HAS CHANGED
- PAY BILLS ONLINE

See 'News You Can Use' for additional information

AT&T Benefits

• Thankyou for being an SBC Connections customer, featuring savings from:

*AT&T Missouri *AT&T Long Distance Your SBC Connections monthly savings:\$17.63

With SBC Connections™ you are eligible for great discounts on Cingular Wireless® or SBC Yahook® DSL. Call us at 1-800-585-7928or visit us online at att.com to learn more.

. Thankyou for purchasing an SBC package. As a package customer you may qualify for additional discounts from AT&T Long Distance, SBC Yahoo (®DSL, SBC YahooK®Dial (Internet Services), AT&T Messaging, Cingular® Wireless or AT&T | DI\$H Network

Detail of Payments and Adjustments

ltem			
No. Date 1. 4-17	Description Amount Transferred to Convergent Bill	Adjustments 83.59CR	Payments

Plans and Services

2. EnhancedChoice ^m	25.95
Lifeline Service	
Call Błockers	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
InLine® Repair Plan	
Three-Way Calling	
3. Non Published Listing	2.49
Total Monthly Service	
Directory Assistance	
411	
4. 2 Call(s) billed at \$.73 each	1.48
Surcharges and Other Fees	
5. Relay Missouri Surcharge	.13
8. Special Municipal Charge	3.32
Total Surcharges and Other Fees	3.45
Taxes	
7. Federal(Local Charges)	.85
Local Services erevided by ATAT Arkensus, ATAT Kensas, ATAT Missouri.	.00

Payment is Not Required

Balance

\$.00



Billing Date Apr 17, 2006

Account Number 314 241-1196 302 6 See Convergent Bill Do Not Pay

MARY ROBINSON 1456 KEALTY LN SAINT LOUIS MO 63104 - 3020



U.S. Pat. D418, 558 and D414, 518



Page 2 of 4 Account Number 314 241-1196 302 6 Billing Date Apr 17, 2006

Plans and Services

Taxes - Continued	<u> </u>
1. Federal (Non-regulated & Toll Charges)	.00
2. State and Local (Local Charges)	1,60
3. State and Local (Non-regulated & Toll Charges)	.38
Total Taxes	2.83
Total Plans and Services	36.18

AT&T Long Distance

Important Information

Message Regarding Terms & Conditions:
To view your Terms & Conditions for SSC Long
Distance, access wee.sbc.com/public_affairs
or call 1-888-225-8530 to have a copy mailed.
New d/b/s (doing business am) name AT&T Long
Distance: As a result of the recent merger of
SBC Communications, Inc. and AT&T Corp., SBC Long
Distance, LIC has adopted a new d/b/s of AT&T
Long Distance. In the coming months the name on
your bill will change from SBC Long Distance to
AT&T Long Distance. This change is purely for
marketing purposes and will have no impact on the
rates, terms or conditions of your current
service. If you have questions, please call us
at the number shown on this bill.

Total Honthly Service Charges

Total Service Charges

Invoice Sussary		
(as of April 06, 200	6)	-
Current Charges		Assount
Service Charges		2.00
Credits and Adjustments		.00
Call Charges		.21
Surcharges and Other Fee	5	.12
Taxes		.17
Total Invoice Summary		2.50
Service Charges		
Honthly Service Charges		_
Type of Service	Period Qty	Amount
A keetCall 7 Cents	04/05-05/04 1	2.00

Call	Charg	101	- Itar	5th	thru	Apr	4th	
			-241-					

Bomestic				
Item				
No. Date Time Place Co	lied Number	Code	<u>Min</u>	Amount
5,3-21 253P LAKE PAR	K IA 712 432-2222	D	1:00	.07
6.3-24 1158P SALT LAK	E UT 801 413-5591	D	2:00	.14
Subtotal Domestic Calls fo	or 314-241-1196			.21
Total Domestic Calls for :	314-241-1196			.21
Total Calls for 314-241-1	196			.21
Total Call Charges				.21
Surcharges and Other Fees				
Description				
7. Fed Universal Servi				.11
Federal Regulatory				.01
Total Surcharges and Other	r Fees			.12
Taxos				
Description				
9. Federal Tax				.08
10. State and Local Tax	88			.09
Total Taxas				.17
Key to Calling Codes D Day				
Total AT&T Long Dis	stance			2.50

News You Can Use

PREVENT DISCONNECT

Thankyou for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$3.36. Also, neglecting to pay for other charges such as the SBC Advantage Plans, long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST, PROVIDERS

2.00

2.00

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

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Page 3 of 4 AccountNumber 314 241-1196 302 6 Billing Date Apr 17, 2006

News You Can Use

OUR NAME HAS CHANGED

But our promise remains the same. We, at the new AT&T are here to deliver your world. And we promise to bring you the products and services you need to make the most of it. We're working hard to ensure our network is the most complete, secure and equipped to provide exactly what you need, exactly when you need it. The new AT&T. Your world. Delivered.

PAY BILLS ONLINE

Now AT&T eBill is better than ever! Did you know you can now pay with your debit card or even schedule a future-dated payment from your bank account? Visit att.com/billmessageto learn more.

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:
-The inside of the AT&T White Pages directory, or
-Visit us on the web at att.com/terms



Page 4 of 4 Account Number 314 241-1196 302 6 Billing Date Apr 17, 2006

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

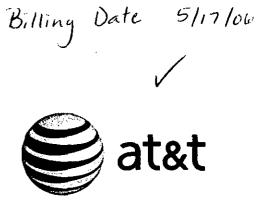
Current Charges

Itemized Charges and Credits	
Item	
No. Date Description	
Chargesfor 314241-1196	
1.3-27 AOL FOR BROADBAND MONTHLY FEE	34.95
_	
Taxes	
Taxes 2. Federal	.00.
	.00.
2. Federal	

1

MARY ROBINSON

MARY ROBINSON CAO JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108



Bill-At-A-Glance Previous Bill	73.63
Payment	.00
Adjustments Balance	73.63- .00
Current Charges	82.88
See Convergent Summary Bill	\$.00
Do Not Pay Local Services provided by AT&T Arkansas, AT&T Kansas, AT&T Missour	i.
AT&T Oklahoma, or AT&T Texas based upon the service address locatio Copyright 2006 AT&T Knowledge Ventures. All rights reserved. SBC is a trademark of AT&T Knowledge Ventures. Billing Summary	n.
Questions? Call: Plans and Services	39.75
1 800 585-7928	37.72
Payment Arrangements:	
1 800 616-1171 Service Changes:	
Ī 800 464-7928	
Repair Services: 1 800 246-8464	
AT&T Long Distance 1 800 585-7928	3.04
AT&T	5.14
1 800 222-0300 eBillit	34.95
1 800 800-2526	
Total Current Charges News You Can Use Summary	82.88
PREVENT DISCONNECT LONG DIST. PROVIDERS	
OUR NAME HAS CHANGED PAY BILLS ONLINE See "News You Can Use" for additional information	
AT&T BENEFITS	
Thank you for being an SBC Connections customer, featuring savings from:	
*AT&T Missouri *AT&T Long Distance	
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on	
Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928	
or visit us online at att.com to learn more.	
Thank you for purchasing an SBC package. As a package customer you may qualify for additional discounts from AT&T Long Distance, SBC	
may qualify for additional discounts from AT&T Long Distance, SBC Yahoo! DSL, SBC Yahoo! Dial (Internet Services), AT&T Messaging,	
Cingular Wireless or AT&T DISH Network. Detail of Payments and Adjustments	
Item	0
No. Date Description Adjustments 1 5-17 Amount Transferred to Convergent Bill 73.63-	Payments
Plans and Services	
Monthly Service - May 17 thru Jun 16 2 Enhanced Choîce	25.95
Lifeline Service Call Blocker	
Call Forwarding	
Call Waiting	
Call Waiting ID Caller ID Name Delivery	
Caller ID Number Delivery	
Inline Repair Plan Three-Way Calling	
3 Non Published Listing	2.49



Total Monthly Service Directory Assistance	2	8.44
411 4 6 Call(s) billed at \$.73 each		4.38
Surcharges and Other fees 5 Relay Missouri Surcharge 6 Special Municipal Charge		.13 3.65 3.78
TOTAL SURCHARGES AND OTHER FEES Taxes		.95
7 Federal (Local Charges) REMIT		.,,
U.S. Pat. D410, 950 and D414, 510 Payment is Not Required Balance \$.00 Billing Date May 17, 2006 See Convergent Bill Do Not Pay MARY ROBINSON	302 6	
	04-3020)
9759 31424111963026 000000000000 1770000000000000000000000	188	
Taxes (continued)		. 00
1 Federal (Non-regulated & Toll Charges) 2 State and Local (Local Charges)		1.82
3 State and Local (Non-regulated & Toll Charges)		.38 3.15
TOTAL TAXES Total Plans and Services	;	39.75
AT&T Long Distance		
Important Information Message Regarding Terms & Conditions:		
To view your Terms & Conditions for Al&I Long		
Distance, access www.sbc.com/public_affairs or call 1-888-225-8530 to have a copy mailed.		
Invoice Summary		
(as of May 06, 2006)	Amount	
Current Charges	Amount	2.00
Service Charges Credits and Adjustments		.00
Call Charges		.70
Surcharges and Other Fees		. 11 . 23
Taxes Total Invoice Summary		3.04
Service Charges		
kookkk(Amount	
Type of Service Period Qty 4 JustCall 7 Cents 05/05-06/04 1	Amount	2.00
Total Monthly Service Charges		2.00
Total Service Charges		2.00
Call Charges ~ Apr 5th thru May 4th		
Calls for 314~241-1196 Domestic		
Item	·	
No. Date Time Place Called Number Code Min 5 4-10 251P MTSTERLING IL 217 773-2251 D 1:00	Amount	. 07
6 4-12 1229P ST CHARLES MO 636 795-5382 D 9:00		. 63
Subtotal Domestic Calls for 314-241-1196		. 70
Total Domestic Calls for 314-241-1196		.70 .70
Total Calls for 314-241-1196 Total Call Charges		.70
Surcharges and Other Fees		
Description Fund		.10
7 Fed Universal Service Fund 8 Federal Regulatory Fee		Öĭ

	Total Surcharges and Other Fees	.11
	Taxes Description	
	9 Federal Tax	.09
	10 State and Local Taxes	.14
	Total Taxes	. 23
	KEY TO CALLING CODES	
	D Day	
	Total AT&T Long Distance	3.04
	News You Can Use	
	PREVENT DISCONNECT Thank you for being a valued customer. Please be aware that all	abander much
	be paid each month to keep your account current and prevent coll	ection
	activities. We are required to inform you that certain charges s	uch as vour
	telephone line, extended area service and mileage charges MUST b	
	order to prevent interruption of basic local service. These char	ges are
	already included in the Total Amount Due and are \$3.96 Al	so.
•	neglecting to pay for other charges such as the SBC Advantage Pl	an(SM), long
	distance, voice mail, Inline , wireless, and Internet may result	in these
-	services being interrupted. LONG DIST. PROVIDERS	
	Our records indicate that you have selected	
	AT&T Long Distance or a company that resells their	
	services as your primary local toll carrier and	
	ATRI Long Distance on a company that recalls their	
	services as your primary long distance carrier. Please contact	us
	services as your primary long distance carrier. Please contact if this does not agree with your records.	
1	UUK NAME HAS CHANGED	
	But our promise remains the same. We, at the new AT&T are here t	
	deliver your world. And we promise to bring you the products and services you need to make the most of it. We're working hard to	
	our network is the most complete, secure and equipped to provide	Elizare
	exactly what you need, exactly when you need it. The new AT&T. Y	our
ů.	world. Delivered. PAY BILLS ONLINE	 -
	PAY BILLS ONLINE	
	Now AT&T eBill is better than ever! Did you know you can now pay	with your d
	card or even schedule a future-dated payment from your bank acco	unt! Visit
	att.com/billmessage to learn more. Terms and Conditions	
	For a complete listing of Terms and Conditions, please refer to:	
	-The inside of the AT&T White Pages directory, or	
1	-Visit us on the web at att.com/terms	
	AT&T	
	Important Information	
İ	This portion of your bill is provided as a service to the companions of the companion of th	У
-	identified above. Please review all charges appearing in this s If you have any questions or concerns, call the telephone number	ection.
1	above.	Snown
	Current Charges	
	long Distance	
1	Item	
	No. Date Time Place Called Number Code Min	
	Charges for 314 241-1196 Itemized Calls	
- {	1 5-06 136P ST LOUIS MO 314 241-1196 NSB 2 #	6.15
	COLLECT FROM PAYPHON MO 314 721-9355	4.65
	Taxes	
Į.	2 Federal	.14
	_ 3 State and Local	. 35
	Total Taxes	. 49
ı	# State Taxable	

: : 7

.

B Collect N	Night/Weekend	S Station	to Station	
Total AT&T				5.14
eBillit				
IMPORTANT INFORMATION				
This portion of your bill	is provided as a s	service to the	company	
identified above. Please	review all charges	s appearing in	this section.	
If you have any questions	or concerns, call	the telephone	number	
shown above.				
Current Charges				
Billed on Behalf of AMERI	ÇA ONLINE			
Itemized Charges and Cred	its			
Item				
No. Date Description				
Charges for 314 241-1196				
1 4-27 AOL FOR BROADB	AND MONTHLY FEE		•	34.95
Taxes				
2 Federal				. 00
3 State and Local				. 00
Total Taxes				.00
Total eBillit			•	34.95



MAILING LABEL

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MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108-2811 This page intentionally left blank

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Page 1 of 5

AccountNumber 314 241-1196 302 6 Billing Date May 17, 2006

WebSite att.com



Bill-At-A-Glance	
Previous Bill	73.63
Payment	.00
Adjustments	73.63CR
Balance	.00
Current Charges	82.98
See Convergent Summary Bill	\$.00
Do Not Pay	

AT&T Benefits

Thankyou for being an SBC Connections™ customer, featuring savingsfrom:

*AT&T Missouri *AT&T Long Distance Your SBC Connections™ monthly savings:\$17.63

 With SBC Connections™ you are eligible for great discounts on Cingular Wireless® or SBC Yahool® DSL Call us at 1-800-585-7928or visit us online at att.com to learn more.

Thankyou for purchasing an SBC package. As a package customer you may quality for additional discounts from AT&T Long Distance, SBC Yahoo KDDSL, SBC Yahool@Dial (Internet Services), AT&T Messaging, Cingular@ Wireless or

Billing Summary

Call:
Call:

Plans and Services	39.75
1 800 585-7928	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 464-7928	
Repair Services:	
1 800 246-8464	
AT&T Long Distance	3.04
1 800 585-7928	
AT&T	5.14
1 800 222-0300	
aBillit	34.95
1 800 800-2526	
Total Current Charges	82.88

Detail of Payments and Adjustments

ltem				
No.	Date	Description	Adjustments	Payments
1.	5-17	Amount Transferred to Convergent Bil	73.63CR	

Plans and Services

Monthly Service - May 17 thru Jun 16

2. EnhancedChoice ^{ss}	25.95
Lifeline Service	
Call Blocker™	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
InLine® Repair Plan	
Three-Way Calling	
3. Non Published Listing	2.49
Total Monthly Service	28.44
Directory Assistance 411	
4. 6 Call(s) billed at \$.73 each	4.38
Surcharges and Other Fees	
5. Relay Missouri Surcharge	. 13
6. Special Municipal Charge	3.65
Total Surcharges and Other Fees	3.78
Taxes	
7. Federal (Local Charges)	95
Lecal Services provided by AT&T Arkansas, AT&T Kansas, AT&T Missauri,	
ATET Oklahoma, or ATET Texas based upon the service address location.	

News You Can Use Summary

- PREVENT DISCONNECT
- . LONG DIST. PROVIDERS . PAY BILLS ONLINE
- OUR NAME HAS CHANGED See "News You Can Use" for additional information

Payment is Not Required

Balance

\$.00

Billing Date May 17, 2006

Account Number 314 241-1196 302 6 See Convergent Bill Do Not Pay

U.S. Pat. D418, 959 and D414, 518

MARY ROBINSON 1456 KEALTY LN SAINT LOUIS MO 63104 - 3020



Page 2 of 5 Account Number 314241-1196 302 6 Billing Date May 17, 2006

Plans and Services

Taxes - Continued	
Federal (Non-regulated & Toll Charges)	.00
2. State and Local (Local Charges)	1.82
3. State and Local (Non-regulated & Toll Charges)	.38
Total Taxes	3.15
Total Plans and Services	39.75

AT&T Long Distance

Important Information

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

Invoice Summary

(as of May 06, 2006)	
Current Charges	Amount
Service Charges	2.00
Credits and Adjustments	.00
Call Charges	.70
Surcharges and Other Fees	.11
Taxes	.23
Total Invoice Sumary	3.04
Service Charges	
Honthly Service Charges	

Type of Service	Period	Qty	Amount
4. JustCall 7 Cents	05/05-06/04	1	2.00
Total Monthly Service Charg	et		2.00
Total Service Charges			2.00

Call Charges - Apr 5th thru Hay 4th

Calls for 314-241-1196

ltem .					
No. Date Ti	me Place Called	Number	Code	<u> Hin</u>	Amount
5.4-1D 25	SIP INSTERLING IL	217 773-2251	D	1:00	.07
6.4-12 122	9P ST CHARLES NO	636 795-5382	D	9:00	.63
Subtotal Dome	stic Calls for 314	-241-1196			.70
Total Domestic	Calls for 314-24	1-1196			.70
Total Calls fo	or 314-241-1196				.70

Total Call Charges	.70
Surcharges and Other Fees	
Description	
7. Fed Universal Service Fund	.10
8. Federal Regulatory Fee	.01
Total Surcharges and Other Fees	.11
Taxes	
Description	
9. Federal Tax	.09
10. State and Local Taxes	.14
Total Taxes	. 23
Key to Calling Codes	
D Day	
Total AT&T Long Distance	3.04

News You Can Use

PREVENT DISCONNECT

Thankyou for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$3.96. Also, neglecting to pay for other charges such as the SBC Advantage Plansa, long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST. PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that reselfs their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

OUR NAME HAS CHANGED

But our promise remains the same. We, at the new AT&T are here to deliver your world. And we promise to bring you the products and services you need to make the most of it. We're working hard to ensure our network is the most complete, secure and equipped to provide exactly what you need, exactly when you need it. The new AT&T. Your world. Delivered.

PAY BILLS ONLINE

Now AT&T eBill is better than ever! Did you know you can now pay with your debit card or even schedule a luture-dated payment from your bank account? Visit att.com/billmessageto learn more.

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Page 3 of 5

AccountNumber 314241-1196 302 6 Billing Date May 17, 2006

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:
-The inside of the AT&T White Pages directory, or

- -Visit us on the web at att.com/terms



Page 4 of 5

Account Number 314 241-1196 302 6 Billing Date May 17, 2006

Questions? 1 800 222-0300

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above

Current Charges

_	Dista	108						
Item No.	<u>Date</u>	Time	Place Called	Number	Code	Min		
Char	gesfo	314 241	1196					
Item	ized Ca	alls						
1.	5-06	136P	ST LOUIS MO	314 241-1196	NSB	2	#	4.65
	COLLE	CT FROM	PAYPHON NO	314 721-9355				
Taxe	:5							
2.	Fede	ral	·					. 14
3.	State	and Loc	al					.35
Tota	Taxe	5						.49
# Sta	te Tax	able						
Keyt	o Call	ing Code	\$					
ВС	ollect		N Nig	ht/Weekend	S	Statio	on to Sta	ation
Tot	alAT	&T				,		5.14



Page 5 of 5
AccountNumber 314 241-1196 302 6
Billing Date May 17, 2006

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Billed on Behalf of AMERICA ONLINE Itemized Charges and Credits Item No. Date Description Chargesfor 314 241-1196 1.4-27 AOL FOR BROADBAND MONTHLY FEE 34.95 Taxes 2. Federal .00 3. State and Local .00 Total Taxes .00 Total e Billit 34.95

314 241-1196 302

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MARY ROBINSON

MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108



D:11-44-4-Class		
Bill-At-A-Glance Previous Bill	82	. 88
Payment		.00
Adjustments		.88~
Balance Current Charges	88	. 00 57
See Convergent Summary Bill		ได้อ
Do Not Pay		
Local Services provided by AT&T Arkansas, AT&T Kansas, AT&T Missour: AT&T Oklahoma, or AT&T Texas based upon the service address location Copyright 2006 AT&T Knowledge Ventures. All rights reserved. SBC is a trademark of AT&T Knowledge Ventures. Billing Summary	i, n.	
Questions? Call: Plans and Services	60	.64
1 800 585-7928	70	. 0 4
Payment Arrangements: 1 800 616-1171		
Service Changes:		
1 800 464-7928 Repair Services:		
1 800 246-8464		
AT&T Long Distance	12	. 98
1 800 585-7928 eBillit	₹4	.95
1 800 800-2526	-	- -
Total Current Charges	88	. 57
News You Can Use Summary PREVENT DISCONNECT LONG DIST. PROVIDERS		
CALL TRACE CALL RETURN-USAGE		
LOCAL RATE PLAN See "News You Can Use" for additional information		
AT&T BENEFITS Thank you for being an SBC Connections customer,		
featuring savings from:		
*AT&T Missouri *AT&T Long Distance		
Your SBC Connections monthly savings: \$17.63 With SBC Connections(SM) you are eligible for great discounts on		
Cingular Wireless or SBC Yahoo! DSL. Call us at 1-800-585-7928		
or visit us online at att.com to learn more.		
Thank you for purchasing an AT&T package. As a package customer you may qualify for additional discounts from AT&T Long Distance, AT&T		
Yahoo! High Speed Internet, AT&T Yahoo! Dial, AT&T Messaging,		
Cingular Wireless or AT&T DISH Network.		
Detail of Payments and Adjustments		
Item No. Date Description Adjustments	Pay	ments
1 6-17 Amount Transferred to Convergent Bill 82.88-		,
Plans and Services		
Monthly Service - Jun 17 thru Jul 16 2 Enhanced Choice		25.95
Lifeline Service		
Call Blocker		
Call Forwarding Call Waiting		
Call Waiting ID		
Caller ID Name Delivery		
Caller ID Number Delivery Inline Repair Plan		
Three-Way Calling		
3 Non Published Listing		2.49
Total Monthly Service		28.44



Directory Assistance	
9 Call(s) placed	
2 Call(s) allowed	e 11
4 7 Call(s) billed at \$.73 each	5.11
Surcharges and Other Fees 5 Relay Missouri Surcharge	.13
6 Special Municipal Charge	3.73
TOTAL SURCHARGES AND OTHER FEES	3.86
REMIT	
U.S. Pat. D410, 950 and D414, 510	
Payment is Not Required Balance \$.00	2 4
Billing Date Jun 17, 2006 Account Number 314 241-1196 302 See Convergent Bill Do Not Pay	2 6
MARY ROBINSON	
1456 KEALTY LN	
SAINT LOUIS MO 63104-3	3020
9759 31424111963026 200000000000 17700000000000000000008857	
Plans and Services (continued)	
Taxes 1 Federal (Local Charges)	. 97
2 Federal (Non-regulated & Toll Charges)	. óò
3 State and Local (Local Charges)	1.88
4 State and Local (Non-regulated & Toll Charges)	38
TOTAL TAXES	3.23
Total Plans and Services AT&T Long Distance	40.64
Invoice Summary	
(as of June 06, 2006)	
Current Charges Amou	unt
Service Charges	2.00
Credits and Adjustments	.00
Call Charges Surcharges and Other Fees	9.38 1.20
Taxes	1.40
Total Invoice Summary	12.98
Service Charges	
Monthly Service Charges	
Type of Service Period Qty Amou 5 JustCall 7 Cents 06/05-07/04 l	2.00
Total Monthly Service Charges	2.00
Total Service Charges	2.00
kogo, kkk(
Calls for 314-241-1196	
Domestic	
Item No. Date Time Place Called Number Code Min Amou	unt
6 5-17 733P CHARLESTON IL 217 581-8121 D 1:00	. 07
7 5-17 804P CHARLESTON IL 217 581-8121 D 63:00	4.41
8 5-18 603P CHARLESTON IL 217 581-8121 D 70:00	4.90
Subtotal Domestic Calls for 314-241-1196	9.38
Total Domestic Calls for 314-241-1196	9.38 9.38
Total Calls for 314-241-1196 Total Call Charges	9.38
Surcharges and Other Fees	7.50
Description	
9 Fed Universal Service Fund	1.12
10 Federal Regulatory Fee	.08
Total Surcharges and Other Fees	1.20
Taxes Description	
11 Federal Tax	. 31



12 State and Local Taxes	. 09
Total Taxes KEY TO CALLING CODES	.40
D Day	
Total AT&T Long Distance News You Can Use	12.98
PREVENT DISCONNECT	
Thank you for being a valued customer. Please be aware that all char	ges must
be paid each month to keep your account current and prevent collecti- activities. We are required to inform you that certain charges such	on as your
telephone line, extended area service and mileage charges MUST be pa	id in
order to prevent interruption of basic local service. These charges already included in the Total Amount Due and are \$3.96 . Also,	are
neglecting to pay for other charges such as the SBC Advantage Plan(S distance, voice mail, Inline, wireless, and Internet may result in	M), long
services being interrupted.	these
LONG DIST. PRÖVIDERS	
Our records indicate that you have selected AT&T Long Distance or a company that resells their	
services as your primary local toll carrier and	
AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us	
if th <u>i</u> s does not agree with your records.	
CALL TRACE Effective 7/21/06, the pay-per-use rate for Call Trace will increase	from \$6
to \$6.30. For more information, or to learn more about our money-say:	ing
packages, products or services, please call 1-800-464-7928 or visit att.com. Thank you for choosing AT&T Missouri.	us online
CALL RETURN-USAGE	
Effective 07/21/06, the pay-per-use rate for Call Return will increase \$.82 to \$.86, not to exceed \$6.88 per month. For more information, or	se from
more about our money-saving packages, products or services, please ca	all 1-800
464-7928 or visit us online at att.com. Thank you for choosing AT&T LOCAL RATE PLAN	Missouri.
Effective 07/21/06 the monthly rate for your AT&T local rate plan wi	ll change
from \$3.96 to \$5.00. For more information, or to learn more about ou saving packages, products or services, please call 1-800-464-7928 or	
online at att.com. Thank you for choosing AT&T Missouri.	VISIC US
Terms and Conditions For a complete listing of Terms and Conditions, please refer to:	
The inside of the AT&T White Pages directory, or	
-Visit us on the web at att.com/terms eBillit	
IMPORTANT INFORMATION	
This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section	on.
If you have any questions or concerns, call the telephone number	
shown above. Current Charges	
Billed on Behalf of AMERICA ONLINE	
Itemized Charges and Credits Item	
No. Date Description	
Charges for 314 241-1196 1 5-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	
2 Federal 3 State and Local	.00 .00
Iotal Taxes	. 0 0
Total eBillit	34.95

MAILING LABEL

9312.1.0.44 1 SP 0.000

C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108-2811 This page intentionally left blank



7

4

12.11	I-A	- Δ	드리	ĿТ.	10.6

	. —		-
Previous Bill		8	2.88
Payment			.00
Adjustments	•	8	2.88CR
Balance			.00
Current Charges		8	8.57
See Converge	nt Summary Bill	\$. 00

Do Not Pay

Billing Summary

Quest	ions?	Call	ŀ
-------	-------	------	---

Plans and Services	40.64
1 800 585-7928	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 464-7928	
Repair Services:	
1 800 246-8464	
AT&T Long Distance	12.98
1 800 585-7928	
eBillit	34.95
1 800 800-2526	
Total Current Charges	88.57

News You Can Use Summary

- PREVENT DISCONNECT
- LONG DIST. PROVIDERS
- **CALLTRACE**
- CALL RETURN-USAGE
- LOCAL RATE PLAN

See "News You Can Use" for additional information

AT&T Benefits

Thankyou for being an SBC Connections[™] customer, featuring

*AT&T Missouri

*AT&T Long Distance

Your SBC Connections monthly savings: \$17.63

- With SBC Connections you are eligible for great discounts on Cingular Wireless® or SBC Yahoo® DSL Call us at 1-800-585-7928or visit us online at att.com to learn more.
- Thankyou for purchasing an AT&T package. As a package customer you may qualify for additional discounts from AT&T Long Distance, AT&T Yahoo H High Speed Internet, AT&T Yahool- Dial, AT&T Messaging, Cingular Wirelessor AT&T | DISH Network

Detail of Payments and Adjustments

ltem

No. Date Description Adjustments <u>Payments</u> 6-17 Amount Transferredto Convergent Bill

Plans and Services

Monthly Service - Jun 17 thru Jul 16	
2. Enhanced Choice ^{ms}	25.95
Liteline Service	
Call Blockers	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
InLine® Repair Plan	
Three-Way Calling	
3. Non Published Listing	2.49
Total Monthly Service	28.44
Directory Assistance	
411	
0.0.065 = 1 = - = -1	

9 Call(s) placed 2 Call(s) allowed

7 Call(s) billed at \$.73 each

5.11

Surcharges and Other Fees 5. Relay Missouri Surcharge

.13 6. Special Municipal Charge 3.73 **Total Surcharges and Other Fees** 3.86

Local Services provided by AT&T Arkanses, AT&T Kanses, AT&T Missouri, AT&T Oktoberms, or AT&T Texas based upon the service address location.

U.S. Pat. D418, 550 and D414, 510

Payment is Not Required

Balance

\$.00

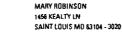


Billing Date Jun 17, 2006

Account Number 314 241-1196 302 6 See Convergem Bill Do Not Pay

MARY ROBINSON 1456 KEALTY LN SAINT LOUIS MO 63104 - 3820





Page 2 of 4
Account Number 314 241-1196 302 6
Billing Date Jun 17, 2006



	-	-
Taxe	Federal (Local Charges)	.97
2.	Federal (Non-regulated & Toll Charges)	.00
3.		1.88
4.	State and Local (Non-regulated & Toll Charges)	.38
	Texes	3.23
Tot	at Plans and Services	40.64

AT&T Long Distance

06, 2006)

Invoice Summery (as of June

Current Charges			Anount
Service Charges			2.00
Credits and Adjustments			.00
Call Charges			9.38
Surcharges and Other Fees			1.20
Taxes			.40
Yotal Invoice Summary			12.98
Service Charges			
Monthly Service Charges			
	riod Qty		Asount
	3/05-07/04 1		2.00
Total Monthly Service Charges			2.00
Total Service Charges			2.00
Calls for 314-241-1196			
Item			
No. Date Time Place Called Number	Code	Min	Asount
6.5-17 733P CHARLESTON IL 217 58		1:00	.07
7.5-17 BO4P CHARLESTON IL 217 58		63:00	4.41
8.5-18 603P CHARLESTON IL 217 58	1-8121 D	70:00	4.90
Subtotal Domestic Calls for 314-241-11	96	747	9.38
Total Domestic Calls for 314-241-1196			9.31
Total Calls for 314-241-1198			9.38
Total Call Charges			9.38
Surcharges and Other Fees			
Description 9. Fed Universel Service Fund			1.12
o. Lou ville per volvice fully			1.14

	Federal Regulatory Fee	.08
Total	Surcharges and Other Fees	1.20
Taxons	<u>-</u> -	
	Description	
11.	Federal Tax	.31
12.	State and Local Taxes	.09
Total	Tams	.40
Kay ti D Day	o Calling Codes	•
Tota	IAT&T Long Distance	12.98

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephoneline, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$3.96. Also, neglecting to pay for other charges such as the SBC Advantage Plan⁵⁴, long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST, PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that reselfs their services as your primary local foll carrier and AT&T Long Distance or a company that reselfs their services as your primary long distance carrier. Please contact us if this does not agree with your records.

CALL TRACE

Effective 7/21/06, the pay-per-userate for Call Trace will increase from \$6.00 to \$6.30. For more information, or to learn more about our money-saving packages, products or services, please call 1-800-464-7928 or visit us online at att.com. Thankyou for choosing AT&T Missouri.

CALL RETURN-USAGE

Effective 07/21/06, the pay-per-userate for Call Return will increase from \$.82 to \$.86, not to exceed \$6.88 per month. For more information, or to learn more about our money-savingpackages, products or services, please call 1-800-464-7928 or visit us online at att.com. Thankyou for choosing AT&T Missouri.

LOCAL RATE PLAN

Effective 07/21/06the monthly rate for your AT&T local rate plan will change from \$3.96 to \$5.00. For more information, or to learn more about our money-saving packages, products or services, please call 1-800-464-7928or visit us online at att.com. Thank you for choosing AT&T Missouri.

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Page 3 of 4
Account Number 314 241-1196 302 6
Billing Date Jun 17, 2006

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to: -The inside of the AT&T White Pages directory, or -Visit us on the web at att.com/terms



Page 4 of 4
Account Number 314 241-1196 302 6
Billing Date Jun 17, 2006

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Itemized Charges and Credits Item	
No. Date Description	
Charges for 314241-1196	
1.5-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	
Taxes 2. Federal	.00
	.00
2. Federal	

314 241-1196 302

MARY ROBINSON

MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108



P.11. A. A. O.		
Bill-At-A-Glance Previous Bill	88.	57
Payment		00
Adjustments	88.	57-
Balance		00
Current Charges See Convergent Summary Bill	76.	00
Do Not Pay	٧.	0.0
Local Services provided by AT&T Arkansas, AT&T Kansas, AT&T Missouri		
AT&T Oklahoma, or AT&T Texas based upon the service address location Copyright 2006 AT&T Knowledge Ventures. All rights reserved. SBC	۱.	
is a trademark of AT&T Knowledge Ventures. All rights reserved. SBC		
Billing Summary		
Questions? Call:		
Plans and Services 1 800 585-7928	39 .	61
Payment Arrangements:		
1 800 616-1171		
Service Changes:		
l 800 464-7928 Repair Services:		
1 800 246-8464		
AT&T Long Distance	2.	18
1 800 585-7928 eBillit	7.6	0.5
1 800 800-2526	34.	70
Total Current Charges	76.	74
News You Can Use Summary		
PREVENT DISCONNECT LONG DIST, PROVIDERS LD EXCISE TAX RATE CHANGES		
RATE CHANGES RATE CHANGES		
FEDERAL CHARGE		
See "News You Can Use" for additional information AT&T BENEFITS		
Thank you for being an SBC Connections customer,		
featuring savings from:		
*AT&T Missouri *AT&T Long Distance		
Your SBC Connections monthly savings: \$17.63 Thank you for purchasing an AT&T package. As a package customer you		
may qualify for additional discounts from AT&T Long Distance, AT&T		
Yahoo! High Speed Internet, AT&T Yahoo! Dial, AT&T Messaging,		
Cingular Mireless or AT&T DISH Network.		
Detail of Payments and Adjustments Item		
No. Date Description Adjustments	Pav	ments
1 7-17 Amount Transferred to Convergent Bill 88.57-		
Plans and Services		
Monthly Service - Jul 17 thru Aug 16 2 Enhanced Choice		25.95
Lifeline Service		LJ, 13
Çall Blocker		
Call Forwarding Call Waiting		
Call Waiting ID		
Caller ID Name Delivery		
Callet in Mame Delivera		
Caller ID Number Delivery		
Caller ID Number Delivery InLine Repair Plan		
Caller ID Number Delivery InLine Repair Plan Three-Way Calling		2.49
Caller ID Number Delivery InLine Repair Plan Three-Way Calling 3 Non Published Listing Total Monthly Service		2.49 28.44
Caller ID Number Delivery InLine Repair Plan Three-Way Calling 3 Non Published Listing		



4 / Call(s) billed at \$.73 each	5.11
Surcharges and Other Fees	17
5 Relay Missouri Surcharge	.13 2.73
6 MO Municipal Business License Surcharge	2.86
TOTAL SURCHARGES AND OTHER FEES	2.00
Taxes 7 Federal (Local Charges)	.94
8 Federal (Non-regulated & Toll Charges)	. 00
9 State and Local (Local Charges)	1.88
REMIT	2.55
Ü.S. Pat. D410, 950 and D414, 510	
Payment is Not Required Balance \$.00	
Billing Date Jul 17, 2006 Account Number 314 241-119	96 302 6
See Convergent Bill Do Not Pay	
MARY ROBINSON	
1456_KEALTY_LN	
	3104-3020
9759 31424111963026 200000000000 17700000000000000000000	7074
Plans and Services	
Taxes (continued) 1 State and Local (Non-regulated & Toll Charges)	. 38
TOTAL TAXES	3.20
Total Plans and Services	39.61
AT&T Long Distance	37,01
Important Information	
Message Regarding Terms & Conditions:	
To view your Terms & Conditions for AT&T Long	
Distance, access_www.sbc.com/public_affairs	
or call 1-888-225-8530 to have a copy mailed.	
Invoice Summary	
(as of July 06, 2006)	Amount
Current Charges Service Charges	2.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	19
Taxes	.09
Total Invoice Summary	2.18
Service Charges	
Monthly Service Charges	A
Type of Service Period Qty 2 JustCall 7 Cents 07/05-08/04 1	Amount
k o o k k k (2.00 2.00
Total Service Charges_	2.00
Surcharges and Other Fees	
Description	
3 Fed Universal Service Fund	. 08
_ 4 Federal Regulatory Fee_	.01
Total Surcharges and Other Fees	.09
Taxes	
Description	00
5 Federal Tax 6 State and Local Taxes	. 00 . 09
Total Taxes	.07
Total AT&T Long Distance	.09 2.18
News You Can Use	2.10
PREVENT DISCONNECT	
Thank you for being a valued customer. Please be aware that all	charges must
be paid each month to keep your account current and prevent coll	lection
activities. We are required to inform you that certain charges :	such as your
telephone line, extended area service and mileage charges MUST	e paid in
order to prevent interruption of basic local service. These char	ges are

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already included in the Total Amount Due and are $3.96. Also, neglecting to pay for other charges such as the SBC Advantage Plan(SM), long distance, voice mail, Inline, wireless, and Internet may result in these services being interrupted.

LONG DIST. PROVIDERS
 Our records indicate that you have selected
AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us
services as your primary long distance carrier. if this does not agree with your records.
if this does not agree with your records.
LD EXCISE TAX
The U.S. Treasury Department has announced that it will no longer collect a 3 excise tax on long-distance plans and services. Eligible Customers will be ab to file for refunds on their 2006 tax returns on taxes paid since March 2003. More details will be available from the IRS later this summer. Please check
www.irs.gov for more information.
RATE CHANGES
Effective 9/1/06, the following rates will increase from/to per listing request: Direct dialed local Directory Assistance (DA) $0.73/$0.76, National DA (NDA) $1.37/$1.47, Business Category Search (BCS) $1.45/$1.52. Rate increases for alternately billed DA $1.50/$1.57, NDA $1.47/$1.54, BCS $1.68/$1.76. For more information, please call 1-800-464-7928. Thank you for choosing AT&T. RATE CHANGES
KAIL CMANGES
Effective 9/1/06, the following rates will increase: for White Pages
Non-Listed service from $1.87 to $1.96, Non-Published service from
$2.49 to $2.61, Residential White Page: Extra, Extra lines & Foreign
Listings from $2.23 to $2.34, Alternate & Extra Access from $2.07 to
$2.17, Local Busy Line Verify from $1.50 to $1.57, & Local Busy Line
Interrupt from $2.31 to $2.42. For info, please call 1-800-464-7928.
Thank you for choosing AT&T.
RATE CHANGES
Effective 9/1/04, for Coin and Marketine
Effective 9/1/06, for Coin and Non-Coin calls, the rates for most Operator Surcharges for Local & IntraLATA calls (calls made within your LATA) will increase. The rates will apply for Fully, Semi & Non-Automated calls on the following services: Calling Card, Collect, Bill-to-Third Number and Person-to-Person. For more information, please call 1-800-464-7928. Thank you for choosing AT&T.
 FEDERAL CHARGE
 Effective 7/1/06, the Federal Subscriber Line Charge for all Residential and Business customers increased. Your current bill reflects this change. Lifelin customers will continue to receive credit for the Federal Subscriber Line
 Charge. For more information, please contact an AT&T Service Representative a
the phone number listed on the front of your bill. Thank you for choosing AT&
Missouri.
News You Can Use (continued)
NEW SUPPORT OPTION
NEW fee-based
 Support+ is a new fee-based service which offers AT&T Internet customers technical support for many common computer and software issues. Visit att.com/supportplus or call 1-866-294-3464 today for
 more information.
 Terms and Conditions
 For a complete listing of Terms and Conditions, please refer to: -The inside of the AT&T White Pages directory, or
 -Visit us on the web at att.com/terms
 IMPORTANT INFORMATION
 This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number
 shown above.
```

Current Charges	
Billed on Behalf of AMERICA ONLINE	
Itemized Charges and Credits	
Item	
No. Date Description	•
Charges for 314 241-1196	
1 6-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	2,
2 Federal	. 0 0
3 State and Local	. 00
Total Taxes	.00
Total eBillit	34.95



MAILING LABEL

9312.1.0.45 1 SP 0.000
[Lilling] Lilling [Lilling] Lilling [Lilling] Lilling [Lilling] Lilling [Lilling] MARY ROBINSON
C/O JENNIFER HEGGEMANN
4232 FOREST PARK AVE
SAINT LOUIS MO 63108-2811

9312.1.0.45 1 SP 0.000

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MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108-2811 This page intentionally left blank



Page 1 of 4 AccountNumber 314241-1196 302 6 Billing Date Jul 17, 2006

Web Site att.com

Bill-At-A-Glance	
Previous Bill	88.57
Payment	.00
Adjustments	88.57CR

Current Charges 76.74 See Convergent Summary Bill \$.00

Do Not Pay

Balance

Billing Summary

Questions? Call:

Plans and Services	39.61
1 800 585-7928	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 464-7928	
Repair Services:	
1 800 246-8464	
AT&T Long Distance	2.18
1 800 585-7928	
e Billit	34.95
1 800 800-2526	
Total Current Charges	76.74

News You Can Use Summary

- PREVENT DISCONNECT
- LONG DIST, PROVIDERS
- LD EXCISE TAX RATE CHANGES
- RATE CHANGES
- RATE CHANGES
- **FEDERAL CHARGE**

See "News You Can Use" for additional information

AT&T Benefits

 Thankyou for being an SBC Connections™ customer, featuring savings from:

*AT&T Missouri *AT&T Long Distance

Your SBC Connections™ monthly savings:\$17.63

. Thankyou for purchasing an AT&T package. As a package customer you may qualify for additional discounts from AT&T Long Distance, AT&T Yahool-High Speed Internet, AT&T Yahool- Dial, AT&T Messaging, Cingular Wirelessor AT&T | DISH Network.

Detail of Payments and Adjustments

ltem

.00

No. Date Description
1. 7-17 Amount Tran Adjustments 88.57CR **Payments** Amount Transferred to Convergent Bill

Plans and Services

2. Enhances	Choice ³³⁴	25.95
Lifeline	Service	
Call Blo	:ker sM	
Call For	varding	
Call Wa	ting	
CallWa	ting ID	
Caller II	Name Delivery	
Caller IC	Number Delivery	
Intine®	Repair Plan	
	VayCalling	
	shedListing	2.49
otal Monthly S	5	28.44
Directory Assis		
Directory Assis		
Directory Assis		5.11
Directory Assis	tance Call(s) billed at \$.73 each	
Directory Assignment 4. 7 Surcharges an	tance Call(s) billed at \$.73 each	
Directory Assignment 4. 7 Surcharges and 5. Relay Mi	tence Call(s) billed at \$.73 each I Other Fees	5.11
Directory Assis 111 4. 7 Surcharges and 5. Relay Min 6. MO Mun	tance · Call(s) billed at \$.73 each 1 Other Fees ssouri Surcharge	5.11
Directory Assis 111 4. 7 Surcharges and 5. Relay Min 6. MO Mun	tance Call(s) billed at \$.73 each 1 Other Fees ssouri Surcharge icipal Business License Surcharge	5.11 .13 2.73
Directory Assis 111 4. 7 Surcharges and 5. Relay Mi 6. MO Mun Fotal Surcharge	tance Call(s) billed at \$.73 each 1 Other Fees ssouri Surcharge icipal Business License Surcharge	5.11 .13 2.73
Directory Assis 111 4. 7 Surcharges and 5. Relay Mi 6. MO Mun Fotal Surcharge 7. Federal (tance Call(s) billed at \$.73 each 1 Other Fees ssouri Surcharge cipal Business License Surcharge as and Other Fees	5.11 .13 2.73 2. M

Lucal Services previded by AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahama, or AT&T Taxas based upon the service address location.

U.S. Pat. 0410, 850 and 0414, 518

Payment is Not Required

Balance

\$.00

😂 at&t

Billing Date Jul 17, 2006

Account Number 314 241-1196 302 6 1456 KEALTY LN See Convergent Bill Do Not Pay

MARY ROBINSON SAINT LOUIS MO 63104 - 3020





Page 2 of 4

AccountNumber 314241-1196 302 6 Billing Date Jul 17, 2006

Plans and Services

Taxes - Continued	
State and Local (Non-regulated & Toll Charges)	.30
Total Taxes	3.20
Total Plans and Services	39.61

AT&T Long Distance

Important Information

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

(as of July 06, 2006)		
Current Charges		Amount
Service Charges		2.00
Credits and Adjustments		.00
Call Charges		.00
Surcharges and Other Fees		.09
Taxes		.09
Total Invoice Summary		2.18
Service Charges		
Honthly Service Charges		
Type of Service	Period Qty	Amount
JustCall 7 Cents	07/05-08/04 1	2.00
Total Honthly Service Charges		2.00
Total Service Charges		2.00
Surcharges and Other Fees		
Description		
Fed Universal Service Fund		.08
 Federal Regulatory Fee 		.01
Total Surcharges and Other Fees		.09
Taxes		
Description		
5 Federal Tax		.00
6. State and Local Taxes Total Taxes		.09

News You Can Use

PREVENT DISCONNECT

Thankyou for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$3.96. Also, neglecting to pay for other charges such as the SBC Advantage Plans, long distance, voice mail, InLineD, wireless, and Internet may result in these services being interrupted.

LONG DIST, PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

LD EXCISE TAX

The U.S. Treasury Department has announced that it will no longer collect a 3% excisetax on long-distanceplans and services. Eligible Customers will be able to file for refunds on their 2006 tax returns on taxes paid since March 2003. More details will be available from the IRS later this summer. Please check www.irs.gov for more information.

RATE CHANGES

Effective 9/1/06, the following rates will increase from/to per listing request: Direct dialed Local Directory Assistance (DA) \$0.73/\$0.76, National DA (NDA) \$1.37/\$1.47, Business Category Search (BCS) \$1.45/\$1.52. Rate increases for alternately billed DA \$1.50/\$1.57, NDA \$1.47/\$1.54, BCS \$1.68/\$1.76. For more information, please call 1-800-464-7928. Thankyou for choosing AT&T.

Effective 9/1/06, the following rates will increase: for White Pages Non-Listed service from \$1.87 to \$1.96, Non-Published service from \$2.49 to \$2.61, Residential White Page: Extra, Extra Lines & Foreign Listings from \$2.23 to \$2.34, Alternate & Extra Access from \$2.07 to \$2.17, Local Busy Line Verify from \$1.50 to \$1.57, & Local Busy Line Interrupt from \$2.31 to \$2.42. For info, please call 1-800-464-7928. Thank you for choosing AT&T.

RATE CHANGES

Effective 9/1/06, for Coin and Non-Coin calls, the rates for most Operator Surcharges for Local & IntraLATA calls (calls made within your LATA) will increase. The rates will apply for Fully, Semi & Non-Automated calls on the following services: Calling Card, Collect, Bill-to-Third Number and Person-to-Person. For more information, please call 1-800-464-7928. Thank you for choosing AT&T.

FEDERAL CHARGE

Effective 7/1/06, the Federal Subscriber Line Charge for all Residential and Business customers increased. Your current bill reflects this change. Liteline customers will continue to receive credit for the Federal Subscriber Line Charge. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill. Thankyou for choosing AT&T Missouri.



Page 3 of 4
Account Number 314 241-1196 302 6
Billing Date Jul 17, 2006

News You Can Use

PAY BILLS ONLINE

Now AT&T eBill is better than ever! Did you know you can now pay with your debit card or even schedule a future-dated payment from your bank account? Visit att.com/billmessageto learn more.

NEW SUPPORT OPTION

Support+ is a new fee-based service which offers AT&T Internet customers technical support for many common computer and software issues. Visit att.com/supportplusor call 1-866-294-3464today for more information.

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:

-The inside of the AT&T White Pages directory, or

-Visit us on the web at att.com/terms



Page 4 of 4 Account Number 314 241-1196 302 6 Billing Date Jul 17, 2006

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

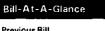
Current Charges

Billed on Behalf of AMERICA ONLINE	<u></u>
Itemized Charges and Credits	
ltem	
No. Date Description	
Chargesfor 314241-1196	
1.6-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Tayne	
Taxes 2 Federal	
Taxes 2. Federal 3. State and Local	.00
2. Federal	



Page 1 of 4 Account Number 314 241-1196 302 6 Billing Date Aug 17, 2006

Web Site att.com



See Convergent Summary Bill	\$.00
Current Charges	82.66
Balance	.00
Adjustments	76.74CR
Payment	.00
Previous Bill	76.74

Do Not Pay

AT&T Benefits

. Thank you for being an SBC Connections customer, featuring savinos from: *AT&T Long Distance *AT&T Missouri

Your SBC Connections monthly savings:\$19.15

Detail of Payments and Adjustments

Adjustments 1 76.74CR No. Date Description

1. 8-17 Amount Tran <u>Payments</u> Amount Transferred to Convergent Bill

Billing Summary

Questions? Call:

Plans and Services	41.67
1 800 585-7928	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 464-7928	
Repair Services:	
1 800 246-8464	
AT&T Long Distance	6.04
1 800 585-7928	
eBillit	34.95
1 800 800-2526	
Total Current Charges	82.66

Plans and Services

Monthly Service - Aug 17 thru Sep 16		
2 Enhanced Choicess		25.95
Lifeline Service		
Call Blockers	r.	
Call Forwarding		
Call Waiting		
Call Waiting ID		
Caller ID Name Delivery		
Caller ID Number Delivery		
InLine® Repair Plan		
Three-WayCalling		
3. Non Published Listing		2.49
Total Monthly Service		28.44

Additions and Changes to Service This section of your bill reflects charges and credits resulting from account activity. ltem No. Description
Activity on Jul 21, 2006 Quantity Rate

(Monthly Charges are Prorated from Jul 21, 2006 through Aug 16, 2005) Your bill reflects a rate decrease from \$17.04 to \$16.00 for: (Monthly Charges are Prorated from Jul 21, 2006 through Aug 16, 2006)

4. Monthly Service

News You Can Use Summary

- PREVENT DISCONNECT
- . LONG DIST. PROVIDERS
- RATE CHANGES
- FEDERAL CHARGE
- PAY BILLS ONLINE

See "News You Can Use" for additional information

Local Services provided by AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Ohlaham's, et AT&T Texas based upon the service address lecation. U.S. Pat. 0410, 358 and 0414, 510

Payment is Not Required

\$.00

MARY ROBINSON

😂 at&t

Billing Date Aug 17, 2006

Account Number 314 241-1196 302 6 See Convergent Bill Oo Not Pay

1456 KEALTY LN SAINT LOUIS MO 63104 - 3020

Monthly

Amount

Billed

.95CR



Tourise Commen

Page 2 of 4 AccountNumber 314241-1196 302 6 Billing Date Aug 17, 2006



Additions	and Changes to Service - Continu	ed ·	
ltem		Monthly	Amount
No. Des	cription	Quantity Rate	Billed
Activity or	Jul 21, 2006		
(Monthly 0			
Jul 21, 200			
Your bill re			
from \$3.96			
1. Mo	.94		
Total Add	tions and Changes to Service		. CH CR
<u>Directory</u>	Assistance		
411			
2	10 Call(s) billed at \$.73 each		7.30
Surcharge	es and Other Fees		
3. Reli	ay Missouri Surcharge		. 13
4. MD	Municipal Business License Suro	:harge	2.73
Total Surc	charges and Other Fees		2.66
Texes		1001	
5. Fed	erat(Local Charges)		. 79
6. Fed	erai(Non-regulated& Toll Charge	es)	.00
7. Sta	te and Local (Local Charges)		1.93
8. Sta	te and Local (Non-regulated & To	ll Charges)	. 38
Total Tax	15		3.08
TotalPi	lans and Services		41.67

AT&T Long Distance

Important Information

Your Rates, Terms Or Services Have Changed: Effective October 12, 2006, the Just Call 7 Cents calling plan monthly recurring charge will increase from \$2.00 to \$4.00. The domestic directdialed per minute rate will remain \$0.07. This plan is no longer offered to new customers, but you may keep the plan until it is discontinued entirely or until you move or is discontinued entirely or until you move or change your service. If you move or change your service, you must select another long distance price plan. For more information, or to discuss other long distance calling plans, please refer to the phone number on the front of your bill. Thank you for choosing ATAT Long Distance.

International Rate Increase: Effective 10/1/2006 basic, non-plan direct-dialed and calling card per minute rates from the US to international destinations will increase. Visit www.att.com/internationalrate for these rates as

Important Information - Continued of the effective date. For a recording of direct-dialed per minute rates by country you may call: 1-877-722-4876. For calling card rates, please call 1-888-472-1935. Thank you for choosing

ATAT Long Distance.

Involce Su	int in					
(as	of Augu	ist 06, 2006)			
Curr	ent Cha	rges				Assunt
Serv	ice Cha	irges				2.00
Cred	lits arx	l Adjustments				.00
	Charge					3.36
Surc	harges	and Other Fees				.59
Taxe	5					.09
Total Invo	ice Sur	mary				6.04
Service Ch						
Monthly Se	rvice (Starges				
Туре	of Ser	vice	Period	Qty		Asount
9. Just	Call 7	Cents	08/05-09/0)4 1		2.00
Total Hont	:hly Sei	rvice Charges				2.00
Total Serv	rice Cha	arges				2.00
Dome item	etic					
No. Date	Time	Place Called	Number	Code	Min	Amount
10.7-14		OKLA CITY OK		D	9:00	.63
		OKLA CITY OK	405 270-1410	D	11:00	.17
12.7-24	131P	OKLA CITY OK		D	9:00	.63
13.7-31	414P	OKLA CITY OK	405 270-1410	Ð	3:00	.21
14.7-31	427P	CHARLESTON IL	217 581-8121	D	2:00	. 14
15.7-31	445P	OKLA CITY OK	405 270-1410	D	1:00	.07
16.8-01		OKLA CITY OK		D	13:00	.91
Subtotal i	Pomes t fe	c Calls for 314	-241 - 1196			3.36
Total Dom	estic C	alls for 314-24	1-1196			3.36
Total Cal	s for	314-241-1196				3.36
Total Cal	Charg	es				3.36
Surcharge						
	criptio					
		sat Service Fun	10			.44
		gulatory Fee	inanan Tau P			,04 .11
			icense Tax Reco	very		
IOES! SUN	cu ar pe s	and Other Fees				.59

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Page 3 of 4
Account Number 314 241-1196 302 6
Billing Date Aug 17, 2006

AT&T Long Distance

Taxes	
Description	
1. Federal Tax	.00
2. State and Local Taxes	.09
Total Taxes	.09
Key to Calling Codes D Day	
Total AT&T Long Distance	6.04

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.94. Also, neglecting to pay for other charges such as the SBC Advantage PlansM, long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST. PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

RATE CHANGES

The SBC Calling Services Cards & SBC One Number Calling Cards won't be offered as of 9/30/06 & will be withdrawn on 12/31/06, after which 1-800-522-2020 dialing won't be available. You may dial 0 + Area Code + Number, however, rates & surchargesfor 0+ dialing will vary depending on the carrier completing your call. For more info, please call 1-800-464-7928. Thank you for choosing AT&T.

FEDERAL CHARGE

Effective 8/1/06, the Federal Subscriber Line Charge for all Residential and Business customers increased. Your current bill reflects this change. Lifeline customers will continue to receive credit for the Federal Subscriber Line Charge. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill. Thank you for choosing AT&T Missouri.

PAY BILLS ONLINE

Now AT&T eBill is better than ever! Did you know you can now pay with your debit card or even schedule a future-dated payment from your bank account? Visit att.com/billmessageto learn more.

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:
-The inside of the AT&T White Pages directory, or

-Visit us on the web at att.com/terms



Page 4 of 4
AccountNumber 314 241-1196 302 6
Billing Date Aug 17, 2006

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Billed on Behalf of AMERICA ONLINE	·····
Itemized Charges and Credits	
Item	
No. Date Description	
Charges for 314241-1196	
1.7-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	
2. Federal	.00
3. State and Local	.00
Total Taxes	.00

Page 1 of 4

Account Number 314 241-1196 302 6 Billing Date Sep 17, 2006

Web Site att.com



Bill-At-A-Glance	
Previous Bill	82.66
Payment	.00
Adjustments	82.66CR
Balance	.00
Current Charges	96.21
See Convergent Summary Bill	\$.00

Do Not Pay

AT&T Benefits

 Thankyou for being an SBC Connections⁵³² customer, featuring savingsfrom: *AT&T Missouri *AT&T Long Distance

Your SBC Connections monthly savings:\$19.15

Detail of Payments and Adjustments

ltem:				
<u>No.</u>	0ate 9-17	Description Amount Transferredto Convergenti	Adjustments	<u>Payments</u>

Billing Summary

Questions? Call:

Plans and Services	48.42

1 800 585-7928 Payment Arrangements: 1 800 616-1171 Service Changes: 1 800 464-7928 Repair Services: 1 800 246-8464 AT&T Corp. 9.15 1 800 222-0300

AT&T Long Distance 3.69 1 800 585-7928 eBillit 34.95 1 800 800-2526

Total Current Charges 96.21

News You Can Use Summary

See "News You Can Use" for additional information

PREVENT DISCONNECT

DISABLED DISCOUNT

Plans and Services

19 Call(s) placed

2. EnhancedChoice***	25.95
Lifeline Service	
Call Blocker ^{co}	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Catier ID Number Delivery	
InLine® Repair Plan	
Three-Way Calling	
3. Non Published Listing	2.49
Total Monthly Service	28.44
Directory Assistance	

4 Call(s) allowed 15 Call(s) billed at \$.73 each 10.95 Multiple Listing Requests 1 Call(s) billed at \$.73 each .73 Total Directory Assistance 11.68

LocalToll Ites No. Date Time Place Called Number Code Ittn Itemized Calls 6. 9-10 526P DA CL COMP 7. 9-19 220P NATL411SVC 314 721-4096 2 # .30 314 411-0000 1.37 1.67 Total Itemized Calls # - State Taxable

Local Services provided by AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahama, or AT&T Texas based upon the service address lecation. U.S. Pat. D410, 950 and D414, 510

Payment is Not Required

. LONG DIST. PROVIDERS

NEW INQUIRY NUMBER

Balance

\$.00



Billing Date Sep 17, 2006

Account Number 314 241-1196 302 6 See Convergent Bill Do Not Pay

MARY ROBINSON 1456 KEALTY LN SAINT LOUIS MO 63104 - 3020





Plans and Services

	Toll - Continued Local Toll	1.67
Surc	harges and Other Fees	
1.	Relay Missouri Surcharge	.13
2.	MO Municipal Business License Surcharge	2.90
Tota	Surcharges and Other Fees	3.03
Taxe		
Taxe 3.	s Federal (Local Charges)	.80
		.80 .00
3.	Federal (Local Charges)	,,,,
3. 4.	Federal (Local Charges) Federal (Non-regulated & Toll Charges)	.00
3. 4. 5. 6.	Federal (Local Charges) Federal (Non-regulated & Toll Charges) State and Local (Local Charges)	.00 2.32

AT&T Corp.

<u>Long</u> Item	Dista	100					_	
No.		Tipe	Place Called	Number	Code	Min		
	ges for	314241- ilis	1196					
7.		511P CT FROM	ST LOUIS NO Payphon no	314 241-1196 314 645-9418	ESB	9	*	8.50
Taxe	<u> </u>							
0.	Fede							.00
9.	State	and Loc	ai					. 65
Tota	Taxe							. 65
# Sta	ite Tax	able						
Key	to Call	ing Code	\$					
B C	olleçt		E Eve	ening	S	Statio	on to St	ation
Tot	alAT	&T Co	rp.					9.15

AT&T Long Distance

Important Information

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

AT&T Long Distance Calling Card Policy Change: Effective 11/12/06, any AT&T Long Distance Calling Card that has not been used or is no Important Information - Continued
longer used for any continuous 18 month period
will be considered 'abandoned' by ATAT Long
Distance. The Company may, at its sole
discretion, descrivate any abandoned Calling

discretion, descrivate any abandoned Calling Card(s) without further customer notice. For more information, please refer to the phone number on the front of your bill. Thank you.

Invoice Summ					
	September 06, 200	(6)			
Current					Asount
Service					2.00
	and Adjustments				.00
Call Chi					1.26
Surchar _i Taxas	es and Other Fee	15			.34 .09
Total Invoice	Summary				3,69
Service Charg	13				_
Monthly Servi	ce Charges				
Type of	Service	Period	Qty		Asount _
10. JustCal	7 Cents	09/05-10/0	24 1		2.00
Total Monthly	Service Charges				2.00
Total Service	Charme				2.00
Cell Charges	- Aug 5th thru Se	np 4th			
	- Aug 5th thru Se -241-1196	op 4th		t-	
<u>Call Charges</u> Calls for 314	- Aug 5th thru Se -241-1196	op 4th		<u> </u>	
Call Charges Calls for 314 Domestic	- Aug 5th thru Se -241-1196		Code	<u>Nin</u>	Assount
Call Charges Calls for 314 Domestic Item Mo. Date	- Aug 5th thru Se -241-1196 : me Place Called 244 OMAHA NE	<u>Number</u> 402 502-3140	Code D	Min 1:00	Amount .07
Call Charges : Calls for 314 Domestic Item No. Date Ti 11.8-08 111 12.8-28 111	- Aug 5th thru Se -241-1196 : me Place Called !AA OMAHA NE !GA DKLA CITY OK	Number 402 502-3140 405 270-1410			<u>Amount</u> .07 1.18
Call Charges : Calls for 314 Domestic Item No. Date Ti 11.8-08 111 12.8-28 111	- Aug 5th thru Se -241-1196 : me Place Called 244 OMAHA NE	Number 402 502-3140 405 270-1410	D	1:00	Amount .07
Call Charges Calls for 314 Domestic Xtem No. Date	- Aug 5th thru Se -241-1196 : me Place Called !AA OMAHA NE !GA DKLA CITY OK	<u>Number</u> 402 502-3140 405 270-1410 14-241-1196	D	1:00	<u>Amount</u> .07 1.18
Call Charges - Calls for 314 Domestic Item No. Date Ti 11.8-08 11: 12.8-28 11: Subtotal Domestic Total Domesti	- Aug 5th thru Sa -241-1196 c me Place Called 4A OMANA NE 16A DKLA CITY OK stic Calls for 31	<u>Number</u> 402 502-3140 405 270-1410 14-241-1196	D	1:00	Amount ,07 1,18 1,20
Call Charges - Calls for 314 Domestic Stem No. Date Ti 11.8-08 11: 12.8-28 11: Subtotal Dome Total Calls f	- Aug 5th thru Sa -241-1196 c me Place Called 4A OMANA NE 16A OKLA CITY OK atic Calls for 31 c Calls for 314-2	<u>Number</u> 402 502-3140 405 270-1410 14-241-1196	D	1:00	Amount .07 1.19 1.20
Call Charges Calls for 314 Domestic Stem No. Date II 11. 8-08 11: 12. 8-28 11! Subtotal Domestic Total Calls for Total Calls for Total Call Call Call Call Call Call Call C	- Aug 5th thru Se-241-1196 E Place Called PA ONAHA NE 18A ONCA CITY ON atic Calls for 314-241-1196 arges	<u>Number</u> 402 502-3140 405 270-1410 14-241-1196	D	1:00	Amount .07 1.18 1.24 1.26
Call Charges - Calls for 314 Domestic Item No. Date II 11.8-08 11 12.8-28 11 Subtotal Dome Total Domesti Total Calls f Yotal Call Ch Surcharges an	- Aug 5th thru Sa-241-1196 me Place Called 4A OWANA NE 16A DKLA CITY OK stic Calls for 314-2 or 314-241-1196 arges d Other Fees	<u>Number</u> 402 502-3140 405 270-1410 14-241-1196	D	1:00	Amount .07 1.18 1.24 1.26
Call Charges Calls for 314 Domestic Item Mo. Date II 11.8-08 11 12.8-28 11 Subtotal Domesti Total Calls f Total Call Ch Surcharges an Descrip	Aug 5th thru Se-241-1196 me Place Called AA OMAHA NE DEA OKLA CITY OK stic Calls for 314-241-1196 arges d Other Fees tion	Number 402 502-3140 (405 270-1410 (4-241-1196 241-1196	D	1:00	Amount .07 1.18 1.24 1.26 1.28
Call Charges Calls for 314 Domestic Stem No. Date II 11.8-08 11: 12.8-28 11: Subtotal Dome Total Calls f Total Call Charges and Descrip 13. Fed Uni	- Aug 5th thru Sa-241-1196 me Place Called 4A OWANA NE 16A DKLA CITY OK stic Calls for 314-2 or 314-241-1196 arges d Other Fees	Number 402 502-3140 (405 270-1410 (4-241-1196 241-1196	D	1:00	Amount .07 1.18 1.24 1.26

34

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Total Surcharges and Other Fees



3.69

Page 3 of 4

Account Number 314 241-1196 302 6 Billing Date Sep 17, 2006

AT&T Long Distance

News You Can Use

Total AT&T Long Distance

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephoneline, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.00. Also, neglecting to pay for other charges such as the SBC Advantage PlansM, long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST. PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

DISABLED DISCOUNT

You may be eligible to receive a \$3.50 discount on your local phone service if you receive benefits from Veterans Administration Disability Benefits, State Blind Pension, State Aid to Blind Persons, Federal Social Security Disability, State Supplemental Payments, or Supplemental Security Income. For more information or to apply for this discount, please call 1-800-464-7928 for more information.

NEW INQUIRY NUMBER

In an effort to better serve our customers, we have established a new, easy to remember, phone number to reach us. For questions about your AT&T products and services or service changes, simply dial toll free 1-800-ATT-2020 (1-800-288-2020). For questions about Repair or Payment Arrangements, please continue to refer to the phone numbers listed on the front page of your bill.

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:

-The inside of the AT&T White Pages directory, or

-Visit us on the web at att.com/terms



Page 4 of 4

AccountNumber 314241-1196 302 6

Billing Date Sep 17, 2006

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Billed on Behalf of AMERICA ONLINE		
Itemized Charges and Credits		
Item		
No. Date Description		
Charges for 314 241-1196		
1.8-27 AOL FOR BROADBAND MONTHLY FEE		
Taxes		
2. Federal	.00	
3. State and Local	.00	
TotalTaxes	.00	
	.00	



Page 1 of 4
AccountNumber 314 241-1196 302 6
Billing Date 0ct 17, 2006

Web Site att.com



Bill-At-A-Glance	
Previous Bill	96.21
Payment	.00
Adjustments	96.21CR
Balance	.00
Current Charges	95.31
See Convergent Summary Bill	\$.00
Do Not Pay	

Billing Summary

n	nest	in	7	٠.	П÷

Plans and Services	48.65
1 800 288-2020	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 288-2020	
Repair Services:	
1 800 246-8464	
AT&T Corp.	5.70
1 800 222-0300	
AT&T Long Distance	6.01
1 800 288-2020	
eBillit	34.95
1 800 800-2526	
Total Current Charges	95.31

News You Can Use Summary

- PREVENT DISCONNECT
- . LONG DIST. PROVIDERS
- EASY BILL PAY

See "News You Can Use" for additional information

Detail of Payments and Adjustments

Item				
No.	Date	Description	Adjustments	<u>Payments</u>
1.	10-17	Amount Transferred to Convergent Bill	96.21CR	

Plans and Services

Monthly Service - Oct 17 thru Nov 16	
2. EnhancedChuica ^{ssa}	25.95
Lifeline Service	
Call Blocker**	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
InLine® Repair Plan	
Three-Way Calling	
3. Non Published Listing	2.61
Total Monthly Service	28.56
Additions and Changes to Service	
This section of your bill reflects charges and credits resulting	

This section of your bill reflects charges at	nd credits resulting	
from account activity.		
Item	Monthly	Amount
No. Description	Quantity Rate	Billed
Activity on Oct 1, 2006		
(Monthly Charges are Prorated from		
Oct 1, 2006 through Oct 16, 2006)		
Your bill reflects a rate increase		
from \$2,49 to \$2.61 for:		
4. Monthly Service		.08

Directory Assistance	<u> </u>	
411		

	17	Call	s) placed				
	2	Call(s) allowed				
5.	5. 15 Call(s) billed at \$.73 each				10.95		
<u>Loca</u> It e a	iToll						
No.	Date	Time	Place Called	Number	Code	Min	
temi	zed Cal	ls					
6.	0.06	839A	INTERRUPT	314 862-3028	0		2.31

- State Taxable

Local Services provided by AT&T Arkansas, AT&T Kanses, AT&T Missouri, AT&T Oklohom a. or AT&T Texno based upon the service address location. U.S. Pat. D418, 950 and D414, 518

Payment is Not Required

Balance

\$.00



Billing Date Oct 17, 2006

Account Number 314 241-1196 302 6 1456 KEALTY LN SAINT LDUIS MC

MARY ROBINSON 1456 KEALTY LN SAINT LOUIS MO 63104 - 3020





Plans and Services

6. State and Local (Non-regulated & Toll Charges)

Loca	l Toll-	Continue	<u>d</u>

Key to Calling Codes

O Oper-Dial Rates

Total Taxes

in the	hargesand Other Fees	
1.	Relay Missouri Surcharge	.1:
2.	MO Municipal Business License Surcharge	2.9
	Surcharges and Other Fees	3.0
ų.	I SALCHAI RAZGUE AMIALL AGS	3.0
exe	•	3.01
	•	.8
exe	18	

Total Plans and Services 48.65

AT&T Corp.

Long Itaa No.	Date		Place Called	Number	Code	Min		
	ges for izen Ca	314 241- ilis	1196					
7.	8-30	843A CT FRON	ST LOUIS NO Payphon no	314 241-1196 314 361-9127	N\$B	1	*	5.30
Taxe	3							
6.	Fede	rai						.00
9.	State	and Loc	al					. 40
Tota	Taxes	3						. 40
# Sta	te Tax	able						
Keyl	o Catli	ing Code	5					
ВС	ollect		N Nig	ht/Weekend	S	Statio	onto St	ation
Tot	alAT	&T Co	rp.					5.70

AT&T Long Distance

Important Information

Message Regarding Terms & Conditions: To view your Terms & Conditions for AT&T Long Distance, access wew.abc.com/public_affairs or call 1-888-225-8530 to have a copy mailed. International Mobile Termination Charge Change: Effective 11/22/2008, International Mobile Termination charges(INTC)will also apply to

Important Information - Continued

international calls to a special services telephone number which may or may not be wireless and may be for adult entertainment purposes. For the current rates you may visit us at att.com/into. For a recording of the rates by country (in English or an Espanol), you may call 1-888-472-1935. Thank you for choosing AT&T Long Distance.

1	NV01	CI.	Summerry

.38 3.64

(as of October 06, 2006)	
Current Charges	Amount
Service Charges	2.90
Credits and Adjustments	.00
Call Charges	3.22
Surcharges and Other Fees	.52
Texes	.27

6.01

3.22

Total Invoice Summary

Service Charges **Honthly Service Charges**

Type of Service	Pertod	Qty	Amount
10. JustCall 7 Cents Total Monthly Service Charges	10/05-11/04	1	2.00 2.00
Total Service Charges			2.00

Call Charges - Sep 5th thru Oct 4th Calls for 314-241-1196

Domestic

Total Call Charges

Item						
No. Date	Time	Place Called	Number	Code	<u>Hin</u>	<u>Amount</u>
11.9-06	1122A	JEFFERSNCY NO	573 751-4800	D	2:00	.14
12.9-06	1124A	JEFFERSNCY NO	573 751-4600	D	5:00	. 35
13.9-15	251P	DKILA CITY OK	405 270-1410	D	4:00	.28
14.9-19	2229	MASHINGTON DC	202 434-2277	D	9:00	.63
15.9-25	247P	FENTON NO	836 326-7000	D	7:00	.49
16.9-25	351P	FENTON NO	636 326-7000	D	4:00	.28
17.9-25	356P	FENTON (10	636 326-7000	ð	1:00	.07
18.10-02	516P	FENTON NO	636 326-7000	Þ	8:00	.56
19.10-02	526P	FENTON 190	636 326-7000	D	8:00	.42
Subtotal D	omesti	Calls for 314	-241-1196			3.22
Total Bome	stic C	alls for 314-24	1-1196			3.22
Total Call	s for :	314-241-1196				3.22

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AT&T Long Distance

Surch	arges and Other Fees	
	Description	
1.	Fed Universal Service Fund	.17
2.	Federal Regulatory Fee	.02
3.	Missouri Local Business License Tax Recovery	.33
Total	Surcharges and Other Fees	. 52
Taxes		
	Description	
4.	Federal Tax	.00
5.	State and Local Taxes	.27
Total	Taxes	.27
	o Calling Codes	
D Da	•	
Tota	6.01	

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.00. Also, neglecting to pay for other charges such as the Advantage PlansM, long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST. PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

FASY RILL PAY

Paying your bill over the phone is easy and free. Call 1-800-288-2020, provide your telephone number, say "Pay Bill" and follow the prompts. You can also check your balance, confirm payments, make payment arrangements or find payment locations. Be sure to have a copy of your bill, as well as credit card or checking account information handy.

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:

-The inside of the AT&T White Pages directory, or

-Visit us on the web at att.com/terms



Page 4 of 4

Account Number 314 241-1196 302 6 Billing Date Oct 17, 2006

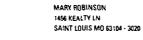
Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Billed on Behalf of AMERICA ONLINE	
Itemized Charges and Credits	
ltem	
No. Date Description	
Charges for 314 241-1196	
1.9-27 AUL FOR BROADBAND HONTHLY FEE	34.95
Taxes	
Taxes 2. Federal	.00
2. Federal	.00 .00 .00



ltem

Page 1 of 3 Account Number 314 241-1196 302 6 Billing Date Nov 17, 2006

Web Site Bitt.Com

Payments

2.61

28.56

5.32

.13

3.77

3.90

.B1

.00

1.83

40.80

Detail of Payments and Adjustments

No. Date Description Adjustments 11-17 Amount Transferred to Convergent Bill 95.310

Plans and Services

Monthly Service - Nov 17 thru Dec 16 2. EnhancedChoice** Litalina Service Call Blocker Call Forwarding **Call Waiting** Call Waiting ID

Caller ID Name Delivery Caller ID Number Delivery InLine® Repair Plan

> 10 Call(s) placed 3 Call(s) allowed 7 Call(s) billed at \$.76 each

Three-Way Calling 3. Non Published Listing

Total Monthly Service

Directory Assistance

Surchargesand Other Fees

5. Relay Missouri Surcharge

Total Surcharges and Other Fees

7. Federal (Local Charges)

Total Plans and Services

6. MO Municipal Business License Surcharge

8. Federal (Non-regulated & Toll Charges)

10. State and Local (Non-regulated & Toll Charges)

9. State and Local (Local Charges)

411

Taxes

Total Taxes



Bill-At-A-Glance	
Previous Bill	95.31
Payment	.00
Adjustments	95.31¢R
Balance	.00
Current Charges	80.09
See Convergent Summary Bill	\$.00
Do Not Pay	

Billing Summary

Questions? Call:	
Plans and Services	40.80
1 800 288-2020	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 288-2020	
Repair Services:	
1 800 246-8464	
AT&T Long Distance	4.34
1 800 288-2020	
e Billit	34.95
1 800 800-2526	
Total Current Charges	80.09

News You Can Use Summary

- PREVENT DISCONNECT
- LONG DIST, PROVIDERS
- REPAIR MADE EASY!
- · RATE INCREASES
- . CHECK ON AN ORDER
- See "News You Can Use" for additional information

Local Services provided by AT&T Arkansas, AT&T Kansas, AT&T Misseuri, AT&T Oklohama, or AT&T Texas based upon the service address location.

U.S. Pat. 0418, 958 and 0414, 510

Payment is Not Required

\$.00 Balance

😂 at&t

Billing Date Nov 17, 2006

Account Number 314 241-1196 302 6 See Convergent Bill Do Not Pay

MARY ROBINSON 1456 KEALTY LN SAINT LOUIS MO 63104 - 3020





Page 2 of 3 Account Number 314 241-1196 302 6 Billing Date Nov 17, 2006

AT&T Long Distance

Important Information

Message Regarding Terms & Conditions:
To view your Terms & Conditions for AT&T Long
Distance, access www.sbc.com/public_affairs
or call 1-888-225-8500 to have a copy mailed.
AT&T Long Distance Galling Card Policy Change:
Effective 1/12/07, any AT&T Long Distance
Calling Card that has not been used or is no
tonger used for any continuous 18 month period
will be considered 'abandoned' by AT&T Long
Distance. The Company may, at its sole
discretion, deactivate any abandoned Calling
Card(s) without further customer notice. For
more information, please call 1-888-516-2272.
Thank you.

Invoic	Sundary			
	(as of November 06, 2006)			
	Current Charges			Anount
	Service Charges			4.00
	Credits and Adjustments			.00
	Call Charges			.00
	Surcharges and Other Fees			.16
	Taxes			. 18
Total	Invoice Summary			4.34
Service	ca Charges			,,,,
Honth	ly Service Charges			
	Type of Service	<u>Period</u>	Qty	Asount
1.	JustCall 7 Cents	11/05-12/04	1	4.00
Total	honthly Service Charges			4.00
Total	Service Charges			4.00
Surch	arges and Other Fees			
	Description			
2.	Fed Universal Service Fund			.15
3.	Federal Regulatory Fee			.01
Total	Surcharges and Other Fees			.16
Tames				
	Description			
4,	Federal Tax			.00
5.	State and Local Taxes			. 18
	Tames			.18
Tota	al AT&T Long Distance			4.34

News You Can Use

PRÉVENT DISCONNECT

Thankyou for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.00. Also, neglecting to pay for other charges such as the Advantage Plan®, long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST, PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local to Dicarrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

REPAIR MADE EASY!

Did you know that you can report trouble or check the status of a trouble on your voice line by using our Automated Repair System? Our system is able to test your line, diagnose the problem, and let you know when your trouble will be repaired. It's that easy, Call us at 1 800 246-8464 or visit us online at att.com/repair.

RATE INCREASES

Effective 1/1/07, the monthly rate for 2-Line Personal ChoiceSM, Personal ChoiceSM, Enhanced ChoiceSM, 2-Line Enhanced ChoiceSM, 2-Line Enhanced ChoiceSM, 2-Line Enhanced ChoiceSM, 2-Line Enhanced ChoiceSM Plus, Personal ChoiceSM Plus and 2-Line Personal ChoiceSM Plus will increase by \$1.05. For more information, or to learn more about our other money-savingpackages, products or services, please call 1 800 288-2020 or visit us online at att.com. Thankyou for choosing AT&T Missouri.

EASY BILL PAY

Paying your bill over the phone is easy and free. Call 1-800-288-2020, provide your telephone number, say 'Pay Bill' and follow the prompts. You can also check your balance, confirm payments, make payment arrangements or find payment locations. Be sure to have a copy of your bill, as well as credit card or checking account information handy.

CHECK ON AN ORDER

Call 1-800-288-2020, provide your telephone number, and say "Check on Order" to find out the status of an order. You will need to enter your order number and then follow the prompts. HELP WITH A PHONE FEATURE: Call 1-800-288-2020 provide your telephone number, say the name of the feature (such as "Caller ID), and then say "Get Information" at the next prompt. You will be provided a list of topics specific to that feature.

Terms and Conditions

For e complete asting of Terms and Conditions, please refer to:
-The inside of the AT&T White Pages directory, or
-Visit us on the web at att.com/terms



Page 3 of 3 Account Number 314 241-1196 302 6 Billing Date Nov 17, 2006

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

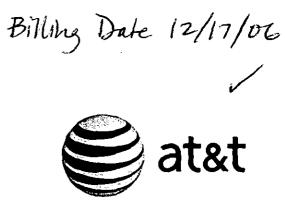
Current Charges

Billed on Behalf of AMERICA ONLINE	
Itemized Charges and Credits	
îtem	
No. Date Description	
Charges for 314 241-1196	_
1.10-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	
2. Federal	.00
3. State and Local	
	.00
Total Taxes	.00 .00

314 241-1196 302

MARY ROBINSON

MARY ROBINSON C/O JENNIFER HEGGAMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108



Bill-At-A-Glance	
Previous Bill	80.09
Payment Adjustments	.00 80.09-
Balance	.00
Current Charges	87.77
See Convergent Summary Bill Do Not Pay	\$.00
Local Services provided by AT&T Arkansas, AT&T Kansas, AT&T Missouri	i,
AT&T Oklahoma, or AT&T Texas based upon the service address location Copyright 2006 AT&T Knowledge Ventures. All rights reserved.	١.
Billing Summary	
Questions? Call: Plans and Services	48.02
1 800 288-2020	70.UL
Payment Arrangements: 1 800 616-1171	
Service Changes:	
1 800 288-2020	
Repair Services: 1 800 246-8464	
AT&T Long Distance	4.80
1 800 288-2020 eBillit	34.95
1 800 800-2526	-
Total Current Charges News You Can Use Summary	87.77
PREVENT DISCONNECT LONG DIST. PROVIDERS	
SVC DISCONTINUATION SAVE WITH LIFELINE AT&T LOCAL TOLL	
See "News You Can Use" for additional information	
Detail of Payments and Adjustments Item	
No. Date Description Adjustments	Payments
1 12-17 Amount Transferred to Convergent Bill 80.09- Plans and Services	
Monthly Service ~ Dec 17 thru Jan 16	
2 Enhanced Choice Lifeline Service	25.95
Call Blocker	
Call Forwarding Call Waiting	
Call Waiting ID	
Caller ID Name Belivery Caller ID Number Delivery	
Inline Repair Plan	
Three~Way Calling 3 Non Published Listing	2 (1
Total Monthly Service	2.61 28.56
Directory Assistance 411	
15 Call(s) placed	
2 Call(s) allowed	
4 13 Call(s) billed at \$.76 each MULTIPLE LISTING REQUESTS	9.88
5 2 Call(s) billed at \$.76 each	1.52
Total Directory Assistance Surcharges and Other Fees	11.40
6 Relay Missouri Surcharge	.13
7 Special Municipal Charge TOTAL SURCHARGES AND OTHER FEES	4.45 4.58
Taxes	7.20



```
8 Federal (Local Charges)
9 Federal (Non-regulated & Toll Charges)
16 State and Local (Local Charges)
11 State and Local (Non-regulated & Toll Charges)
TOTAL TAXES
Total Plans and Services
PERMIT
                                                                                                                                                                                          .81
                                                                                                                                                                                          .00
                                                                                                                                                                                       2.29
                                                                                                                                                                                         . 38
                                                                                                                                                                                       3.48
                                                                                                                                                                                     48.02
U.S. Pat. D410, 950 and D414, 510
Payment is Not Required
Billing Date Dec 17, 2006
                                                                                                Balance $.00
Account Number 314 241-1196 302 6
                       See Convergent Bill Do Not Pay
                                                                                                          MARY ROBINSON
1456 KEALTY LN
SAINT LOUIS
                                                                                                                                                     MO 63104-3020
             9759 31424111963026 200000000000 17700000000000000000000
AT&T Long Distance
Important Information
Important information
Changes to Federal Regulatory Fee:
Effective on or after January 22, 2007, the
Federal Regulatory Fee will be identified as
the Carrier Cost Recovery Fee. Its rate will
change from 0.7% to $0.99 per month in which you
have state-to-state and/or international charges
on your AT&T Long Distance telephone account.
Calling Card Features:
Effective March 1. 2007. Conference Calling and
Effective March 1, 2007, Conference Calling and Speed Dialing features will no longer be available when you use your AT&T Long Distance Calling Card. We apologize for any inconvenience. For more information, please call the number on your bill.
 Invoice Summary
          (as of December 06, 2006)
Current Charges
                                                                                                                                                                     Amount
             Service Charges
Credits and Adjustments
                                                                                                                                                                                       4.00
                                                                                                                                                                                         . ōō
                                                                                                                                                                                         .42
             Call Charges
              Surcharges and Other Fees
             Taxes
                                                                                                                                                                                          .18
 Total Invoice Summary
                                                                                                                                                                                       4.80
Service Charges
Monthly Service Charges
Type of Service
                                                                                                                         Qty<sub>1</sub>
                                                                                         Period
                                                                                                                                                                     Amount
k o o k k k
Total Monthly Service Charges
Total Service Charges
Call Charges - Nov 5th thru Dec 4th
Calls for 314-241-1196
Domestic
                                                                                                                                                                                       4.00
                                                                                                                                                                                       4.00
                                                                                                                                                                                       4.00
 Item
No. Date Time Place Called Number 2 11-29 941P AUSTIN TX 512 404-1207 Subtotal Domestic Calls for 314-241-1196 Total Domestic Calls for 314-241-1196 Total Calls for 314-241-1196 Total Call Charges Surcharges and Other Fees
                                                                                                                             Code
                                                                                                                                                Min
                                                                                                                                                                     Amount
                                                                                                                                                                                          . 42
                                                                                                                                                 6:00
                                                                                                                                                                                         .42
     Description
3 Fed Universal Service Fund
4 Federal Regulatory Fee
                                                                                                                                                                                          .19
                                                                                                                                                                                          .01
 Total Surcharges and Other Fees
 Taxes
          Description
```

Federal Tax 6 State and Local Taxes Total Taxes .18 KEY TO CALLING CODES D Day News You Can Use PREVENT DISCONNECT Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.00. Also, neglecting to pay for other charges such as the Advantage Plan(SM), long distance, voice mail, Inline, wireless, and Internet may result in these services being interrupted.
LONG DIST. PROVIDERS
Our records indicate that you have selected Our records indicate that you have selected AT&T Long Distance or a company AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary land. or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

SVC DISCONTINUATION The SBC Calling Services Cards and the SBC One Number Calling Cards (1 800 522-2020 cards) will not be offered to new customers as of 2/19/07 and will be discontinued on 3/1/07. Cardholders may continue to use their cards through 2/28/07, after which time the cards will no longer function. For information on alternative solutions, please contact us at 1 800 288-2020. Thank you for choosing AT&T. SAVE WITH LIFELINE Lifeline offers discounts on monthly local phone service and line connection charges. You may qualify if you receive benefits from Medicaid, food stamps, Supplemental Security Income (SSI), federal public housing assistance or Section 8, National School Free Lunch Program, Temporary Assistance for Needy Families, or Low-income Home Energy Assistance Program (LIHEAP). For more information or to apply for this discount, call 1 800 288-2020. News You Can Use (continued) AT&T LOCAL TOLL Effective 1/1/2007, the out-of-state Local Toll day, evening and night per minute rates will increase from \$0.39 to \$0.47. These changes do not apply to AT&T Long Distance plans. For more information, or to learn more about our money-saving packages, please call 1 800 288-2020 or visit us online at att.com. Terms and Conditions For a complete listing of Terms and Conditions, please refer to: -The inside of the AT&T White Pages directory, or -Visit us on the web at att.com/terms NEED TO CONTACT US? Since our telephone directories are published only once per year, the toll-free customer service number listed in your current directory could be outdated. To ensure that you reach the correct customer service representative, please contact us at att.com or 800 288-2020 for questions about your residential bill or order. Please have your head to the correct of the bill handy for review. Thank you for choosing AT&T. IMPORTANT INFORMATION This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges	
Billed on Behalf of AMERICA ONLINE	
Itemized Charges and Credits	
Item	
No. Date Description	
Charges for 314 241-1196	
1 11-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	•
2 Federal	.00
3 State and Local	. 00
Total Taxes	. 0 0
Total eBillit	34.95
TOTAL CHILL	34.73



MAILING LABEL

4808.1.0.21 1 SP 0.000

Tilleadheadhbalealadhalaadhallaaladhd

MARY ROBINSON C/O JENNIFER HEGGAMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108-2811 This page intentionally left blank



MOSNIBOR YRAM 1456 KEALTY UN SAINT LOUIS MO 63104 - 3020

Page 1 of 4 Account Number 314 241-1196 302 6 Billing Date Dec 17, 2006

WabSite att.com

Bill-At-A-Glance	
Previous Bill	80.09
Payment	.00
Adjustments	80.09CR
Balance	.00
Current Charges	87,77
See Convergent Summary Bill	\$.00
Do Not Pay	

Billing Summary

Plans and Services

Ques	tions?	Cal	Ŀ

-,0,0
4.80
34.95
51155
87. 7 7

News You Can Use Summary

- PREVENT DISCONNECT
 SVC DISCONTINUATION
- LONG DIST. PROVIDERS
- SAVE WITH LIFELINE
- AT&T LOCAL TOLL
- See "News You Can Use" for additional information

Detail of Payments and Adjustments

Item			
	Description Amount Transferred to Convergent Bil	Adjustments 80.09CR	<u>Payments</u>

Plans and Services

		ice - Dec 17 thru Jan 16	
2		ed Choice ^{se}	25.95
		e Service	
		ockers	
		rwarding	
	Call W		
		aiting ID	
	_	ID Name Delivery	
		ID Number Delivery	
		® Repair Plan	
•		-Way Calling	
3.		blishedListing	2.61
1002	MORENIA	y Service	28.56
Dire	iory Ass	istance	
411			
	15	Call(s) placed	
	2	Cali(s) allowed	
4,	13	Call(s) billed at \$.76 each	9.88
Mult	iple Listi	ng Requests	
5.	2	Call(s) billed at \$76 each	1.52
Total	Directo	ry Assistance	11.40
Surc	hargesa	nd Other Facs	
6.	Relay	Aissouri Surcharge	.13
7.	Specia	Municipal Charge	4.45
Total	Surcha	ges and Other Fees	4.58
Taxe	3		
8.	Federa	((Local Charges)	.81
9.	Federa	I(Non-regulated & Toll Charges)	.00
10.	State a	nd Local (Local Charges)	2.29
11.	State a	nd Local (Non-regulated & Toll Charges)	.38
Total	Taxes	-	3.44
Tat.	ai Pian	s and Services	48.02

Local Sorvices provided by AT&T Arkansos, AT&T Ransus, AT&T Missouri, AT&T Oktohama, or AT&T Texas based upon the service address lecation.

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

Payment is Not Required

48.02

Balance

\$.00



Billing Date Dec 17, 2006

See Convergent Bill Do Not Pay

Account Number 314 241-1196 302 6 456 KELTY UN SAINT LOUIS MO 53104 - 3020

MARY ROBINSON





AT&T Long Distance

Important Information

Changes to Federal Regulatory Fee: Effective on or after January 22, 2007, the Federal Regulatory Fee will be identified as the Carrier Cost Recovery Fee. Its rate will change from 0.7% to \$0.99 per month in which you have state-to-state and/or international charges on your AT&T Long Distance telephone account.

Calling Card Features:

Effective March 1, 2007, Conference Calling and Speed Ofaling features will no longer be available when you use your ATAT Long Distance Calling Card. We applogize for any inconvenience. For more inforestion, please call the number on your bill.

Invoice Sumary	
(as of December OS, 2006)	
Current Charges	Amount
Service Charges	4.00
Credits and Adjustments	.00
Call Charges	. 42
Surcharges and Other Fees	. 20
Taxes	.18
Yotal Invoice Summary	4.80
Service Charges	
Monthly Service Charges	
Type of Service Period Qty	Asount
1. JustCall 7 Cents 12/05-01/04 1	4.00
Total Honthly Service Charges	4.00
Total Service Charges	4.00
Call Charges - Nov 5th thru Dec 4th	
Calls for 314-241-1196	
Domestic	
Itee	
No. Date Time Place Called Number Code Min	Amount
2.11-29 941P AUSTIN TX 512 404-1207 D 8:00	.42
Subtotal Domestic Calls for 314-241-1196	.42
Total Domestic Calls for 314-241-1196	.42
Total Calls for 314-241-1196	12
Total Call Charges	.42
Surcharges and Other Fees	
Description	
3. Fed Universal Service Fund	.19

4.	Federal Regulatory Fee	.01	
Total	otal Surcharges and Other Fees		
Taxes			
_	Description		
5.	Federal Tax	.00	
6.	State and Local Taxes	.18	
Total	Taxte	.18	
Key t	calling Codes		
D Dary	y		
Tota	it AT&T Long Distance	4.80	

News You Can Use

PREVENT DISCONNECT

Thankyou for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.00. Also, neglecting to pay for other charges such as the Advantage Plan™, long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST. PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

SVC DISCONTINUATION

The SBC Calling Services Cards and the SBC One Number Calling Cards (1800 522-2020 cards) will not be offered to new customers as of 2/19/07 and will be discontinued on 31/07. Cardholders may continue to use their cards through 2/28/07, after which time the cards will no longer function. For information on atternative solutions, please contact us at 1800 288-2020. Thank you for choosing AT&T.

SAVE WITH LIFELINE

Lifeline offers discounts on monthly local phone service and line connection charges. You may qualify if you receive benefits from Medicaid, food stamps, Supplemental Security Income (SSI), federal public housing assistance or Section 8, National School Free Lunch Program, Temporary Assistance for Needy Families, or Low-income Home Energy Assistance Program (LINEAP). For more information or to apply for this discount, call 1 800 288-2020.

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Page 3 of 4
AccountNumber 314 241-1196 302 6
Billing Date Dec 17, 2006

News You Can Use

AT&T LOCAL TOLL

Effective 1/1/2007, the out-of-state Local Toll day, evening and night per minute rates will increase from \$0.39 to \$0.47. These changes do not apply to AT&T Long Distance plans. For more information, or to learn more about our money-saving packages, please call 1 800 288-2020 or visit us online at att.com.

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:

- -The inside of the AT&T White Pages directory, or
- -Visit us on the web at att.com/terms

NEED TO CONTACT US?

Since our telephone directories are published only once per year, the toll-free customer service number listed in your current directory could be outdated. To ansure that you reach the correct customer service representative, please contact us at att.com or 800 288-2020 for questions about your residential bill or order. Please have your bill handy for review. Thank you for choosing AT&T.

Page 4 of 4

Account Number 314 241-1196 302 6 Billing Date Dec 17, 2006

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Billed on Behalf of AMERICA ONLINE Itemized Charges and Credits	·
Item	
No. Date Description	
Charges for 314 241-1196	
1.11-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	
Taxes 2. Federal	.00
	.00.
2. Federal	

314 241-1196 302

MARY ROBINSON

MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108



Bill-At-A-Glance	87.77
Previous Bill Payment	.00
Adjustments	87.77-
Balance	.00
Current Charges	83.19
See Convergent Summary Bill Do Not Pay	\$.00
Local Services provided by AT&T Arkansas, AT&T Kansas, AT&T Miss	ouri.
AT&T Oklahoma, or AT&T Texas based upon the service address loca	
Copyright 2006 AT&T Knowledge Ventures. All rights reserved. Billing Summary	
Questions? Call:	
Plans and Services	41.82
1 800 288-2020	
Payment Arrangements: 1 800 616-1171	
Service Changes:	
1 800 288-2020	
Repair Services:	
1 800 246-8464 AT&T Long Distance	6.42
1 800 288-2020	0.72
eBillit	34.95
1 800 800-2526 Total Current Charges	83.19
News You Can Use Summary	03.17
PREVENT DISCONNECT LONG DIST. PROVIDERS	
FED EXCISE TAX SVC DISCONTINUATION	
REPAIR MADE EASY! GO ONLINE WITH DELL See "News You Can Use" for additional information	
Detail of Payments and Adjustments	
Item	
No. Date Description Adjustments	Payments
1 1-17 Amount Transferred to Convergent Bill 87.77- Plans and Services	
Monthly Service - Jan 17 thru Feb 16	
2 Enhanced Choice	27.00
Lifeline Service	
Call Blocker Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery Intine Repair Plan	
Three-Way Calling	
3 Non Published Listing	2.61
Total Monthly Service Additions and Changes to Service	29.61
This section of your bill reflects charges and credits resulting	
from account activity.	
Item Monthly	Amount
No. Description Quantity Rate Activity on Jan 1, 2007	Billed
(Monthly Charges are Prorated from	
Jan 1, 2007 through Jan 16, 2007)	
Your bill reflects a rate increase	
from \$20.95 to \$22.00 for: 4 Monthly Service	. 57
Directory Assistance	. 37
411	



7 Call(s) placed	
l Call(s) allowed	
5 6 Call(s) billed at \$.76 each	4.56
Surcharges and Other Fees	
6 Relay Missouri Surcharge	.13 3.86
7 Special Municipal Charge TOTAL SURCHARGES AND OTHER FEES	3.99
Taxes	9.77
8 Federal (Local Charges)	.84
REMIT	
U.S. Pat. D410, 950 and D414, 510	
Payment is Not Required Balance \$.00 Billing Date Jan 17, 2007 Account Number 314 241-1196 302	> 4
See Convergent Bill Do Not Pay	. •
MARY ROBINSON	
1456 KEĀLTŸ LN	
SAINT LOUIS MO 63104-3	3020
9759 31424111963026 300000000000 17700000000000000000000000	
Plans and Services Taxes (continued)	
1 Federal (Non-regulated & Toll Charges)	.00
2 State and Local (Local Charges)	1.87
3 State and Local (Non-regulated & Toll Charges)	. 38
TOTAL TAXES	3.09
Total Plans and Services	41.82
AT&T Long Distance Important Information	
Answers about the Federal Excise Tax refund can be	
found at www.irs.gov. For answers on how to	
retrieve AT&T bill copies in support of Federal	
Excise Tax amounts, see www.att.com.	
Changes to Operator Services Fees:	
See www.att.com/oper/rates or call 1 800 ATT-2020 for a complete list of rate changes	
to Operator Services effective on or after	
February 22, 2007. International Directory Assistance Rate Increase:	
Effective 03/01/2007, all calls to AT&T Long	
Distance International Directory Assistance	
for Mexico will increase from \$4.95 to \$7.95 per call. For more information, please refer to	
the phone number on your bill.	
kojo jkkk(
Effective March 1, 2007, our International Call	
Origination service will change. Current access	
numbers for calls originating internationally will change. Please visit att.com/dialing-guide	
to print the new dialing-guide for your reference;	
or call the number on your bill to order a new	
dialing guide. Calls from Kenya to US will	
no longer be supported. International to	
international calling from St. Martin will no	
longer be supported. Also, International service will be expanded to over 60 additional	
countries. To find out rates and countries where	
we provide service, please visit	
att.com/intl-rates.	
Invoice Summary	
(as of January 06, 2007)	
Current Charges Amou Service Charges	4.00
Credits and Adjustments	4.00

Surcharges and Other Fees Taxes	1.89 .35 .18 6.42
Total Monthly Service Charges Total Service Charges Call Charges - Dec 5th thru Jan 4th Calls for 314-241-1196 Domestic	4.00 4.00 4.00
Total Domestic Calls for 314-241-1196 Total Calls for 314-241-1196	.35 .21 .49 .28 .89 .89 1.89
Total Surcharges and Other Fees Taxes Description 12 Federal Tax 13 State and Local Taxes Total Taxes	.02 .35 .00 .18
KEY TO CALLING COBES D Day News You Can Use PREVENT DISCONNECT Thank you for being a valued customer. Please be aware that all charges is be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as you telephone line, extended area service and mileage charges MUST be paid it order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.00. Also, neglecting to pay for other charges such as the Advantage Plan(SM), long distance, voice mail, Inline, wireless, and Internet may result in these services being interrupted. LONG DIST. PROVIDERS Our records indicate that you have selected AT&T long Distance or a company that resells their services as your primary local toll carrier and AT&T long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records. FED EXCISE TAX Answers about the Federal Excise Tax refund can be found at www.irs.gov. For answers on how to retrieve AT&T bill copies in support of Federal Excise Tax amounts, see www.att.com SVC DISCONTINUATION The SBC Calling Services Cards and the SBC One Number Calling Cards (1 800 522-2020 cards) will not be offered to new customers as of 2/19/07 and will be discontinued on 3/1/07. Cardholders may continue to	nust our 1

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use their cards through 2/28/07, after which time the cards will no longer function. For information on alternative solutions, please contact us at 1 800 288-2020. Thank you for choosing AT&T. REPAIR MADE EASY! REPAIR MADE EAST:
Did you know that you can report trouble or check the status of a trouble on your voice line by using our Automated Repair System? Our system is able to test your line, diagnose the problem, and let you know when your trouble will be repaired. It's that easy. Call us at 1 800 246-8464 or visit us online at att.com/repair.
GO ONLINE WITH DELL
Sign up for AT&T eBill with the paperless billing option and be automatically registered for a charge to win one of 3 new Dell YPS 410 automatically registered for a chance to win one of 3 new Dell XPS 410 desktop PC's!Go to att.com/winadell to register! No purchase necessary. Call 1 800 233-5940 or visit att.com/ebillrules for official sweepstakes rules and AT&T eBill terms and conditions. Terms and Conditions For a complete listing of Terms and Conditions, please refer to:
-The inside of the AT&T White Pages directory, or
-Visit us on the web at att.com/terms
NEED TO CONTACT US? Since our telephone directories are published only once per year, the toll-free customer service number listed in your current directory could be outdated. To ensure that you reach the correct customer service representative, please contact us at att.com or 800 288-2020 for questions about your residential bill or order. Please have your bill handy for review. Thank you for choosing AT&T. eBilli IMPORTANT INFORMATION
This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above. Current Charges
Billed on Behalf of AMERICA ONLINE
Itemized Charges and Credits Item No. Date Description
Charges for 314 241-1196
1 12-27 AOL FOR BROADBAND MONTHLY FEE 34.95 Taxes 2 Federal 3 State and Local .00 . 0 0 k o o Total eBillit k k OĐ 34.95



MAILING LABEL

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MARY ROBINSON C/O JENNIFER HEGGEMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108-2811 This page intentionally left blank



Page 1 of 4 Account Number 314 241-1196 302 6 Billing Date Jan 17, 2007

Web Site att, com



Bill-At-A-Glance	
Previous Bill	87.77
Payment	.00
Adjustments	87.77CR
Balance	.00
Current Charges	83.19
See Convergent Summary Bill	\$.00

Billing Summary

Do Not Pay

n	 ••	t in	n s	7 C	н

Plans and Services	41.82
1 800 288-2020	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 288-2020	
Repair Services:	
1 800 246-8464	
AT&T Long Distance 1 800 288-2020	6.42
eBillit 1 800 800-2526	34.95
Total Current Charges	83.19

News You Can Use Summary

•	PREVENT DISCONNECT	

- LONG DIST. PROVIDERS
- FED EXCISE TAX
- SVC DISCONTINUATION
- REPAIR MADE EASY!

- . GO ONLINE WITH DELL

See "News You Can Use" for additional information

Detail of Payments and Adjustments

No.	<u>Date</u>	Description	<u>Adjustments</u>	Payment:
1.	1-17	Amount Transferred to Convergent Bil	1 87.77 CR	

Plans and Services

2,	EnhancedChoice**	27.00
	Lifeline Service	
	Call Blocker***	
	Call Forwarding	
	Call Waiting	
	Call Waiting ID	

Caller ID Name Delivery Caller ID Number Delivery InLine® Repair Plan Three-Way Calling

1. Non Published Listing 2.61 **Total Monthly Service** 29.61

Additions and Changes to Service This section of your bill reflects charges and credits resulting

The state of the s		
from account activity.		
Item	Monthly	Amount
No. Description	Quantity Rate	Bitled
Activity on Jan 1, 2007		
(Monthly Charges are Prorated from		
Jan 1, 2007 through Jan 16, 2007)		
Your bill reflects a rate increase		

from \$20.95 to \$22.00 for: 4. Monthly Service .57

Directory Assistance

7 Call(s) placed

1 Call(s) allowed 6 Call(s) billed at \$.76 each 4.56

Surc	harges and Other Fees	
6.	Retay Missouri Surcharge	.13
7,	Special Municipal Charge	3.86
Tota	Surcharges and Other Fees	3.99

8. Federal (Local Charges)

Local Services provided by AT&T Arkenses, AT&T Kenses, AT&T Missauri, AT&T Oklahama, or AT&T Texas based upon the service address location. U.S. Pet. D410, 959 and D414, 510

\$.00

Payment is Not Required

Account Number 314 241-1196 302 6 1456 KEALTY LN See Convergent Bill Do Not Pay

MARY ROBINSON SAINT LOUIS MO 63184 - 3020



Billing Date Jan 17, 2007



.84



Page 2 of 4 AccountNumber 314241-1196 382 8 Billing Date Jan 17, 2007

Plans and Services

1.	Federal (Non-regulated & Toll Charges)	.00
Z	State and Local (Local Charges)	1.87
3.	State and Local (Non-regulated & Toll Charges)	.38
Fotal	Taxes	3.09

AT&T Long Distance

Important Information

Answers about the Federal Excise Tax refund can be found at www.irs.gov. For answers on how to retrieve AT&T bill copies in support of Federal Excise Tax amounts, see www.att.com. Changes to Operator Services Fees: See www.att.com/oper/rates or call 1 800 ATT-2020 for a complete list of rate changes to Operator Services effective on or after February 22, 2007. International Directory Assistance Rate Increase: Effective 03/01/2007, all calls to AT&T Long Distance International Directory Assistance for Mexico will increase from \$4.95 to \$7.95 per call. For more information, please refer to the phone number on your bill.

International Call Origination: Effective March 1, 2007, our International Call Origination service will change. Current access numbers for calls originating internationally will change. Please visit att.com/dialing-guide will change. Please visit act, com/oraling-guide to print the new dialing-guide for your reference; or call the number on your bill to order a new dialing guide. Calls from Kenya to US will no longer be supported. International to international calling from St. Martin will no longer be supported. Also, International calling from St. Martin will no longer be supported. Also, International capting will be expended to more 60 additional service will be expanded to over 60 additional countries. To find out rates and countries where we provide service, please visit att.com/inti-rates.

Invelce Sussery

(as of January 06, 2007)	
Current Charges	Asount
Service Charges	4.00
Credits and Adjustments	.00
Call Charges	1.89
Surcharges and Other Fees	.35
Taxes	. 18

Total Invoice Summary				6.42
Service Charges				
Honthly Service Charges				
Type of Service	Period	Qty		Anount
4. JustCall 7 Cents	01/05-02/	M 1		4.00
Total Honthly Service Charges				4.00
Total Service Charges				4.00
Call Charges - Dec 5th thru Jar	4th			
Calls for 314-241-1196				
Domestic				
Item				
No. Date Time Place Called		Code	<u>₩in</u>	Amount
5.12-12 T20ZP OKLA CITY OK		D	5:00	.34
6.12-12 1216P OKLA CITY OK 1.12-20 1003A OKLA CITY OK		D D	8:00	.50
8.12-21 222P OKLA CITY OK	,	D	3.00	.49
9.12-21 222P OKLA CITY OK		D D	7:00 4:00	. 43
Subtotal Domestic Calls for \$14		b	4:00	1.85
SUBSTRUCTED POSSESSES (G) 314	1-241-1196			1.04
Total Domestic Calls for 314-24	11-1196			1.8
Total Calls for 314-241-1196				1.89
Total Call Charges				1.89
Surcharges and Other Fees				
Description				
10. Fed Universal Service Fur	N)			.3:
11. Federal Regulatory Fee Total Surcharges and Other Fee:	_			.04
	j			.3:
Taxee Description				
12. Federal Tax				.00
13. State and Local Taxes				.1
Total Taxes				.10
Key to Calling Codes				
D Day				
Total AT&T Long Distanc				6.42
I A SOLVE LOUGH TO 12 TRUE	.0			0.42

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Page 3 of 4
Account Number 314 241 - 1196 302 6
Billing Date Jan 17, 2007

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.00. Also, neglecting to pay for other charges such as the Advantage Plans, long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST, PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

FED EXCISE TAX

Answers about the Federal Excise Tax refund can be found at www.irs.gov. For answers on how to retrieve AT&T bill copies in support of Federal Excise Tax amounts, see www.att.com

SVC DISCONTINUATION

The SBC Calling Services Cards and the SBC One Number Calling Cards (1800 522-2020 cards) will not be offered to new customers as of 2/19/07 and will be discontinued on 3/1/07. Cardholders may continue to use their cards through 2/28/07, after which time the cards will no longer function. For information on alternative solutions, please contact us at 1 800 288-2020. Thank you for choosing AT&T.

REPAIR MADE EASY!

Did you know that you can report trouble or check the status of a trouble on your voice line by using our Automated Repair System? Our system is able to test your line, diagnose the problem, and let you know when your trouble will be repaired. It's that easy. Call us at 1 800 246-8464 or visit us online at att.com/repair.

GO ONLINE WITH DELL

Sign up for AT&T eBill with the paperless billing option and be automatically registered for a chance to win one of 3 new Dell XPS 410 desktop PC's !Go to att.com/winadell to register! No purchase necessary. Call 1 800 233-5940 or visit att.com/ebillrules for official sweepstakes rules and AT&T eBill terms and conditions.

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:
-The inside of the AT&T White Pages directory, or
-Visit us on the web at att.com/terms

NEED TO CONTACT US

Since our telephone directories are published only once per year, the toll-free customer service number listed in your current directory could be outdated. To ensure that you reach the correct customer service representative, please contact us at att.com or 800 288-2020 for questions about your residential bill or order. Please have your bill handy for review. Thank you for choosing AT&T.



Page 4 of 4
AccountNumber 314 241-1196 302 6
Billing Date Jan 17, 2007

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

· · · · · · · · · · · · · · · · · · ·	
Item	
No. Date Description	
Chargesfor 314241-1196	
1.12-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	
Taxes 2. Federal	.00
	.00.

314 241-1196 302

MARY ROBINSON

MARY ROBINSON C/O JENNIFER HEGGAMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108



Bill-At-A-Glance	
Previous Bill	83.19
Payment	. 00
Adjustments Balance	83.19- .00
Current Charges	82.74
See Convergent Summary Bill	\$.00
Do Not Pay Local Services provided by AT&T Arkansas, AT&T Kansas, AT&T Missour	· • ·
AT&T Oklahoma, or AT&T Texas based upon the service address location	
Copyright 2006 AT&T Knowledge Ventures. All rights reserved.	
Billing Summary Questions? Call:	
Plans and Services	42.06
1 800 288-2020 Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 288-2020 Repair Services:	
1 800 246-8464	
AT&T Long Distance 1 800 288-2020	5.73
eBillit	34.95
1 800 800-2526	
Total Current Charges News You Can Use Summary	82.74
PREVENT DISCONNECT LONG DIST. PROVIDERS	
FED EXCISE TAX SVC DISCONTINUATION GO ONLINE WITH DELL	
See "News You Can Use" for additional information	
Detail of Payments and Adjustments	
Item No. Date Description Adjustments	Pavments
1 2-17 Amount Transferred to Convergent Bill 83.19-	rayments
Plans and Services	
Monthly Service - Feb 17 thru Mar 16 2 Enhanced Choice	27.00
Lifeline Service	27.00
Call Blocker	
Call Forwarding Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery Inline Repair Plan	
Three-Way Calling	
3 Non Published Listing	2.61
Total Monthly Service Directory Assistance	29.61
411	
8 Call(s) placed	
2 Call(s) allowed 4	4.56
MULTIPLE LISTING REQUESTS	4.30
5 l Call(s) billed at \$.76 each	. 76
Total Directory Assistance Surcharges and Other Fees	5.32
6 Relay Missouri Surcharge	.13
7 Special Municipal Charge	3.88
TOTAL SURCHARGES AND OTHER FEES Taxes	4.01



7



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Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are $5.00. Also, neglecting to pay for other charges such as the Advantage Plan(SM), long distance, voice mail, Inline, wireless, and Internet may result in these services being interrupted.
   services being interrupted.
LONG DIST, PROVIDERS
   Our records indicate that you have selected AT&T Long Distance or a company
   AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their or a company that resells their
   services as your primary long distance carrier. Please contact us if this does not agree with your records. FED EXCISE TAX
  Answers about the Federal Excise Tax refund can be found at www.irs.gov. For answers on how to retrieve AT&T bill copies in support of Federal Excise Tax amounts, see www.att.com SVC DISCONTINUATION
The SBC Calling Services Cards and the SBC One Number Calling Cards (1 800 522-2020 cards) will not be offered to new customers as of 2/19/07 and will be discontinued on 3/1/07. Cardholders may continue to use their cards through 2/28/07, after which time the cards will no longer function. For information on alternative solutions, please contact us at 1 800 288-2020. Thank you for choosing AT&T.
    GO ONLINE WITH DELL
   Sign up for AT&T eBill with the paperless billing option by March 31st, 2007, and be automatically registered for a chance to win a new Dell XPS 410 desktop PC! Go to att.com/winadell to register! No purchase necessary. For official sweepstakes Rules and AT&T eBill Terms and Conditions only, please visit att.com/ebillrules or call 1 800
    233-5940.
    Terms and Conditions
For a complete listing of Terms and Conditions, please refer to:
-The inside of the AT&T White Pages directory, or
-Visit us on the web at att.com/terms
NEED TO CONTACT US:
   Since our telephone directories are published only once per year, the toll-free customer service number listed in your current directory could be outdated. To ensure that you reach the correct customer service representative, please contact us at att.com or 800 288-2020 for questions about your residential bill or order. Please have your bill handy for review. Thank you for choosing AT&T.
    IMPORTANT INFORMATION
    This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number
    shown above.
    Current Charges
    Billed on Behalf of AMERICA ONLINE
Itemized Charges and Credits
    Item
    No. Date Description
Charges for 314 241-1196
__1 1-27 AOL FOR BROADBAND MONTHLY FEE
                                                                                                                                                                                                                                                                      34.95
   Taxes

2 Federal

3 State and Local
                                                                                                                                                                                                                                                                               . 00
                                                                                                                                                                                                                                                                             .00
                                                                                                                                                                                                                                                                             .00
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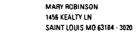
Total eBillit 34.95



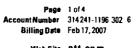
MAILING LABEL

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4808.1.0.23 1 SP 0.000

C/O JENNIFER HEGGAMANN 4232 FOREST PARK AVE SAINT LOUIS MO 63108-2811 This page intentionally left blank



Web Site att.com





Bill-At-A-Glance	
Previous Bill	83.19
Payment	.00
Adjustments	83.19CR
Balance	.00
Current Charges	82.74
See Convergent Summary Bill	\$.00
Do Not Pay	

Billing Summary

Questions? Call:

Plans and Services	42.06
1 800 288-2020	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 288-2020	
Repair Services:	
1 800 246-8464	
AT&T Long Distance	5.73
1 800 288-2020	
eBillit	34.95
1 800 800-2526	5
Total Current Charges	82.74

News You Can Use Summary

- PREVENT DISCONNECT
- . LONG DIST. PROVIDERS
- FED EXCISE TAX
- SVC DISCONTINUATION
- . GO ONLINE WITH DELL
- See 'News You Can Use' for additional information

Detail of Payments and Adjustments

ltem			
No. Date	Description	Adjustments	Payments 4 8 1
1. 2-17	Amount Transferred to Converg	entBill 83.19CR	

Plans and Services

2	EnhancedChoice ^{sse}	27.00
	Lifeline Service	
	Call Blocker ^{sa}	
	Call Forwarding	
	Call Waiting	
	Call Waiting ID	
	Caffer ID Name Delivery	
	Calter ID Number Delivery	
	InLine® Repair Plan	
	Three-WayCalling	
3.	Non Published Listing	2.61
Total	Monthly Service	29.61
Direc	ctory Assistance	
411		
	8 Calt(s) placed	
	2 Calf(s) allowed	
4.	6 Call(s) billed at \$.76 each	4,58
	iple Listing Requests	
5.	1 Call(s) billed at \$.76 each	.76
Total	Directory Assistance	5.32
Surc	hargesand Other Fees	
В.	Relay Missouri Surcharge	.13
7.	Special Municipal Charge	3.88
Tota	I Surcharges and Other Fees	4.01
Taxe	s.	
8.		.84
9.	Federal (Non-regulated & Toll Charges)	.00.
10.	State and Local (Local Charges)	1.90
11.	State and Local (Non-regulated & Toll Charges)	.38
Tota	Taxes	3.12
Tot	al Plans and Services	42.06

Lecal Services provided by AT&T Arkansas, AT&T Kansas, AT&T Missauri, AT&T Oklahuma, or AT&T Texas based upon the service address lecation.

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

Payment is Not Required

Balance

\$.00

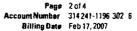


Billing Date Feb 17, 2007

Account Number 314 241-1196 302 6 See Convergent Bill Do Not Pay

MARY ROBINSON 1456 KEALTY LN SAINT LOUIS MO 63104 - 3020







AT&T Long Distance

Important Information

9. State and Local Taxes

Total Taxes

ATAT Long Distance
Thank you for your business. We appreciate the opportunity to serve you.

Invoice Summery					
(as of February 06,	2007)				
Current Charges					Asount
Service Charge:	\$				4.00
Credits and Ad	justmente				.00
Call Charges					1.26
Surcharges and	Other Fees				. 22
Taxes					. 25
Total Invoice Summer	y				5.73
Service Charges					
Monthly Service Chan	ā42				
Type of Service	•	Period	Qty		Anount
1. JustCall 7 Con		02/05-03/0	4 1		4.00
Total Monthly Service	e Charges				4.00
Total Service Charge	4				4.00
		445			
Calls for 314-241-11		411			
CALLS TOP 314-241-11	36				
Domestic					
Item					
No. Date Time Pla	ace Called	Number	Code	<u>Min</u>	<u>Amount</u>
2.1-09 1055A NE	N YORK NY	212 461-2787	D	5:00	.35
3,1-10 158P HAI	RVESTER NO	636 447-3466	D	1:00	. 07
4,1-18 924A FEI	NTON MO	636 326-5427	D	11:00	.77
5.1-30 525P BEI	LLEVUE WA	425 835-7040	D	1:00	.07
Subtotal Domestic Ca	113s for 314	-241-1196			1.26
Total Domestic Calls	for 314-24	1-1196			1.26
Total Calls for 314-	241-1196				1.26
Total Call Charges					1.26
Surcharges and Other	Fees				
Description 8. Fed Universal	Pannina For				.21
5. red universa: 7. Federal Regula		u			.21
Total Surcharges and					.01
Taxes	···	·			
Description					
B. Federal Tax					.00

Key to Calling Codes
D Cay
Total AT&T Long Distance

5.73

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.00. Also, neglecting to pay for other charges such as the Advantage Plan** long distance, voice mail, inLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST, PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that resetts their services as your primary local toft carrier and AT&T Long Distance or a company that resetts their services as your primary long distance carrier. Please contact us if this does not agree with your records.

FED EXCISE TAX

Answers about the Federal Excise Tax refund can be found at www.irs.gov. For answers on how to retrieve AT&T bill copies in support of Federal Excise Tax amounts, see www.att.com

SVC DISCONTINUATION

The SBC Calling Services Cards and the SBC One Number Calling Cards (1800 522-2020 cards) will not be offered to new customers as of 2/19/07 and will be discontinued on 31/07. Cardholders may continue to use their cards through 2/28/07, after which time the cards will no longer function. For information on alternative solutions, please contact us at 1800 288-2020. Thankyou for choosing AT&T.

GO ONLINE WITH DELL

. 25

. 25

Sign up for AT&T e Bill with the paperless billing option by March 31st, 2007, and be automatically registered for a chance to win a new Dell** XPS*** 410 desktop PCI Go to att.com/winadelito register! No purchase necessary. For official sweepstakes Rules and AT&T aBill Terms and Conditions only, please visit att.com/ebillrulesor call 1800 233-5940.

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Page 3 of 4

AccountNumber 314 241-1196 302 6 Billing Date Feb 17, 2007

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:

- -The inside of the AT&T White Pages directory, or
- -Visit us on the web at att.com/terms

NEED TO CONTACT US?

Since our telephone directories are published only once per year, the totl-free customer service number listed in your current directory could be outdated. To ensure that you reach the correct customer service representative, please contact us at att.com or 800 288-2020 for questions about your residential bill or order. Please have your bill handy for review. Thank you for choosing AT&T.



Page 4 of 4
AccountNumber 314 241-1196 302 6
Billing Date Feb 17, 2007

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Billed on Behalf of AMERICA ONLINE	
Itemized Charges and Credits	
Item	
No. Date Description	
Charges for 314 241-1196	
1.1-27 AUL FOR BROADBAND MONTHLY FEE	34.95
Taxes	
2. Federal	.00
3. State and Local	.00
TotalTaxes	.00
Total a Rillit	24 05



4.

MARY ROBINSON 1456 KEALTY LN SAINT LOUIS MO 63104 - 3020

Page 1 of 4 Account Number 314 241-1196 302 6 Billing Date Mar 17, 2007

Web Site att.com

Bill-At-A-Glance Previous Bill 82.74 .00 Payment

\$.00

82.74CR Adjustments Balance .00 82.63 **Current Charges**

See Convergent Summary Bill

Do Not Pay

Billing Summary

Auestions? Call:

Plans and Services	41.86
1 800 288-2020	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 288-2020	
Repair Services:	
1 800 246-8464	
AT&T Long Distance	5.82
1 800 288-2020	
e Billit	34.95
1 800 800-2526	
Total Current Charges	82.63

News You Can Use Summary

- PREVENT DISCONNECT
- . LONG DIST. PROVIDERS
- FED EXC!SE TAX
- SAVE WITH LIFELINE
- REPAIR MADE EASY!
- . GO ONLINE WITH DELL
- See "News You Can Use" for additional information

Detail of Payments and Adjustments

item				
No.		Description	<u>Adjustments</u>	Payments
1	3-17	Amount Transferred to Convergent Bil	1 82.74CR	

Plans and Services

27.00	
2.61	
29.81	
.58	
4,56	
13	
3.86	
3.99	
.86	
.00	
1.88	
.38	
3.12	
41.86	

Luçal Services previded by AT&T Arkenses, AT&T Kenses, AT&T Misseuri, AT&T Oktoberna, or AT&T Tuxes based upon the service address location.

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

Payment is Not Required

Balance

\$.00



Billing Date Mar 17, 2007

See Convergent Bill Do Not Pay

MARY ROBINSON Account Number 314 241-1196 302 6 1456 KEALTY IN SAINT LOUIS MO 63104 - 3820





Page 2 of 4

AccountNumber 314741-1196 302 6 Billing Date Mar 17, 2007

AT&T Long Distance

Important Information

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

Carrier Cost Recovery Fee: This fee helps recover costs for providing long distance service including national regulatory fees and programs, connection and account servicing. This fee is not a tax or charge required by the government. For more information, please call the number on your bill.

(as of Mar	ch 06, 2007)				
Cure	ent Charges				Amount
Serv	rice Charges				4.00
	lits and Adjustments				.00
	Charges				. 35
Surc	thanges and Other Fees				1.28
Taxe	5				. 19
Total Invo	rice Summary				5.82
Service Ch					
Monthly Se	rvice Charges				
Тура	of Service	Period	ûty		Amount
	Call 7 Cents	03/05-04/04	1		4,00
Total Hont	thly Service Charges				4.00
Total Sare	rice Charges				4.00
	·	4ch			4.00
Call Charg	rice Charges <u>ges - Feb 5th thru Har</u> 314-241-1196	4th			4.00
<u>Call Charg</u> Calls for Domestic	ges - Feb 5th thru Har	4th			4.00
Call Charg Calls for Domestic Item	<u>jes - Feb 5th thru Har</u> 314-241-1196				
Call Charg Calls for Domestic Item No. Date	114-241-1196 Fine Place Called	<u>Number</u>	Code	<u>Nin</u>	Anourt
Call Charge Calls for Domestic Item No. Date, 2.2-05	14-241-1196 Fine Place Called 308P W AMGELES CA	<u>Mumber</u> 310 592-9312	D	2:00	Apount
Call Charg Calls for Domestic Item No. Date 2.2-05 3.2-07	14-241-1196 Time Place Called 308P W ANGELES CA 1206P ST CHARLES NO	<u>Mumber</u> 310 592-9312 636 723-5516	D D	2:00 2:00	<u>Amourt</u> .16 .14
Call Charg Calls for Domestic Item Mo. Date 2.2-05 3.2-07 4.2-26	100 100	<u>M_mber</u> 310 592-9312 636 723-5516 309 663-6691	D	2:00	Agourt .14 .14 .07
Call Charg Calls for Domestic Item No. Date 2.2-05 3.2-07 4.2-26	14-241-1196 Time Place Called 308P W ANGELES CA 1206P ST CHARLES NO	<u>M_mber</u> 310 592-9312 636 723-5516 309 663-6691	D D	2:00 2:00	<u>Amourt</u> .16 .14
Call Charge Calls for Domestic Item No. Date. 2.2-05 3.2-07 4.2-26 Subtotal I	100 100	<u>M_mber</u> 310 592-9312 636 723-5516 309 663-6691 - 241-1198	D D	2:00 2:00	Agourt .14 .14 .07
Call Charge Calls for Domastic Item Ho. Date 2.2-05 3.2-07 4.2-25 Subtotal I	### Place Called ### 308P W AMGELES CA ### 1206P ST CHARLES NO ### 304P BLOOMINGTN IL ### 1200mentic Calle for 314	<u>M_mber</u> 310 592-9312 636 723-5516 309 663-6691 - 241-1198	D D	2:00 2:00	Asourt .1- .1- .0: .31
Call Charge Calls for Domastic Item Ho. Date 2.2-05 3.2-07 4.2-25 Subtotal I	### 198 Feb 5th thru Har 314-241-1198	<u>M_mber</u> 310 592-9312 636 723-5516 309 663-6691 - 241-1198	D D	2:00 2:00	Agourt .14 .10 .31
Call Charge Calls for Domstie Item No. Date 2.2-05 3.2-07 4.2-26 Subtotal I Total Dom Total Call Total Call Surcharges	Fime Place Called 308P W ANGELES CA 1206P SI COMPLETS NO 324P SI C	<u>M_mber</u> 310 592-9312 636 723-5516 309 663-6691 - 241-1198	D D	2:00 2:00	Apout 14 .00 .31
Call Charge Calls for Domnstic Item No. Date 2.2-05 3.2-07 4.2-26 Subtotal I Total Dom Total Call Total Call Surcharges Desc	Fine Place Called 308P W ANGELES CA 1206P SI CHARLES NO 324P BLOOMINGTN IL Domestic Calls for 314-24 1a for 314-241-1196 1 Charges	<u>Number</u> 310 592-9312 636 723-5516 309 663-6691 -241-1196	D D	2:00 2:00	Apout 14 .00 .31

Surcharges and Other Fees - Continued			
Description			
6. Fed Universal Service Fund	.29		
Total Surcharges and Other Fees	1.28		
Taxos			
Description			
7. Federal Tax	.00		
8. State and Local Taxes	.19		
Total Taws	.19		
Key to Calling Codes			
D Day			
Total AT&T Long Distance	5.82		

News You Can Use

PREVENT DISCONNECT

Thankyou for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.90. Also, neglecting to pay for other charges such as the Advantage Plans, long distance, voice mail, Inline®, wireless, and Internet may result in these services being interrupted.

LONG DIST. PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records

FFD EXCISE TAX

Answers about the Federal Excise Tax refund can be found at www.irs.gov. For answers on how to retrieve AT&T bill copies in support of Federal Excise Tax mounts, see www.att.com

SAVE WITH LIFELINE

Lifeline offers discounts on monthly local phone service and line connection charges. You may qualify if you receive benefits from Medicaid, food stamps, Supplemental Security Income (SSI), federal public housing assistance or Section 8, National School Free Lunch Program, Temporary Assistance for Needy Families, or Low-income Home Energy Assistance Program (LIHEAP). For more information or to apply for this discount, call 1 800 288-2020.

REPAIR MADE EASY!

Did you know that you can report trouble or check the status of a trouble on your voice line by using our Automated Repair System? Our system is able to test your line, diagnose the problem, and let you know when your trouble will be repaired. It's that easy. Call us at 1 800 246-8464or visit us online at att.com/repair.



Page 3 of 4
Account Number 314 241-1196 302 6
Billing Date Mar 17, 2007

News You Can Use

GO ONLINE WITH DELL

Sign up for AT&T eBill with the paperless billing option by March 31st, 2007, and be automatically registered for a chance to win a new DellTM XPSTM 410 desktop PC! Go to att.com/winadell to register! No purchase necessary. For official sweep stakes Rules and AT&T eBill Terms and Conditions only, please visit att.com/ebillrules or call 1800 233-5940.

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:
-The inside of the AT&T White Pages directory, or
-Visit us on the web at att.com/terms

NEED TO CONTACT US?

Since our telephone directories are published only once per year, the toil-free customer service number listed in your current directory could be outdated. To ensure that you reach the correct customer service representative, please contact us at att.com or 800 288-2020 for questions about your residential bill or order. Please have your bill handy for review. Thank you for choosing AT&T.



Page 4 of 4
Account Number 314 241-1196 302 6
Billing Date Mar 17, 2007

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Billed on Behalf of AMERICA ONLINE	
Itemized Charges and Credits	
Item	
No. Date Description	
Charges for 314 241-1196	
1.2-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	
2. Federal	.00
3. State and Local	.00
Total Taxes	.00
Total a Rillit	24 05

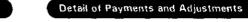


3.

MARY ROBINSON 1456 KEALTY LN SAINT LOUIS MO 63104 - 3020 Page 1 of 4
Account Number 314 241-1196 302 6
Billing Date Apr 17, 2007

Web Site att.com

Adjustments 82.63CR <u>Payments</u>



No. Date Description
1. 4-17 Amount Transferred to Convergent Bill

See Convergent Summary Bill	\$.00
Current Charges	78.03
Balance	.00
Adjustments	82.63CR
Payment	.00
Previous Bill	82.63
Bill-At-A-Glance	

Do Not Pay

Billing Summary

Superinger Call

u	masinisi con.	
Plans and Se	rv ices	37.59
	1 800 288-2020	
Payment A	rrangements: 1 800 616-1171	
Service Cha	inges:	
	1 800 288-2020	
Repair Serv	rices:	
	1 800 246-8464	
AT&T Long (Distance 1 800 288-2020	5.49
eBíllit	1 800 800-2526	34.95

News You Can Use Summary

PREVENT DISCONNECT

Total Current Charges

- . LONG DIST. PROVIDERS
- FED EXCISE TAX
- FEDERALCHARGE
- RATE CHANGE
- 811 BEFORE YOU DIG
- REPAIR MADE EASY!

See 'News You Can Use' for additional information

Plans and Services	
Monthly Service - Apr 17 thru May 16	
2. EnhancedChoice ^{EM}	27.00
Lifeline Service	
Call Blocker M	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
Intine® Repair Plan	
Three-Way Calling	
3. Non Published Listing	2.61
Total Monthly Service	29.61
Directory Assistance	
411	
3 Call(s) placed	
1 Call(s) allowed	
4. 2 Call(s) billed at \$.76 each	1.52
Surcharges and Other Fees	
5. Relay Missouri Surcharge	.13
6. Special Municipal Charge	3.46
Total Surcharges and Other Fees	3,59
Taxes	
7. Federal (Local Charges)	.84
8. Federal (Non-regulated & Toll Charges)	.00
State and Local (Local Charges)	1.64
10. State and Local (Non-regulated & Toll Charges)	.39
Total Taxes	2.87
Total Plans and Services	37.59

Local Services provided by AT&T Arkansss, AT&T Konsas, AT&T Missourl, AT&T Oktohoms, er AT&T Texas based upon the service address lecation.

U.S. Pat. 8418, 556 and 8414, 516

Payment is Not Required

78.03

Balance

e \$.00

eat&t

Billing Date Apr 17, 2007

Account Number 314 241-1196 302 6
See Convergent Bill Do Not Pay

1456 KEALTY EN SAINT LOUIS MO 63104 - 3020





Page 2 of 4 Account Number 314 241-1196 302 6 Billing Date Apr 17, 2007

AT&T Long Distance

Important Information

ATAT Long Distance

Thank you for your business. We appreciate the

opportunity to serve you.

îmmi ca	S-mary

(as of April 06, 2007)	
Current Charges	Apount
Service Charges	4.00
Credits and Adjustments	.00
Cail Charges	.00
Surcharges and Other Fees	1.31
Taxes	. 18
Total Invoice Summary	5.49
Service Charges	
Honthly Service Charges	

<u>Tyr</u>	of of	Service	

1. JustCall 7 Cents Total Honthly Service Charges	04/05-05/04	1	4.00 4.00
Total Service Charges			4.00

Pariod

Qty

	••••			
Surch	erges	and	Other	Fees

	Description	
2.	Carrier Cost Recovery Fee	.99
3.	Fed Universal Service Fund	.32
Total	1.31	
Taxos		
	Description	
	DCACT (PCTO)	
4.	Federal Tax	.00.

Total AT&T Long Distance

News You Can Use

PREVENT DISCONNECT

Total Taxes

Thankyou for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.00. Also, neglecting to pay for other charges such as the Advantage Plansa, long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST. PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that results their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with

FEO EXCISE TAX

Answers about the Federal Excise Tax refund can be found at www.irs.gov. For answers on how to retrieve AT&T bill copies in support of Federal Excise Tax amounts, see www.att.com

FEDERAL CHARGE

Effective 4/3/07, the Federal Subscriber Line Charge for all Residential and Business customers increased. Your current bill reflects this change. Lifeline customers will continue to receive credit for the Federal Subscriber Line Charge, For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill. Thank you for choosing AT&T Missouri.

RATE CHANGE

Effective May 1, 2007, the Missouri Universal Service Fund surcharge will increase from .18% to .29%, pursuantto an order of the Public Service Commission. This surcharge supports the essential local telecommunications needs of low-income and disabled customers. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill. Thank you for choosing AT&T Missouri.

811 BEFORE YOU DIG

Know what's below. Every day, undergrounddigging or excavation results in extensive consequences, from serious injury or death to environmental damage. costly delays, and large-scale utility service interruptions. To reduce risks, the Federal Communications Commission (FCC) approved the use of 8-1-1 as the national abbreviated telephone number for commercial & residential consumers to use to provide notice of excavation activities. Remember, call 8-1-1 before you dip.

REPAIR MADE EASY!

Did you know that you can report trouble or check the status of trouble on your voice line by using our Automated Repair System? Our system is able to test your line, diagnose the problem, and let you know when your trouble will be repaired. It's that easy. Call us at 1 800 246-8464or visit us online at att.com/repair.

GO ONLINE WITH DELL

5.49

Sign up for AT&T eBill with the paperless billing option by May 31st, 2007, and be automatically registered for a chance to win a new DelITM XPSTM 410 desktop PCI Go to att.com/winadell to register! No purchase necessary. For official sweep stakes Rules and AT&T eBill Terms and Conditions only, please visit att.com/ebillrulesor call 1 800 233-5940.



Page 3 of 4
AccountNumber 314 241-1196 302 6
Billing Date Apr 17, 2007

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:
-The inside of the AT&T White Pages directory, or
-Visit us on the web at att.com/terms

NEED TO CONTACT US?

Since our telephone directories are published only once per year, the toll-free customer service number listed in your current directory could be outdated. To ensure that you reach the correct customer service representative, please contact us at att.com or 800 288-2020 for questions about your residential bill or order. Please have your bill handy for review. Thank you for choosing AT&T.



Page 4 of 4
Account Number 314 241 - 1196 302 6
Billing Date Apr 17, 2007

Questions? 1 800 800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Itemized Charges and Credits	
No. Date Description	
Chargesfor 314241-1196	
1.3-27 AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes	
Taxes 2. Federat	.00
	.00
2. Federal	



Page 1 of 3 AccountNumber 314 241-1196 302 6 Billing Date May 17, 2007

Web Site att.com

Bill-At-A-Glance Previous Bill 78.03 Payment .00 Adjustments 78.03CA Balance .00 **Current Charges** 78.94

\$.00

Do Not Pay

Billing Summary

n	 	 D S	"	82.

See Convergent Summary Bill

38.49 Plans and Services 1 800 288-2020 Payment Arrangements: 1 800 616-1171 Service Changes: 1 800 288-2020 Repair Services: 1 800 246-8464 AT&T Long Distance 1 800 288-2020 5.50 a Billit 34.95 1 800 800-2526 **Total Current Charges** 78.94

News You Can Use Summary

- PREVENT DISCONNECT
- . LONG DIST. PROVIDERS
- RATE CHANGE
- . ADD'L DA CODE
- REPAIR MADE EASY!
- See "News You Can Use" for additional information

Detail of Payments and Adjustments

<u>Description</u> Amount Transferred to Convergent Bill **Payments**

Plans and Services

Mon	thly Service - May 17 thru Jun 16	
7.	EnhancedChoice ^{stat}	27.00
	Lifeline Service	
	Call Blocker ^{sм}	
	Call Forwarding	
	Call Waiting	
	Call Waiting ID	
	Caller ID Name Delivery	
	Catter ID Number Delivery	
	InLine® Repair Plan	
	Three-Way Calling	
3.	Non Published Listing	2.81
Tota	Monthly Service	29.61
Dire	ctory Assistance	
411		
4,	3 Call(s) billed at \$.76 each	2.28
Surc	harges and Other Fees	
5.	Refay Missouri Surcharge	.13
6.	Special Municipal Charge	3.54
Tota	l Surcharges and Other Fees	3.67
Taxe	0.6	
7.	Federal (Local Charges)	.84
8.	Federal (Non-regulated & Toll Charges)	.00
9.	State and Local (Local Charges)	1.70
10,	State and Local (Non-regulated & Toff Charges)	.39
Tota	l Taxes	2.93

AT&T Long Distance

Total Plans and Services

Important Information

Message Regarding Terms & Conditions:

Local Services provided by AT&T Arkanses, AT&T Keeses, AT&T Missouri, AT&T Oklahome, at AT&T Texas based upon the service address location.

U.S. Pat. D418, 358 and D414, 518

Payment is Not Required

Balance

\$.00

🔰 at&t

Billing Date May 17, 2007

See Convergent Bill Do Not Pay

Account Number 314 241-1196 302 6 1456 KEALTY LN

MARY ROBINSON SAINT LOUIS MO 63104 - 3020



38.49







AT&T Long Distance

Important Information - Continued

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

Carrier Cost Recovery Fee: This fee helps recover costs for providing long distance service including national regulatory fees and programs, connection and account servicing. This fee is not a tax or charge required by the government. For more information, please call the number on your bill.

Invoice Sumary	
(as of Hay 06, 2007)	
Current Charges	Assunt
Service Charges	4.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	1.32
Taxes	.18
Total Invoice Summary	5,50
Service Charges	
Homthly Service Charges	
Type of Service Pariod Qty	Amount
1. JustCall 7 Cents 05/05-06/04 1	4,00
Total Honthly Service Charges	4.00
Total Service Charges	4.00
Surcharges and Other Fees	
Description	
2. Carrier Cost Recovery Fee	. 99
3. Fed Universal Service Fund	.32
4. Hissouri Universal Service Fund	.01
Total Surcharges and Other Fees	1.32
Taxes	
Description	
5. Federal Tax	.00
6. State and Local Texes	. 18
	.18
Total Taxes Total AT&T Long Distance	.10

News You Can Use

PREVENT DISCONNECT

Thankyou for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, extended area service and mileage charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$5.00. Also, neglecting to pay for other charges such as the Advantage Plant, long distance, voice mail, InLineD, wireless, and Internet may result in these services being interrupted.

LONG DIST. PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that reselfs their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

RATE CHANGE

Effective May 1, 2007, the Missouri Universal Service Fund surcharge increased from .18% to .29%, pursuant to an order of the Public Service Commission. This surcharge supports the essential local telecommunication sneeds of low-income and disabled customers. Your current bill reflects the change. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill. Thank you for choosing AT&T Missouri.

ADD'L DA CODE

Effective 6/25/07, AT&T customers will be able to dial either 411 or 1+411 to reach a Directory Assistance (DA) operator. Dialing restrictions associated with 1+411 will also apply to 411. For more information, please call an AT&T Service Representative at 1 800 288-2020. Thank you for choosing AT&T.

REPAIR MADE EASY!

Did you know that you can report trouble or check the status of a trouble on your voice line by using our Automated Repair System? Our system is able to test your line, diagnose the problem, and let you know when your trouble will be repaired. It's that easy. Call us at 1 800 246-8464 or visit us online at att.com/repair.

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to: -The inside of the AT&T White Pages directory, or -Visit us on the web at att com/terms

Since our telephone directories are published only once per year, the toll-fire customer service number listed in your current directory could be outlated. To ensure that you reach the confect customer service representative, please contact us at str.com or 800 288-2020 for questions about your residential bill or order. Please have your bill handy for review. Thank you for choosing AT&T.



Page 3 of 3

AccountNumber 314 241-1196 302 6

Billing Date May 17, 2007

Questions? 1800800-2526

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Billed on Behalf of AMERICA ONLINE themized Charges and Credits them No. Date Description Charges for 314 241-1196 1.4-27 AOL FOR BROADBAND MONTHLY FEE 34.95 Taxes 2. Federal .00 3. State and Local .00 Total Taxes .00



Page 1 of 2 Account Number 314241-1196 302 6 Billing Date Jul 17, 2007

Web Site att.com

Bill-At-A-Glance	

Dill Fit It Grands	
Previous Bill	48.27
Payment	1,583.02
Adjustments	.1.72
Past Due - Please Pay Immediately	1,633.01
Current Charges	45.96
Total Amount Due	\$1,678.97

Aug 15, 2007

Billing Summary

Current Charges Due in Full by

Questions? Call:	
Plans and Services	40.48
1 800 288-2020	
Payment Arrangements: 1 800 616-1171	
Service Changes:	
1 800 288-2020	
Repair Services: 1 800 246-8464	
AT&T Long Distance 1 800 288-2020	5.48
Total Current Charges	45.96

News You Can Use Summary

- PREVENT DISCONNECT
- . LONG DIST. PROVIDERS . EASY BILL PAY
- REPAIR MADE EASY! See "News You Can Use" for additional information

Return battem partien with your check in the enclosed envelope.

Detail of Payments and Adjustments

Item No. 1. 2.	<u>Date</u> 7-11 7-17	<u>Description</u> Payment Late payment charge on unpaid balance	Adjustments	<u>Payments</u> 1,583,02CR
Total	Š		1.72	1,583.02CR

Plans and Services

3.	Enhanced Choice ^{mi}	27.00
	Lifeline Service	
	Call Blocker	
	Call Forwarding	
	Call Waiting	
	Call Waiting ID	
	Caller ID Name Delivery	
	Caller ID Number Delivery	
	InLine® Repair Plan	
	Three-Way Catling	
4.	Non Published Listing	2.61
Total	Monthly Service	29.61
Dire	ctory Assistance	
411		
5.	5 Call(s) billed at \$.76 each	3.80
Surc	harges and Other Fees	
6.	Relay Missouri Surcharge	.13
7.	Special Municipal Charge	3.90
Total	Surcharges and Other Fees	4.03
Taxe	<u> </u>	
8.	Federal (Local Charges)	.84
9.	Federal (Non-regulated & Toll Charges)	.00
18.	State and Local (Local Charges)	1.81
11.	State and Local (Non-regulated & Toll Charges)	. 39
T-4-	Taxes	3.04

Local Services provided by ATAT Arkensas, ATAT Kansas, ATAT Misseuri, AT&T Oklahama, or AT&T Texas based upon the service address location.

U.S. Pat. 0410, 350 and 0414, 518

Total Plans and Services

Total Amount DUE BY Aug 15, 2007

\$1,678.97

40.48



Past Due Charges - \$1,633.01 - Please Pay Immediately Billing Date Jul 17, 2007

Account Number

314 241-1196 302 6

MARY ROBINSON 1456 KEALTY LN SAINT LOUIS MO 63104 - 3020

Please include your account number on your check

Make check payable to:

AT&T PO BOX 930170 DALLAS TX 75393 - 0170

Hosbidan Halaan Haliaan Haadhaa Haadh



Page 2 of 2 Account Number 314 241-1196 302 6-Billing Date Jul 17, 2007

AT&T Long Distance

Important Information

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

6. State and Local Taxes

Total AT&T Long Distance

Total Taxes

Invoice Summery		
(as of July 06, 2007)		
Current Charges		Asount
Service Charges		4.00
Credits and Adjustments		.00
Call Charges		.00
Surcharges and Other Fees		1.30
Taxes		. 18
Total Invoice Summary		5.48
Service Charges		
Monthly Service Charges		
Type of Service	Pariod Rty	Asount
 JustCall 7 Cents 	07/05-08/04 1	4.00
Total Monthly Service Charges		4.00
Total Service Charges		4.00
Surcharges and Other Fees		
Description		
2. Carrier Cost Recovery fee		.99
3. Fed Universal Service Fund		. 30
4. Missouri Universal Service Fund		.01
Total Surcharges and Other Fees		1.30
Taxes		
Description		
5 Federal Tax		.00

News You Can Use

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EASY BILL PAY

. 18

5.48

Paying your bill over the phone is easy and fast. Call 1 800 288-2020, provide your telephone number, say "Pay Bill" and follow the prompts. You can also check your balance, confirm a payment, make payment arrangements and find payment locations. Be sure to have a copy of your bill, as well as credit card or checking account information handy.

Terms and Conditions

For a complete listing of Terms and Conditions, please rater to:

-The inside of the AT&T White Pages directory, or

-Visit us on the web at all completes.

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Commissioners

JEFF DAVIS Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

TERRY JARRETT

KEVIN GUNN

Missouri Public Service Commission

POST OFFICE BOX 360 JEFFERSON CITY, MISSOURI 65102 573-751-3234 573-751-1847 (Fax Number) http://www.psc.mo.gov WESS A. HENDERSON Executive Director DANA K. JOYCE Director, Administration and

Regulatory Policy
ROBERT SCHALLENBERG
Director, Utility Services

NATELLE DIETRICH Director, Utility Operations

COLLEEN M. DALE Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON General Counsel

<u>Information Sheet Regarding Mediation of Commission Formal Complaint Cases</u>

Mediation is a 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. The Regulatory Law Judges at the Public Service Commission are trained mediators and this service is offered to parties who have formal complaints pending before the Public Service Commission at no charge. In addition, 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 Judge assigned to be the mediator will not be the the same Judge assigned to the contested complaint.

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.

Colleen M. Dale Secretary