

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

Mary Robinson,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. TC-2008-0361</u></b>
	)	
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**

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale  
Secretary

( S E A L )

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

**FILED<sup>2</sup>**

MAY 12 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:

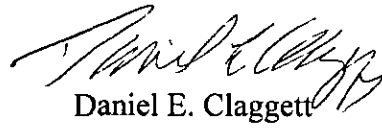
I am counsel for Mary Robinson. Ms. Robinson, who is disabled, has been notified by her telephone company Southwestern Bell Telephone Company d/b/a AT&T Missouri ("AT&T") that her phone service will be disconnected on May 16, 2008 unless she pays \$1648.67 in back charges.

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,

A handwritten signature in black ink, appearing to read "Daniel E. Claggett", written in a cursive style.

Daniel E. Claggett

DEC (w/encl)

cc: Mary Robinson

Jennifer Heggemann

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

FILED<sup>2</sup>

MAY 1 2 2008

MARY ROBINSON

Complainant

vs.

SOUTHWESTERN BELL TELEPHONE  
COMPANY d/b/a AT&T MISSOURI

Respondent.

Missouri Public  
Service Commission

Case No.

**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**

1. 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's 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 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 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 had 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 surcharges 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:

(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 ]to "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 her 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.

  
DANIEL E. CLAGGETT 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

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

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.

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.

MARY ROBINSON

State of Missouri )  
 ) SS  
City of St. Louis )

my commission expires:

**EDNA BYRD**  
**Notary Public - Notary Seal**  
**State of Missouri**  
**Commissioned for St. Louis City**  
**My Commission Expires: June 15, 2011**  
**Commission Number: 07389439**

Notary Public

Billing Date 11/17/2000 ✓

314 241-1196 302

MARY ROBINSON

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



at&t

Bill-At-A-Glance	
Previous Bill	93.09
Payment Received 11-07	93.00-
Adjustments	.00
Balance	.09
Current Charges	85.48
See Convergent Summary Bill	\$ .00

Do Not Pay  
Local Services provided by SBC Arkansas, SBC Kansas, SBC Missouri,  
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Billing Summary

Questions? Call:	
Plans and Services	46.85
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	3.68
1 800 585-7928	
eBillit	34.95
1 800 800-2526	
Total Current Charges	85.48

News You Can Use Summary

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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

1 Enhanced Choice

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

2 Non Published Listing

Total Monthly Service

Directory Assistance

411

14 Call(s) placed

2.49  
28.44

PLAINTIFF'S  
EXHIBIT

1 Call(s) allowed  
 3 13 Call(s) billed at \$.73 each 9.49  
 MULTIPLE LISTING REQUESTS  
 4 1 Call(s) billed at \$.73 each .73  
 Total Directory Assistance 10.22  
 Surcharges and Other Fees  
 5 Relay Missouri Surcharge .10  
 6 Special Municipal Charge 4.30  
 TOTAL SURCHARGES AND OTHER FEES 4.40  
 Taxes  
 7 Federal (Local Charges) 1.14  
 8 Federal (Non-regulated & Toll Charges) .00  
 9 State and Local (Local Charges) 2.27

REMIT

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

Payment is Not Required.

Balance \$.00

Billing Date Nov 17, 2005

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 9000000000000 177000000000000900000008557

Plans and Services

Taxes (continued)

1 State and Local (Non-regulated & Toll Charges)

.38

TOTAL TAXES

3.79

Total Plans and Services

46.85

SBC Long Distance

Important Information

Message Regarding Terms & Conditions:

To view your Terms & Conditions for SBC Long

Distance, access [www.sbc.com/public\\_affairs](http://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 (

Amount

Service Charges

2.00

Credits and Adjustments

.00

Call Charges

1.26

Surcharges and Other Fees

.22

Taxes

.20

Total Invoice Summary

3.68

Service Charges

Monthly Service Charges

Type of Service

Period

Qty

Amount

2 JustCall 7 Cents

11/05-12/04

1

2.00

Total Monthly Service Charges

2.00

Total Service Charges

2.00

Call Charges - Oct 5th thru Nov 4th

Calls for 314-241-1196

Domestic

Item

No. Date Time Place Called Number Code Min Amount

3 10-17 1031P CHICAGO IL 312 440-3440 D 1:00 .07

4 10-19 759P TULSA OK 918 425-6424 D 17:00 1.19



Subtotal Domestic Calls for 314-241-1196	1.26
Total Domestic Calls for 314-241-1196	1.26
Total Calls for 314-241-1196	1.26
Total Call Charges	1.26

#### Surcharges and Other Fees

Description	
5 Fed Universal Service Fund	.20
6 Regulatory Surcharges	.02
Total Surcharges and Other Fees	.22

#### Taxes

Description	
7 Federal Tax	.11
8 State and Local Taxes	.09
Total Taxes	.20

#### KEY TO CALLING CODES

#### D Day

Total SBC Long Distance	3.68
-------------------------	------

#### 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 \$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  
 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

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](http://sbc.com/earthfriendly.SW) today.

#### TALK ABOUT SAVINGS!

The SBC368B Expandable Cordless "system" with Voice Announce Caller ID is now only \$129.95--an amazing \$50.00 off the regular retail price! For orders placed on the SBC Telestore website at [www.shopsbc.com](http://www.shopsbc.com), we'll also waive the shipping and handling charges--another \$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

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](http://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

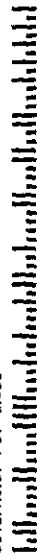
No. Date Description

Charges for 314 241-1196

1	10-27	AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes			
2		Federal	.00
3		State and Local	.00
Total Taxes			.00
Total eBillit			34.95

MAILING LABEL

9312.1.0.37 1 SP 0.000



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

9312.1.0.37 1 SP 0.000



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

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Billing Date 12/17



314 241-1196 302

MARY ROBINSON

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



at&t

Bill-At-A-Glance	
Previous Bill	85.57
Payment	.00
Adjustments	85.57-
Balance	.00
Current Charges	81.78
See Convergent Summary Bill	\$ .00

Do Not Pay  
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 Ventures, L.P.  
Billing Summary

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	
SBC Long Distance	2.63
1 800 585-7928	
eBillit	34.95
1 800 800-2526	
Total Current Charges	81.78

News You Can Use Summary  
PREVENT DISCONNECT  
WE'RE THE NEW AT&T  
SPECIAL NEEDS

LONG DIST. PROVIDERS  
PIC CHANGE CHRG  
PAY BILLS ONLINE

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.

Detail of Payments and Adjustments

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				
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

PLAINTIFF'S  
EXHIBIT

2

Total Monthly Service	28.44
Directory Assistance	
411	
4 11 Call(s) billed at \$.73 each	8.03
Surcharges and Other Fees	
5 Relay Missouri Surcharge	.13
6 Special Municipal Charge	4.05
TOTAL SURCHARGES AND OTHER FEES	4.18

REMIT  
U.S. Pat. D410, 950 and D414, 510  
Payment is Not Required Balance \$ .00  
Billing Date Dec 17, 2005 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 3000000000000 17700000000000000000008178  
Plans and Services (continued)

Taxes	
1 Federal (Local Charges)	1.07
2 Federal (Non-regulated & Toll Charges)	.00
3 State and Local (Local Charges)	2.10
4 State and Local (Non-regulated & Toll Charges)	.38
TOTAL TAXES	3.55
Total Plans and Services	44.20

**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](http://www.sbc.com/imtc) for IMTC rates as 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](http://www.sbc.com/public_affairs)

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 [www.sbc.com/internationalrate](http://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	Amount
Service Charges	2.00
Credits and Adjustments	.00
Call Charges	.35
Surcharges and Other Fees	.11
Taxes	.17
Total Invoice Summary	2.63

# Service Charges

## Monthly Service Charges

Type of Service	Period	Qty	Amount
5 JustCall 7 Cents	12/05-01/04	1	2.00
Total Monthly Service Charges			2.00
Total Service Charges			2.00

Call Charges - Nov 5th thru Dec 4th  
Calls for 314-241-1196

## Domestic

Item	No.	Date	Time	Place Called	Number	Code	Min	Amount
	6	11-08	1127P	ST CHARLES MO	636 448-1992	D	1:00	.07
	7	11-30	806P	O FALLON IL	618 622-3548	D	4:00	.28
Subtotal Domestic Calls for 314-241-1196								.35
Total Domestic Calls for 314-241-1196								.35
Total Calls for 314-241-1196								.35
Total Call Charges								.35

## Surcharges and Other Fees

Description	Amount
8 Fed Universal Service Fund	.10
9 Federal Regulatory Fee	.01
Total Surcharges and Other Fees	.11

## Taxes

Description	Amount
10 Federal Tax	.08
11 State and Local Taxes	.09
Total Taxes	.17

## KEY TO CALLING CODES

### D Day

Total SBC Long Distance 2.63

## 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 \$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  
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

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.

## PIC CHANGE CHRG

Effective December 2005, the Presubscription InterLATA Carrier (PIC) Change Charge for Supplemental changes will increase. This non-recurring charge is assessed if you change your long distance carrier. For more information, please contact an SBC Service Representative at the number listed on your bill. Thank you for choosing the SBC family of companies.

**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 @ 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](http://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](http://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	11-27	AOL FOR BROADBAND MONTHLY FEE	34.95
<b>Taxes</b>			
2		Federal	.00
3		State and Local	.00
<b>Total Taxes</b>			.00
<b>Total eBillit</b>			34.95



MAILING LABEL

9312.1.0.38 1 SP 0.000



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

9312.1.0.38 1 SP 0.000



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

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Billing Date 11/7/2004



314 241-1196 302

MARY ROBINSON

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



at&t

Bill-At-A-Glance  
Previous Bill 81.78  
Payment .00  
Adjustments 81.78-  
Balance .00  
Current Charges 76.40  
See Convergent Summary Bill \$.00  
Do Not Pay  
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 Ventures, L.P.  
Billing Summary

Questions? Call:  
Plans and Services 38.96  
    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 2.49  
    1 800 585-7928  
eBillit 34.95  
    1 800 800-2526  
Total Current Charges 76.40

News You Can Use Summary

PREVENT DISCONNECT  
WE'RE THE NEW AT&T  
PAY BILLS ONLINE

LONG DIST. PROVIDERS  
SURCHARGE BACK BILL

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.

Detail of Payments and Adjustments

Item	No.	Date	Description	Adjustments	Payments
	1	1-17	Amount Transferred to Convergent Bill	81.78-	
Plans and Services					
Monthly Service - Jan 17 thru Feb 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

PLAINTIFF'S  
EXHIBIT

3



No.	Date	Time	Place Called	Number	Code	Min	Amount
10	12-17	849P	ST CHARLES MO	636 448-1992	D	2:00	.14
11	12-21	833P	ST CHARLES MO	636 448-1992	D	1:00	.07
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							
12	Fed Universal Service Fund						.08
13	Federal Regulatory Fee						.01
Total Surcharges and Other Fees							.09
Taxes							
Description							
14	Federal Tax						.08
15	State and Local Taxes						.11
Total Taxes							.19

#### KEY TO CALLING CODES

D Day

Total SBC Long Distance

2.49

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 \$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

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

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 at: [www.sbc.com/naturesfriend](http://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](http://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	12-27	AOL FOR BROADBAND MONTHLY FEE	34.95
---	-------	-------------------------------	-------

Taxes

2 Federal

.00

3 State and Local

.00

Total Taxes

.00

Total eBillit

34.95

MAILING LABEL

9312.1.0.39 1 SP 0.000



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

9312.1.0.39 1 SP 0.000



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

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Billing Date 2/17/2006

314 241-1196 302

MARY ROBINSON

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



at&t

Bill-At-A-Glance	
Previous Bill	76.40
Payment	.00
Adjustments	76.40-
Balance	.00
Current Charges	86.38
See Convergent Summary Bill	\$ .00

Do Not Pay  
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. SBC  
is a trademark of SBC Knowledge Ventures, L.P.  
Billing Summary

Questions? Call:	
Plans and Services	42.82
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	
AT&T	6.36
1 800 222-0300	
eBillit	34.95
1 800 800-2526	
Total Current Charges	86.38

News You Can Use Summary

PREVENT DISCONNECT

THE NEW AT&T

LONG DIST. PROVIDERS  
PAY BILLS ONLINE

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 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

No.	Date	Description	Adjustments	Payments
1	2-17	Amount Transferred to Convergent Bill	76.40-	
Plans and Services				
Monthly Service - Feb 17 thru Mar 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		

PLAINTIFF'S  
EXHIBIT

4

Total Service Charges	2.00
Surcharges and Other Fees	
Description	
9 Fed Universal Service Fund	.08
10 Federal Regulatory Fee	.01
Total Surcharges and Other Fees	.09
Taxes	
Description	

11 Federal Tax	.07
12 State and Local Taxes	.09
Total Taxes	.16
Total SBC Long Distance	2.25

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 \$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

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 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](http://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	#	5.75
			COLLECT FROM	PAYPHON MO	314 534-9222			

Taxes

2 Federal

3 State and Local

Total Taxes

# State Taxable

KEY TO CALLING CODES

B Collect

D Day

S Station to Station

Total AT&T

6.36

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 1-27 AOL FOR BROADBAND MONTHLY FEE

34.95

Taxes

2 Federal

.00

3 State and Local

.00

Total Taxes

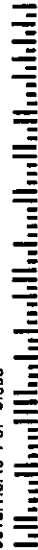
.00

Total eBillit

34.95

MAILING LABEL

9312.1.0.40 1 SP 0.000



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

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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Billing Date 3/17/2006 ✓

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	86.38
Payment	.00
Adjustments	86.38-
Balance	.00
Current Charges	83.59
See Convergent Summary Bill	\$ .00
Do Not Pay	
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. SBC is a trademark of SBC Knowledge Ventures, L.P.	
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	83.59

News You Can Use Summary

PREVENT DISCONNECT  
THE NEW AT&T

LONG DIST. PROVIDERS  
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 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

No.	Date	Description	Adjustments	Payments
1	3-17	Amount Transferred to Convergent Bill	86.38-	
Plans and Services				
Monthly Service - Mar 17 thru Apr 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







7 JustCall 7 Cents	03/05-04/04	1	2.00
Total Monthly Service Charges			2.00
Total Service Charges			2.00
Surcharges 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
Total SBC Long Distance			2.25

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 \$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

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 TheNewATT.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 schedule a future-dated payment from your bank account? Visit [att.com/billmessage](http://att.com/billmessage) to learn more.

#### 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](http://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 2-27	AOL FOR BROADBAND MONTHLY FEE	34.95
--------	-------------------------------	-------

#### Taxes

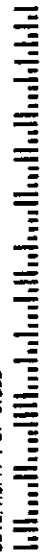
2 Federal	.00
3 State and Local	.00

Total Taxes  
Total eBillit

.00  
34.95

MAILING LABEL

9312.1.0.41 1 SP 0.000



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

9312.1.0.41 1 SP 0.000



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

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### Bill-At-A-Glance

Previous Bill	86.38
Payment	.00
Adjustments	86.38CR
Balance	.00
Current Charges	83.59
<b>See Convergent Summary Bill</b>	<b>\$ .00</b>
Do Not Pay	

### SBC Benefits

- Thank you for being an SBC Connections<sup>SM</sup> customer, featuring savings from:  
    \*SBC Missouri                                 \*SBC Long Distance  
Your SBC Connections<sup>SM</sup> monthly savings: \$17.63
  - With SBC Connections<sup>SM</sup> 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.

## Billing Summary

**Questions? Call:**

<b>Plans and Services</b>	<b>46.39</b>
1 800 585-7928	
<b>Payment Arrangements:</b>	
1 800 616-1171	
<b>Service Changes:</b>	
1 800 464-7928	
<b>Repair Services:</b>	
1 800 246-8464	
<b>SBC Long Distance</b>	<b>2.25</b>
1 800 585-7928	
<b>eBillit</b>	<b>34.95</b>
1 800 800-2526	
<b>Total Current Charges</b>	<b>83.59</b>

### Detail of Payments and Adjustments

Item				
No.	Date	Description	Adjustments	Payments
1.	3-17	Amount Transferred to Convergent Bill	86.38CR	

## Plans and Services

**Monthly Service - Mar 17 thru Apr 16**

2.	<b>EnhancedChoice™</b>	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-WayCalling	
3.	Non Published Listing	2.49
<b>Total</b>	<b>Monthly Service</b>	<b>28.44</b>

### Directory Assistance

411		
4	0 Call(s) billed at \$.73 each	4.30

### Local Toll

Item	No.	Date	Time	Place Called	Number	Code	Min
Itemized Calls							
	5.	2-24	959P	CALL TRACE		#	6.00

Local Services provided by SBC Arkansas, SBC Kansas, SBC Missouri, SBC Oklahoma, or SBC Texas based upon the service address location.

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

## News You Can Use Summary

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

See "News You Can Use" for additional information.

### Payment is Not Required

Balance	\$ .00
---------	--------



**Billing Date Mar 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 90000000000000 1770000000000000000000008359



MARY ROBINSON  
1456 KEATY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 4  
Account Number 314241-1196 302 6  
Billing Date Mar 17, 2006

## Plans and Services

### Local Toll - Continued

# - State Taxable

### Surcharges and Other Fees

1. Relay Missouri Surcharge	.13
2. Special Municipal Charge	3.65
<b>Total Surcharges and Other Fees</b>	<b>3.78</b>

### Taxes

3. Federal (Local Charges)	1.13
4. Federal (Non-regulated & Toll Charges)	.00
5. State and Local (Local Charges)	2.28
6. State and Local (Non-regulated & Toll Charges)	.38
<b>Total Taxes</b>	<b>3.79</b>

**Total Plans and Services** 46.39

## SBC Long Distance

### Important Information

#### Message Regarding Terms & Conditions:

To view your Terms & Conditions for SBC Long Distance, access [www.sbc.com/public\\_affairs](http://www.sbc.com/public_affairs) or call 1-888-225-8530 to have a copy mailed.  
New d/b/a (doing business as) name AT&T Long Distance: As a result of the recent merger of SBC Communications, Inc. and AT&T Corp., SBC Long Distance, LLC has adopted a new d/b/a 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.

### Invoice Summary

(as of March 06, 2006)	
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

Monthly Service Charges

Type of Service	Period	Qty	Amount
7. JustCall 7 Cents	03/05-04/04	1	2.00
<b>Total Monthly Service Charges</b>			<b>2.00</b>
<b>Total Service Charges</b>			<b>2.00</b>

### Surcharges and Other Fees

Description	
8. Fed Universal Service Fund	.08
9. Federal Regulatory Fee	.01
<b>Total Surcharges and Other Fees</b>	<b>.09</b>

### Taxes

Description	
10. Federal Tax	.07
11. State and Local Taxes	.09
<b>Total Taxes</b>	<b>.16</b>
<b>Total SBC Long Distance</b>	<b>2.25</b>

## 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 \$3.96. Also, neglecting to pay for other charges such as the SBC Advantage Plan<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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 [TheNewATT.com](http://TheNewATT.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 schedule a future-dated payment from your bank account? Visit [att.com/billmessage](http://att.com/billmessage) to learn more.



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 3 of 4  
AccountNumber 314241-1196 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](http://www.sbc.com/terms)



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 4 of 4  
Account Number 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

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 eBillit		34.95
---------------	--	-------



Billing Date 4/17/06

✓

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 83.59  
Payment .00  
Adjustments 83.59-  
Balance .00  
Current Charges 73.63  
See Convergent Summary Bill \$.00  
Do Not Pay  
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  
is a trademark of AT&T Knowledge Ventures.

Billing Summary  
Questions? Call:  
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

OUR NAME HAS CHANGED

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  
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	Adjustments	Payments
	1	4-17	Amount Transferred to Convergent Bill	83.59-	
Plans and Services					
Monthly Service - Apr 17 thru May 16					25.95
2 Enhanced Choice					
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					

PLAINTIFF'S  
EXHIBIT

7

411			
4	2	Call(s) billed at \$ .73 each	1.46
Surcharges and Other Fees			
5		Relay Missouri Surcharge	.13
6		Special Municipal Charge	3.32
TOTAL SURCHARGES AND OTHER FEES			3.45
Taxes			
7		Federal (Local Charges)	.85
REMIT			
U.S. Pat. D410, 950 and D414, 510			
Payment is Not Required			Balance \$ .00
Billing Date Apr 17, 2006		Account Number 314 241-1196 302 6	
See Convergent Bill Do Not Pay			

[illegible]

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get the number shown on this bill:
Invoice Summary
k o k k k (
Current Charges
Service Charges
Credits and Adjustments
Call Charges
Surcharges and Other Fees
Taxes
Total Invoice Summary
Service Charges
Monthly Service Charges
Type of Service
4 JustCall 7 Cents
Total Monthly Service Charges
Total Service Charges
Call Charges - Mar 5th thru Apr 4th
Calls for 314-241-1196
Domestic

```

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	.09
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 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.

## 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.

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 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/billmessage](http://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](http://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. 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	3-27	AOL FOR BROADBAND MONTHLY FEE	34.95
Taxes			
2		Federal	.00
3		State and Local	.00
Total Taxes			.00
Total eBillit			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

9312.1.0.42 1 SP 0.000



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

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### Bill-At-A-Glance

Previous Bill	83.59
Payment	.00
Adjustments	83.59CR
Balance	.00
Current Charges	73.63
<b>See Convergent Summary Bill</b>	<b>\$ .00</b>
Do Not Pay	

## Billing Summary

<b>Questions? Call:</b>	
<b>Plans and Services</b>	<b>36.19</b>
1 800 585-7928	
<b>Payment Arrangements:</b>	
1 800 616-1171	
<b>Service Changes:</b>	
1 800 464-7928	
<b>Repair Services:</b>	
1 800 246-8464	
<b>AT&amp;T Long Distance</b>	<b>2.50</b>
1 800 585-7928	
<b>eBillIt</b>	<b>34.95</b>
1 800 800-2526	
<b>Total Current Charges</b>	<b>73.63</b>

## 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

- Thank you for being an SBC Connections<sup>SM</sup> customer, featuring savings from:  
\*AT&T Missouri \*AT&T Long Distance  
Your SBC Connections<sup>SM</sup> monthly savings:\$17.63
- With SBC Connections<sup>SM</sup> you are eligible for great discounts on Cingular Wireless<sup>®</sup> or SBC Yahoo<sup>®</sup> 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<sup>®</sup> DSL, SBC Yahoo<sup>®</sup> Dial (Internet Services), AT&T Messaging, Cingular<sup>®</sup> Wireless or AT&T i DISH Network.

### Detail of Payments and Adjustments

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

## Plans and Services

<b>Monthly Service - Apr 17 thru May 16</b>	
<b>2. EnhancedChoice™</b>	<b>25.95</b>
Lifetime Service	
Call Blocker™	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
InLine® Repair Plan	
Three-Way Calling	
<b>3. Non Published Listing</b>	<b>2.49</b>
<b>Total Monthly Service</b>	<b>28.44</b>

### Directory Assistance

411		
4.	2 Call(s) billed at \$.73 each	1.46

### Surcharges and Other Fees

5. Relay Missouri Surcharge	.13
6. Special Municipal Charge	3.32
<b>Total Surcharges and Other Fees</b>	<b>3.45</b>

### **Taxes**

7. Federal (Local Charges)	.85
----------------------------	-----

Legal 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.

### 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



9759 31424111963026 2000000000000 1770000000000000000000000000007363



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 4  
Account Number 314241-1196 302 6  
Billing Date Apr 17, 2006

### Plans and Services

#### Taxes - Continued

1. Federal (Non-regulated & Toll Charges)	.00
2. State and Local (Local Charges)	1.80
3. State and Local (Non-regulated & Toll Charges)	.38
<b>Total Taxes</b>	<b>2.83</b>

**Total Plans and Services** 36.18

### AT&T Long Distance

#### Important Information

Message Regarding Terms & Conditions:  
To view your Terms & Conditions for SBC Long Distance, access [www.sbc.com/public\\_affairs](http://www.sbc.com/public_affairs) or call 1-888-225-8530 to have a copy mailed.  
New d/b/a (doing business as) name AT&T Long Distance: As a result of the recent merger of SBC Communications, Inc. and AT&T Corp., SBC Long Distance, LLC has adopted a new d/b/a 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.

#### Invoice Summary

(as of April 06, 2006)	
Current Charges	Amount
Service Charges	2.00
Credits and Adjustments	.00
Call Charges	.21
Surcharges and Other Fees	.12
Taxes	.17

**Total Invoice Summary** 2.50

#### Service Charges

##### Monthly Service Charges

Type of Service	Period	Qty	Amount
4. JustCall 7 Cents	04/05-05/04	1	2.00
<b>Total Monthly Service Charges</b>			<b>2.00</b>

**Total Service Charges** 2.00

#### Call Charges - Mar 5th thru Apr 4th Calls for 314-241-1196

Domestic								
Item	No.	Date	Time	Place Called	Number	Code	Min	Amount
	5.	3-21	253P	LAKE PARK IA	712 432-2222	D	1:00	.07
	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	Amount
7. Fed Universal Service Fund	.11
8. Federal Regulatory Fee	.01
<b>Total Surcharges and Other Fees</b>	<b>.12</b>

#### Taxes

Description	Amount
9. Federal Tax	.08
10. State and Local Taxes	.09
<b>Total Taxes</b>	<b>.17</b>

#### 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 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<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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.





MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 3 of 4  
Account Number 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/billmessage](http://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](http://att.com/terms)



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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

#### Billed on Behalf of AMERICA ONLINE

#### Itemized Charges and Credits

Item

No. Date Description

#### Charges for 314241-1196

1.	3-27	AOL FOR BROADBAND MONTHLY FEE	34.95
----	------	-------------------------------	-------

#### Taxes

2.	Federal	.00
----	---------	-----

3.	State and Local	.00
----	-----------------	-----

<b>Total Taxes</b>	<b>.00</b>
--------------------	------------

<b>Total eBillit</b>	<b>34.95</b>
----------------------	--------------

Billing Date 5/17/06



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	73.63
Payment	.00
Adjustments	73.63-
Balance	.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 Missouri, 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	
Questions? 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	
eBillit	34.95
1 800 800-2526	
Total Current Charges	82.88

News You Can Use Summary

PREVENT DISCONNECT

OUR NAME HAS CHANGED

LONG DIST. PROVIDERS

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 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

Adjustments

Payments

1 5-17 Amount Transferred to Convergent Bill

73.63-

Plans and Services

Monthly Service - May 17 thru Jun 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

PLAINTIFF'S  
EXHIBIT

9

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
REMIT	
U.S. Pat. D410, 950 and D414, 510	
Payment is Not Required	Balance \$.00
Billing Date May 17, 2006	Account Number 314 241-1196 302 6
See Convergent Bill Do Not Pay	

	9759	31424111963026	00000000000000	177000000000000000000008288	
Plans and Services					
Taxes (continued)					
1 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

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 Summary		3.04

Total Service Charges  
Call Charges - Apr 5th thru May 4th  
Calls for 314-241-1196  
Domestic

Total Call Charges		7.00
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

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.

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.

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 de card or even schedule a future-dated payment from your bank account? Visit att.com/billmessage to learn more.

Terms and Conditions

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

-Visit us on the web at att.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 5-06 136P ST LOUIS MO 314 241-1196 NSB 2 # 4.65  
COLLECT FROM PAYPHON MO 314 721-9355

Taxes

2 Federal .14

3 State and local .35

Total Taxes .49

# State Taxable

KEY TO CALLING CODES



MAILING LABEL

9312.1.0.43 1 SP 0.000



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

9312.1.0.43 1 SP 0.000



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

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## Bill-At-A-Glance

Previous Bill	73.63
Payment	.00
Adjustments	73.63CR
Balance	.00
Current Charges	82.88
<b>See Convergent Summary Bill</b>	<b>\$ .00</b>
Do Not Pay	

## AT&T Benefits

- Thank you for being an SBC Connections<sup>SM</sup> customer, featuring savings from:
  - AT&T Missouri \* AT&T Long Distance
 Your SBC Connections<sup>SM</sup> monthly savings: \$17.63
- With SBC Connections<sup>SM</sup> you are eligible for great discounts on Cingular Wireless<sup>®</sup> or SBC Yahoo!<sup>®</sup> 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!<sup>®</sup> DSL, SBC Yahoo!<sup>®</sup> Dial (Internet Services), AT&T Messaging, Cingular<sup>®</sup> Wireless or AT&T | DISH Network.

## Billing Summary

**Questions? Call:**

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

## 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

### Detail of Payments and Adjustments

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

## Plans and Services

**Monthly Service - May 17 thru Jun 16**

2. EnhancedChoice <sup>SM</sup>	25.95
Lifeline Service	
Call Blocker <sup>SM</sup>	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
InLine <sup>®</sup> Repair Plan	
Three-Way Calling	
3. Non Published Listing	2.49
<b>Total Monthly Service</b>	<b>28.44</b>

### 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
<b>Total Surcharges and Other Fees</b>	<b>3.78</b>

### Taxes

7. Federal (Local Charges)	.95
----------------------------	-----

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.

U.S. Pat. D410, 950 and D414, 518



**Billing Date May 17, 2006**

### Payment is Not Required

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





MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 5  
Account Number 314 241-1196 302 6  
Billing Date May 17, 2006

### Plans and Services

#### Taxes - Continued

1. Federal (Non-regulated & Toll Charges)	.00
2. State and Local (Local Charges)	1.82
3. State and Local (Non-regulated & Toll Charges)	.38
<b>Total Taxes</b>	<b>3.15</b>

**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](http://www.sbc.com/public_affairs)  
or call 1-888-225-8530 to have a copy mailed.

#### Invoice Summary

(as of May 06, 2006)	
<b>Current Charges</b>	<b>Amount</b>
Service Charges	2.00
Credits and Adjustments	.00
Call Charges	.70
Surcharges and Other Fees	.11
Taxes	.23

**Total Invoice Summary 3.04**

#### Service Charges

##### Monthly Service Charges

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

#### Call Charges - Apr 5th thru May 4th

Calls for 314-241-1196

##### Domestic

Item	No.	Date	Time	Place Called	Number	Code	Min	Amount
	5.	4-10	251P	MT STERLING IL	217 773-2251	D	1:00	.07
	6.	4-12	1229P	ST CHARLES MO	636 795-5382	D	9:00	.63
<b>Subtotal Domestic Calls for 314-241-1196</b>								<b>.70</b>

**Total Domestic Calls for 314-241-1196 .70**

**Total Calls for 314-241-1196 .70**

**Total Call Charges .70**

#### Surcharges and Other Fees

Description	
7. Fed Universal Service Fund	.10
8. Federal Regulatory Fee	.01
<b>Total Surcharges and Other Fees</b>	<b>.11</b>

#### Taxes

Description	
9. Federal Tax	.09
10. State and Local Taxes	.14
<b>Total Taxes</b>	<b>.23</b>

#### 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 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™, 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.

#### 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.

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at&t

MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 3 of 5  
Account Number 314 241-1196 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  
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MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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

#### Long Distance

Item							
No.	Date	Time	Place Called	Number	Code	Min	
<b>Charges for 314 241-1196</b>							
<b>Itemized Calls</b>							
1.	5-06	136P	ST LOUIS MO	314 241-1196	NSB	2 #	4.65
			COLLECT FROM PAYPHON MO	314 721-9355			

#### Taxes

2.	Federal	.14
3.	State and Local	.35
<b>Total Taxes</b>		<b>.49</b>

# State Taxable

#### Key to Calling Codes

B Collect      N Night/Weekend      S Station to Station

**Total AT&T** **5.14**



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 5 of 5  
Account Number 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

#### 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
-------------	--	-----

Total eBillit		34.95
---------------	--	-------

Billing Date 6/17/2006 ✓

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	82.88
Payment	.00
Adjustments	82.88-
Balance	.00
Current Charges	88.57
See Convergent Summary Bill	\$ .00
Do Not Pay	

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 is a trademark of AT&T Knowledge Ventures.

Billing Summary	
Questions? Call:	
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

CALL TRACE

LOCAL RATE PLAN

LONG DIST. PROVIDERS

CALL RETURN-USAGE

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	Payments
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

PLAINTIFF'S  
EXHIBIT

tabbies



12 State and Local Taxes .09  
Total Taxes .40  
KEY TO CALLING CODES

D Day  
Total AT&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 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.

**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.

**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-saving packages, products or services, please call 1-800-464-7928 or visit us online at att.com. Thank you for choosing AT&T Missouri.

**CALL RETURN-USAGE**

Effective 07/21/06, the pay-per-use rate 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-saving packages, products or services, please call 1-800-464-7928 or visit us online at att.com. Thank you for choosing AT&T Missouri.

**LOCAL RATE PLAN**

Effective 07/21/06 the 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 1-800-464-7928 or visit us online at att.com. Thank you for choosing AT&T Missouri.

**Terms and Conditions**

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

**eBillit**

**IMPORTANT INFORMATION**

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**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

.00

3 State and Local

.00

Total Taxes

.00

Total eBillit

34.95





MAILING LABEL

9312.1.0.44 1 SP 0.000



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

9312.1.0.44 1 SP 0.000



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

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### Bill-At-A-Glance

Previous Bill	82.88
Payment	.00
Adjustments	82.88CR
Balance	.00
Current Charges	88.57
<b>See Convergent Summary Bill</b>	<b>\$ .00</b>

**Do Not Pay**

## Billing Summary

**Questions? Call:**

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

## News You Can Use Summary

- PREVENT DISCONNECT
  - CALL TRACE
  - LOCAL RATE PLAN
  - LONG DIST. PROVIDERS
  - CALL RETURN-USAGE
- See "News You Can Use" for additional information

## AT&T Benefits

- Thank you for being an SBC Connections<sup>SM</sup> customer, featuring savings from:
  - \*AT&T Missouri
  - \*AT&T Long Distance
 Your SBC Connections<sup>SM</sup> monthly savings: \$17.63
- With SBC Connections<sup>SM</sup> you are eligible for great discounts on Cingular Wireless<sup>SM</sup> or SBC Yahoo<sup>®</sup> 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<sup>®</sup> High Speed Internet, AT&T Yahoo<sup>®</sup> Dial, AT&T Messaging, Cingular Wireless<sup>SM</sup> or AT&T iDISH Network.

### Detail of Payments and Adjustments

Item				
No.	Date	Description	Adjustments	Payments
1.	6-17	Amount Transferred to Convergent Bill	82.88CR	

## 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
<b>Total Monthly Service</b>	<b>29.44</b>

### **Directory Assistance**

411			
	9	Call(s) placed	
	2	Call(s) allowed	
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
<b>Total Surcharges and Other Fees</b>	<b>3.86</b>

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.

U.S. Pat. D410, 950 and D414, 519

### 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 - 3020

**PLAINTIFF'S  
EXHIBIT**

12

9759 31424111963026 2000000000000 1770000000000000000000008857



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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

### Plans and Services

#### Taxes

1. Federal (Local Charges)	.97
2. Federal (Non-regulated & Toll Charges)	.00
3. State and Local (Local Charges)	1.88
4. State and Local (Non-regulated & Toll Charges)	.38
<b>Total Taxes</b>	<b>3.23</b>

**Total Plans and Services 40.64**

10. Federal Regulatory Fee .08  
**Total Surcharges and Other Fees 1.20**

#### Taxes

Description	
11. Federal Tax	.31
12. State and Local Taxes	.09
<b>Total Taxes</b>	<b>.40</b>

Key to Calling Codes  
D Day

**Total AT&T Long Distance 12.98**

### AT&T Long Distance

#### Invoice Summary

(as of June 06, 2006)	
Current Charges	Amount
Service Charges	2.00
Credits and Adjustments	.00
Call Charges	9.38
Surcharges and Other Fees	1.20
Taxes	.40

**Total Invoice Summary 12.98**

#### Service Charges

##### Monthly Service Charges

Type of Service	Period	Qty	Amount
5. JustCall 7 Cents	06/05-07/04	1	2.00
<b>Total Monthly Service Charges</b>			<b>2.00</b>

**Total Service Charges 2.00**

#### Call Charges - May 5th thru Jun 4th

##### Calls for 314-241-1196

Domestic						
Item	No.	Date	Time	Place Called	Number	Amount
	6	5-17	733P	CHARLESTON IL	217 581-8121	.07
	7	5-17	804P	CHARLESTON IL	217 581-8121	4.41
	8	5-18	803P	CHARLESTON IL	217 581-8121	4.90
<b>Subtotal Domestic Calls for 314-241-1196</b>						<b>9.38</b>

**Total Domestic Calls for 314-241-1196 9.38**

**Total Calls for 314-241-1196 9.38**  
**Total Call Charges 9.38**

#### Surcharges and Other Fees

Description	
9. Fed Universal Service Fund	1.12

### 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 \$3.96. Also, neglecting to pay for other charges such as the SBC Advantage Plan<sup>SM</sup>, long distance, voice mail, InLine<sup>SM</sup>, 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.

#### CALL TRACE

Effective 7/21/06, the pay-per-user rate 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. Thank you for choosing AT&T Missouri.

#### CALL RETURN-USAGE

Effective 07/21/06, the pay-per-user rate 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-saving packages, products or services, please call 1-800-464-7928 or visit us online at att.com. Thank you for choosing AT&T Missouri.

#### LOCAL RATE PLAN

Effective 07/21/06 the 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 1-800-464-7928 or visit us online at att.com. Thank you for choosing AT&T Missouri.



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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](http://att.com/terms)



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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

#### Billed on Behalf of AMERICA ONLINE

#### Itemized Charges and Credits

Item

No. Date Description

#### Charges for 314241-1196

1. 5-27	AOL FOR BROADBAND MONTHLY FEE	34.95
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#### Taxes

2.	Federal	.00
----	---------	-----

3.	State and Local	.00
----	-----------------	-----

Total Taxes		.00
-------------	--	-----

Total eBillit		34.95
---------------	--	-------

Billing Date 7/17/06 ✓

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	88.57
Payment	.00
Adjustments	88.57-
Balance	.00
Current Charges	76.74
See Convergent Summary Bill	\$ .00

Do Not Pay  
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 is a trademark of AT&T Knowledge Ventures.  
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	
eBillit	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**

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 Wireless or AT&T   DISH Network.	

Detail of Payments and Adjustments

No.	Date	Description	Adjustments	Payments
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			
	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				

PLAINTIFF'S  
EXHIBIT

13



REMIT  
U.S. Pat. D410, 950 and D414, 510  
Payment is Not Required Balance \$ .00  
Billing Date Jul 17, 2006 Account Number 314 241-1196 302 6  
See Convergent Bill Do Not Pay

	9759	31424111963026	20000000000000	177000000000000000000000007674	3820
<b>Plans and Services</b>					
<b>Taxes (continued)</b>					
	1	State and Local (Non-regulated & Toll Charges)			.38
<b>TOTAL TAXES</b>					<b>3.20</b>
<b>Total Plans and Services</b>					<b>39.61</b>

**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](http://www.sbc.com/public_affairs)  
or call 1-888-225-8530 to have a copy mailed.

Invoice Summary		
(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

Type of Service				Period	Qty	Amount
2	JustCall	7	Cents	07/05-08/04	1	2.00
k	o	o		(		2.00
Total Service Charges						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	

Taxes	
Description	
5 Federal Tax	.00
6 State and Local Taxes	.09
Total Taxes	.09
Total AT&T Long Distance	2.18

**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



7

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  
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 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](http://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

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. 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& Missouri.

#### News You Can Use (continued)

##### 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/supportplus](http://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](http://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. 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 Federal

.00

3 State and Local

.00

Total Taxes

.00

Total eBillit

34.95

MAILING LABEL

9312.1.0.45 1 SP 0.000



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

9312.1.0.45 1 SP 0.000



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

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### Bill-At-A-Glance

Previous Bill	88.57
Payment	.00
Adjustments	88.57CR
Balance	.00
Current Charges	76.74

<b>See Convergent Summary Bill</b>	<b>\$ .00</b>
------------------------------------	---------------

### Do Not Pay

## Billing Summary

**Questions? Call:**

<b>Plans and Services</b>	<b>39.61</b>
1 800 585-7928	
<b>Payment Arrangements:</b>	
1 800 616-1171	
<b>Service Changes:</b>	
1 800 464-7928	
<b>Repair Services:</b>	
1 800 246-8464	
<b>AT&amp;T Long Distance</b>	<b>2.18</b>
1 800 585-7928	
<b>eBilt</b>	<b>34.95</b>
1 800 800-2526	
<b>Total Current Charges</b>	<b>76.74</b>

## News You Can Use Summary

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

See "News You Can Use" for additional information

## AT&T Benefits

- Thank you for being an SBC Connections<sup>SM</sup> customer, featuring savings from:
  - \* AT&T Missouri
  - \* AT&T Long Distance
 Your SBC Connections<sup>SM</sup> 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 Wireless<sup>SM</sup> or AT&T DISH Network.

### Detail of Payments and Adjustments

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

## Plans and Services

**Monthly Service - Jul 17 thru Aug 16**

2. EnhancedChoice™	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
<b>Total Monthly Service</b>	<b>29.44</b>

### Directory Assistance

411		
4.	7 Call(s) billed at \$.73 each	5.11

### **Surcharges and Other Fees**

5. Relay Missouri Surcharge	13
6. MO Municipal Business License Surcharge	2.73
<b>Total Surcharges and Other Fees</b>	<b>2.86</b>

### Taxes

7. Federal (Local Charges)	.94
8. Federal (Non-regulated & Toll Charges)	.00
9. State and Local (Local Charges)	1.88

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.

U.S. Pat. 0,410, 950 and 0,414, 510

### Payment is Not Required

Balance	\$ .00
---------	--------



**Billing Date Jul 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 20000000000000 177000000000000000000000007674



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 4  
Account Number 314241-1196 302 6  
Billing Date Jul 17, 2006

## Plans and Services

### Taxes - Continued

1. State and Local (Non-regulated & Toll Charges)	.38
<b>Total Taxes</b>	<b>3.20</b>

**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](http://www.sbc.com/public_affairs) or call 1-888-225-8530 to have a copy mailed.

### Invoice Summary

(as of July 06, 2006)	
<b>Current Charges</b>	<b>Amount</b>
Service Charges	2.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	.09
Taxes	.09
<b>Total Invoice Summary</b>	<b>2.18</b>

### Service Charges

Monthly Service Charges			
Type of Service	Period	Qty	Amount
2. JustCall 7 Cents	07/05-08/04	1	2.00
Total Monthly Service Charges			2.00
Total Service Charges			2.00

### Surcharges and Other Fees

<b>Description</b>	
3. Fed Universal Service Fund	.08
4. Federal Regulatory Fee	.01
<b>Total Surcharges and Other Fees</b>	<b>.09</b>

### Taxes

<b>Description</b>	
5. Federal Tax	.00
6. State and Local Taxes	.09
<b>Total Taxes</b>	<b>.09</b>
<b>Total AT&amp;T Long Distance</b>	<b>2.18</b>

## 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 \$3.96. Also, neglecting to pay for other charges such as the SBC Advantage Plan<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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% excise tax on long-distance plans 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](http://www.irs.gov) for more information.

### RATE CHANGES

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### RATE CHANGES

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 & Intra LATA 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. 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.



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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/billmessage](http://att.com/billmessage) to 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/supportplus](http://att.com/supportplus) or call 1-866-294-3454 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](http://att.com/terms)





MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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

#### 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.	Federal	.00
3.	State and Local	.00
Total Taxes		.00

Total eBillit	34.95
---------------	-------

### Bill-At-A-Glance

Previous Bill	76.74
Payment	.00
Adjustments	76.74CR
Balance	.00
Current Charges	82.68
<b>See Convergent Summary Bill</b>	<b>\$ .00</b>
Do Not Pay	

## AT&T Benefits

- Thank you for being an SBC Connections<sup>SM</sup> customer, featuring savings from:  
    \*AT&T Missouri                          \*AT&T Long Distance  
Your SBC Connections<sup>SM</sup> monthly savings: \$19.15

### Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1.	8-17	Amount Transferred to Convergent Bill	76.74CR	

## Billing Summary

<b>Questions? Call:</b>	
<b>Plans and Services</b>	<b>41.67</b>
1 800 585-7928	
<b>Payment Arrangements:</b>	
1 800 616-1171	
<b>Service Changes:</b>	
1 800 464-7928	
<b>Repair Services:</b>	
1 800 246-8464	
<b>AT&amp;T Long Distance</b>	<b>6.04</b>
1 800 585-7928	
<b>eBillIt</b>	<b>34.95</b>
1 800 800-2526	
<b>Total Current Charges</b>	<b>82.66</b>

## Plans and Services

**Monthly Service - Aug 17 thru Sep 16**

2. EnhancedChoice™	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
<b>Total Monthly Service</b>	<b>28.44</b>

### Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item	Monthly	Amount
<u>No. Description</u>	<u>Quantity Rate</u>	<u>Billed</u>
<b>Activity on Jul 21, 2006</b>		
(Monthly Charges are Prorated from Jul 21, 2006 through Aug 16, 2006)		
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		.95CR

## News You Can Use Summary

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

See "News You Can Use" for additional information

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.

### Payment is Not Required

Balance	\$ .00
---------	--------



Billing Date Aug 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 60000000000000 17700000000000000000000000008266



## Plans and Services

### Additions and Changes to Service - Continued

Item	Monthly	Amount
No. Description	Quantity	Rate Billed
<b>Activity on Jul 21, 2006</b>		
(Monthly Charges are Prorated from Jul 21, 2006 through Aug 16, 2006)		
Your bill reflects a rate increase from \$3.96 to \$5.00 for:		
1. Monthly Service		.94
<b>Total Additions and Changes to Service</b>		<b>.01 CR</b>

### Directory Assistance

411		
2. 10 Call(s) billed at \$.73 each		7.30

### Surcharges and Other Fees

3. Relay Missouri Surcharge		.13
4. MO Municipal Business License Surcharge		2.73
<b>Total Surcharges and Other Fees</b>		<b>2.86</b>

### Taxes

5. Federal (Local Charges)		.79
6. Federal (Non-regulated & Toll Charges)		.00
7. State and Local (Local Charges)		1.91
8. State and Local (Non-regulated & Toll Charges)		.38
<b>Total Taxes</b>		<b>3.08</b>

**Total Plans 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 direct-dialed 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 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 AT&T 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](http://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 AT&T Long Distance.

### Invoice Summary

(as of August 06, 2006)	
<b>Current Charges</b>	<b>Amount</b>
Service Charges	2.00
Credits and Adjustments	.00
Call Charges	3.36
Surcharges and Other Fees	.59
Taxes	.09

**Total Invoice Summary** 8.04

### Service Charges

#### Monthly Service Charges

Type of Service	Period	Qty	Amount
9. JustCall 7 Cents	08/05-09/04	1	2.00
<b>Total Monthly Service Charges</b>			<b>2.00</b>

**Total Service Charges** 2.00

### Call Charges - Jul 5th thru Aug 4th

Calls for 314-241-1196

#### Domestic

Item	No.	Date	Time	Place Called	Number	Code	Min	Amount
	10.	7-14	247P	OKLA CITY OK	405 270-1410	D	9:00	.63
	11.	7-24	117P	OKLA CITY OK	405 270-1410	D	11:00	.77
	12.	7-24	131P	OKLA CITY OK	405 270-1410	D	9:00	.63
	13.	7-31	414P	OKLA CITY OK	405 270-1410	D	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	935A	OKLA CITY OK	405 270-1410	D	13:00	.91

**Total Domestic Calls for 314-241-1196** 3.36

**Total Calls for 314-241-1196** 3.36

**Total Call Charges** 3.36

### Surcharges and Other Fees

Description	Amount
17. Fed Universal Service Fund	.44
18. Federal Regulatory Fee	.04
19. Missouri Local Business License Tax Recovery	.11
<b>Total Surcharges and Other Fees</b>	<b>.59</b>



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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
<b>Total Taxes</b>	<b>.09</b>

### 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 Plan<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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 & surcharges for 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/billmessage](http://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](http://att.com/terms)



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 4 of 4  
Account Number 314241-1196 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
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#### Taxes

2.	Federal	.00
----	---------	-----

3.	State and Local	.00
----	-----------------	-----

Total Taxes		.00
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Total eBillit		34.95
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## Bill-At-A-Glance

Previous Bill	82.66
Payment	.00
Adjustments	82.66CR
Balance	.00
Current Charges	96.21

<b>See Convergent Summary Bill</b>	<b>\$ .00</b>
------------------------------------	---------------

**Do Not Pay**

## Bitling Summary

**Questions? Call:**

<b>Plans and Services</b>	<b>48.42</b>
1 800 585-7928	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 464-7928	
Repair Services:	
1 800 246-8464	
<b>AT&amp;T Corp.</b>	<b>9.15</b>
1 800 222-0300	
<b>AT&amp;T Long Distance</b>	<b>3.69</b>
1 800 585-7928	
<b>eBillit</b>	<b>34.95</b>
1 800 800-2526	
<b>Total Current Charges</b>	<b>96.21</b>

## News You Can Use Summary

- PREVENT DISCONNECT
  - LONG DIST. PROVIDERS
  - DISABLED DISCOUNT
  - NEW INQUIRY NUMBER
- See "News You Can Use" for additional information

## AT&T Benefits

- Thank you for being an SBC Connections<sup>SM</sup> customer, featuring savings from:
- |                |                     |
|----------------|---------------------|
| *AT&T Missouri | *AT&T Long Distance |
|----------------|---------------------|
- Your SBC Connections<sup>SM</sup> monthly savings: \$19.15

### Detail of Payments and Adjustments

Item				
No.	Date	Description	Adjustments	Payments
1.	9-17	Amount Transferred to Convergent Bill	\$2,662	

## Plans and Services

**Monthly Service - Sep 17 thru Oct 16**

<b>2. EnhancedChoice™</b>	<b>25.95</b>
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	
<b>3. Non Published Listing</b>	<b>2.49</b>
<b>Total Monthly Service</b>	<b>28.44</b>

### Directory Assistance

411	19 Call(s) placed	
	4 Call(s) allowed	
4.	15 Call(s) billed at \$.73 each	10.95

### Multiple Listing Requests

5.	1 Call(s) billed at \$.73 each	.73
<b>Total Directory Assistance</b>		<b>11.68</b>

**Local Toll**

Item						
No.	Date	Time	Place Called	Number	Code	Min

### Itemized Calls

6. 9-10	528P	DA CL COMP	314 721-4096	2 #	.30
7. 9-19	220P	NATL411SVC	314 411-0000	#	1.37
Total Itemized Calls					1.67

## # - State Taxable

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.

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

### Payment is Not Required

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



9759 31424111963026 10000000000000 17700000000000000000000000009621



### Plans and Services

#### Local Toll - Continued

Total Local Toll 1.67

#### Surcharges and Other Fees

1. Relay Missouri Surcharge .13  
2. MO Municipal Business License Surcharge 2.90  
Total Surcharges and Other Fees 3.03

#### Taxes

3. Federal (Local Charges) .80  
4. Federal (Non-regulated & Toll Charges) .00  
5. State and Local (Local Charges) 2.32  
6. State and Local (Non-regulated & Toll Charges) .48  
Total Taxes 3.60

Total Plans and Services 48.42

### AT&T Corp.

#### Long Distance

Item	No.	Date	Time	Place Called	Number	Code	Min
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#### Charges for 314-241-1196

##### Itemized Calls

7. 8-24 511P ST LOUIS MO 314 241-1196 ESB 9 # 8.50
COLLECT FROM PAYPHON MO 314 645-9418

#### Taxes

8. Federal .00  
9. State and Local .65  
Total Taxes .65

#### # State Taxable

#### Key to Calling Codes

B Collect E Evening S Station to Station

Total AT&T Corp. 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](http://www.sbc.com/public_affairs) or call 1-800-225-8530 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 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 refer to the phone number on the front of your bill. Thank you.

#### Invoice Summary

(as of September 06, 2006)

Description	Amount
Current Charges	2.00
Service Charges	.00
Credits and Adjustments	1.28
Call Charges	.34
Surcharges and Other Fees	.09
Taxes	

Total Invoice Summary 3.69

#### Service Charges

##### Monthly Service Charges

Type of Service	Period	Qty	Amount
10. JustCall 7 Cents	09/05-10/04	1	2.00
Total Monthly Service Charges			2.00

Total Service Charges 2.00

#### Call Charges - Aug 5th thru Sep 4th

##### Calls for 314-241-1196

#### Domestic

Item	No.	Date	Time	Place Called	Number	Code	Min	Amount
11. 8-08 1124A OKLAHAMA NE 402 502-3140 D 1:00 .07								
12. 8-28 1106A OKLA CITY OK 405 270-1410 D 17:00 1.19								
Subtotal Domestic Calls for 314-241-1196								1.26

Total Domestic Calls for 314-241-1196 1.26

Total Calls for 314-241-1196 1.26

Total Call Charges 1.26

#### Surcharges and Other Fees

##### Description

13. Fed Universal Service Fund	.21
14. Federal Regulatory Fee	.02
15. Missouri Local Business License Tax Recovery	.11
Total Surcharges and Other Fees	.34



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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

## AT&T Long Distance

### Taxes

Description	
1. Federal Tax	.00
2. State and Local Taxes	.09
<b>Total Taxes</b>	<b>.09</b>

### Key to Calling Codes

D Day

**Total AT&T Long Distance 3.69**

## 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 SBC Advantage Plan<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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](http://att.com/terms)





MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 4 of 4  
Account Number 314 241-1196 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	34.95
---------	-------------------------------	-------

#### Taxes

2.	Federal	.00
----	---------	-----

3.	State and Local	.00
----	-----------------	-----

<b>Total Taxes</b>		<b>.00</b>
--------------------	--	------------

<b>Total eBillit</b>		<b>34.95</b>
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### Plans and Services

#### Local Toll - Continued

Key to Calling Codes  
O Oper-Dial Rates

#### Surcharges and Other Fees

1. Relay Missouri Surcharge	.13
2. MO Municipal Business License Surcharge	2.96
<b>Total Surcharges and Other Fees</b>	<b>3.09</b>

#### Taxes

3. Federal (Local Charges)	.87
4. Federal (Non-regulated & Toll Charges)	.00
5. State and Local (Local Charges)	2.43
6. State and Local (Non-regulated & Toll Charges)	.38
<b>Total Taxes</b>	<b>3.68</b>

**Total Plans and Services** 48.65

### AT&T Corp.

#### Long Distance

Item	No.	Date	Time	Place Called	Number	Code	Min	
Charges for 314 241-1196								
Itemized Calls								
7.	9-30	843A	ST LOUIS MO	314 241-1196	NSB	1	#	5.30
				COLLECT FROM	PAYPHON MO	314 381-9127		

<b>Taxes</b>		
8. Federal	.00	
9. State and Local	.40	
<b>Total Taxes</b>	<b>.40</b>	

# State Taxable

Key to Calling Codes  
B Collect N Night/Weekend S Station to Station

**Total AT&T Corp.** 5.70

### 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](http://www.sbc.com/public_affairs) or call 1-888-225-8530 to have a copy mailed.  
International Mobile Termination Charge Change:  
Effective 11/22/2006, International Mobile Termination charges (IMTC) 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/imtc](http://att.com/imtc). For a recording of the rates by country (in English or in Spanish), you may call 1-888-472-1935. Thank you for choosing AT&T Long Distance.

#### Invoice Summary

(as of October 06, 2006)

Current Charges	Amount
Service Charges	2.00
Credits and Adjustments	.00
Call Charges	3.22
Surcharges and Other Fees	.52
Taxes	.27

**Total Invoice Summary** 6.01

#### Service Charges

##### Monthly Service Charges

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

**Total Service Charges** 2.00

#### Call Charges - Sep 5th thru Oct 4th

Calls for 314-241-1196

Domestic								
Item	No.	Date	Time	Place Called	Number	Code	Min	Amount
11. 9-06	1122A	JEFFERSMCKY MO	573 751-4800	D	2:00			.14
12. 9-06	1124A	JEFFERSMCKY MO	573 751-4800	D	5:00			.35
13. 9-15	251P	OKLA CITY OK	405 270-1410	D	4:00			.28
14. 9-19	222P	WASHINGTON DC	202 434-2277	D	9:00			.63
15. 9-25	247P	FENTON MO	836 326-7000	D	7:00			.49
16. 9-25	351P	FENTON MO	836 326-7000	D	4:00			.28
17. 9-25	356P	FENTON MO	836 326-7000	D	1:00			.07
18. 10-02	516P	FENTON MO	836 326-7000	D	8:00			.56
19. 10-02	526P	FENTON MO	836 326-7000	D	8:00			.42
<b>Subtotal Domestic Calls for 314-241-1196</b>								<b>3.22</b>
<b>Total Domestic Calls for 314-241-1196</b>								<b>3.22</b>
<b>Total Calls for 314-241-1196</b>								<b>3.22</b>
<b>Total Call Charges</b>								<b>3.22</b>



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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

## AT&T Long Distance

### Surcharges and Other Fees

Description	
1. Fed Universal Service Fund	.17
2. Federal Regulatory Fee	.02
3. Missouri Local Business License Tax Recovery	.33
<b>Total Surcharges and Other Fees</b>	<b>.52</b>

### Taxes

Description	
4. Federal Tax	.00
5. State and Local Taxes	.27
<b>Total Taxes</b>	<b>.27</b>

### Key to Calling Codes

D Day

**Total AT&T Long Distance 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 Plan<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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.

### 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.

## 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](http://att.com/terms)



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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

Item

No. Date Description

#### Charges for 314 241-1196

1. 9-27	AOL FOR BROADBAND MONTHLY FEE	34.95
---------	-------------------------------	-------

#### Taxes

2.	Federal	.00
----	---------	-----

3.	State and Local	.00
----	-----------------	-----

<b>Total Taxes</b>		<b>.00</b>
--------------------	--	------------

<b>Total eBillit</b>		<b>34.95</b>
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### Bill-At-A-Glance

Previous Bill	95.31
Payment	.00
Adjustments	95.31CR
Balance	.00
Current Charges	80.09

**See Convergent Summary Bill** **\$ . 00**

**Do Not Pay**

## Billing Summary

**Questions? Call:**

<b>Plans and Services</b>	<b>40.80</b>
1 800 288-2020	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 288-2020	
Repair Services:	
1 800 246-8464	
<b>AT&amp;T Long Distance</b>	<b>4.34</b>
1 800 288-2020	
<b>eBillit</b>	<b>34.95</b>
1 800 800-2526	
<b>Total Current Charges</b>	<b>80.09</b>

### Detail of Payments and Adjustments

Item				
No.	Date	Description	Adjustments	Payments
1.	11-17	Amount Transferred to Convergent Bill	95.31CR	

## Plans and Services

**Monthly Service - Nov 17 thru Dec 16**

2. EnhancedChoice™	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
<b>Total Monthly Service</b>	<b>28.56</b>

### **Directory Assistance**

411	10 Call(s) placed	
	3 Call(s) allowed	
4.	7 Call(s) billed at \$.76 each	5.32

### **Surcharges and Other Fees**

5. Relay Missouri Surcharge	.13
6. MO Municipal Business License Surcharge	3.77
<b>Total Surcharges and Other Fees</b>	<b>3.90</b>

## Taxos

7. Federal (Local Charges)	.81
8. Federal (Non-regulated & Toll Charges)	.00
9. State and Local (Local Charges)	1.83
10. State and Local (Non-regulated & Toll Charges)	.38
<b>Total Taxes</b>	<b>3.02</b>

<b>Total Plans and Services</b>	<b>40.80</b>
---------------------------------	--------------

## News You Can Use Summary

- PREVENT DISCONNECT
- REPAIR MADE EASY!
- EASY BILL PAY
- LONG DIST. PROVIDERS
- 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 Missouri, AT&T Oklahoma, or AT&T Texas based upon the service address location.

U.S. Pat. 2,410, 950 and 2,414, 510

### Payment is Not Required

Balance	\$ .00
---------	--------



**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



9759 31424111963026 00000000000000 177000000000000000000000008009



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 3  
Account Number 314241-1196 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](http://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 1/12/07, any AT&T Long Distance Calling Card that has not been used or is no longer 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.

### Invoice Summary

(as of November 06, 2006)	
Current Charges	Amount
Service Charges	4.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	.16
Taxes	.18
<b>Total Invoice Summary</b>	<b>4.34</b>

### Service Charges

#### Monthly Service Charges

Type of Service	Period	Qty	Amount
1. JustCall 7 Cents	11/05-12/04	1	4.00
<b>Total Monthly Service Charges</b>			<b>4.00</b>

**Total Service Charges 4.00**

### Surcharges and Other Fees

Description	
2. Fed Universal Service Fund	.15
3. Federal Regulatory Fee	.01
<b>Total Surcharges and Other Fees</b>	<b>.16</b>

### Taxes

Description	
4. Federal Tax	.00
5. State and Local Taxes	.18
<b>Total Taxes</b>	<b>.18</b>
<b>Total AT&amp;T Long Distance</b>	<b>4.34</b>

## 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<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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.

### 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](http://att.com/repair).

### RATE INCREASES

Effective 1/1/07, the monthly rate for 2-Line Personal Choice<sup>SM</sup>, Personal Choice<sup>SM</sup>, Enhanced Choice<sup>SM</sup> Plus, Enhanced Choice<sup>SM</sup>, 2-Line Enhanced Choice<sup>SM</sup>, 2-Line Enhanced Choice<sup>SM</sup> Plus, Personal Choice<sup>SM</sup> Plus and 2-Line Personal Choice<sup>SM</sup> Plus will increase by \$1.05. For more information, or to learn more about our other money-saving packages, products or services, please call 1 800 288-2020 or visit us online at [att.com](http://att.com). Thank you 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 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](http://att.com/terms)



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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

Item

No. Date Description

#### Charges for 314241-1196

1.	10-27	AOL FOR BROADBAND MONTHLY FEE	34.95
----	-------	-------------------------------	-------

#### Taxes

2.	Federal	.00
----	---------	-----

3.	State and Local	.00
----	-----------------	-----

<b>Total Taxes</b>		<b>.00</b>
--------------------	--	------------

<b>Total eBillit</b>		<b>34.95</b>
----------------------	--	--------------



Billing Date 12/17/06

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	.00
Adjustments	80.09-
Balance	.00
Current Charges	87.77
See Convergent Summary Bill	\$ .00
Do Not Pay	

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.

Billing Summary

Questions? Call:

Plans and Services	48.02
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	4.80
1 800 288-2020	
eBillit	34.95
1 800 800-2526	
Total Current Charges	87.77

News You Can Use Summary

PREVENT DISCONNECT  
SVC DISCONTINUATION  
AT&T LOCAL TOLL

LONG DIST. PROVIDERS  
SAVE WITH LIFELINE

See "News You Can Use" for additional information  
Detail of Payments and Adjustments

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		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				
Directory Assistance				
411				
		15 Call(s) placed		
		2 Call(s) allowed		
4	13	Call(s) billed at \$.76 each		9.88
MULTIPLE LISTING REQUESTS				
5	2	Call(s) billed at \$.76 each		1.52
Total Directory Assistance				
Surcharges and Other Fees				
6		Relay Missouri Surcharge		.13
7		Special Municipal Charge		4.45
TOTAL SURCHARGES AND OTHER FEES				
Taxes				

PLAINTIFF'S  
EXHIBIT

19

### Description



5 Federal Tax	.00
6 State and Local Taxes	.18
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

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 (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 bill handy for review. Thank you for choosing AT&T.

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 11-27 AOL FOR BROADBAND MONTHLY FEE

34.95

Taxes

2 Federal

.00

3 State and Local

.00

Total Taxes

.00

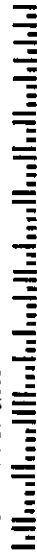
Total eBillit

34.95



MAILING LABEL

4808.1.0.21 1 SP 0.000



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

4808.1.0.21 1 SP 0.000



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

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### Bilt-At-A-Glance

Previous Bill	80.09
Payment	.00
Adjustments	80.09CR
Balance	.00
Current Charges	87.77
<b>See Convergent Summary Bill</b>	<b>\$ .00</b>
Do Not Pay	

## Billing Summary

<b>Questions? Call:</b>	
<b>Plans and Services</b>	<b>48.02</b>
1 800 288-2020	
Payment Arrangements:	
1 800 616-1171	
Service Changes:	
1 800 288-2020	
Repair Services:	
1 800 246-8464	
<b>AT&amp;T Long Distance</b>	<b>4.80</b>
1 800 288-2020	
<b>eBillit</b>	<b>34.95</b>
1 800 800-2526	
<b>Total Current Charges</b>	<b>87.77</b>

## News You Can Use Summary

- PREVENT DISCONNECT
- SVC DISCONTINUATION
- AT&T LOCAL TOLL
- LONG DIST. PROVIDERS
- SAVE WITH LIFELINE

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	80.09CR	

## Plans and Services

**Monthly Service - Dec 17 thru Jan 16**

2. EnhancedChoice <sup>SM</sup>	25.95
Lifeline Service	
Call Blocker <sup>SM</sup>	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
InLine <sup>®</sup> Repair Plan	
Three-Way Calling	
3. Non Published Listing	2.61
<b>Total Monthly Service</b>	<b>28.56</b>

### Directory Assistance

411	15	Call(s) placed	
	2	Call(s) allowed	
4.	13	Call(s) billed at \$.76 each	9.88
<b>Multiple Listing Requests</b>			
5.	2	Call(s) billed at \$.76 each	1.52
<b>Total Directory Assistance</b>			<b>11.40</b>

### **Surcharges and Other Fees**

6. Relay Missouri Surcharge	.13
7. Special Municipal Charge	4.45
<b>Total Surcharges and Other Fees</b>	<b>4.58</b>

### Taxes

8. Federal (Local Charges)	.81
9. Federal (Non-regulated & Toll Charges)	.00
10. State and Local (Local Charges)	2.29
11. State and Local (Non-regulated & Toll Charges)	.38
<b>Total Taxes</b>	<b>3.48</b>

<b>Total Plans and Services</b>	<b>48.02</b>
---------------------------------	--------------

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.

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

### Payment is Not Required

Balance	\$ .00
---------	--------



Billing Date Dec 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 20000000000000 1770000000000000000000008777



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 4  
Account Number 314241-1196 302 6  
Billing Date Dec 17, 2006

## 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 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 08, 2006)

	Amount
Current Charges	4.00
Service Charges	.00
Credits and Adjustments	.00
Call Charges	.42
Surcharges and Other Fees	.20
Taxes	.18

Total Invoice Summary 4.80

### Service Charges

#### Monthly Service Charges

Type of Service	Period	Qty	Amount
1. JustCall 7 Cents	12/05-01/04	1	4.00
Total Monthly Service Charges			4.00
Total Service Charges			4.00

### Call Charges - Nov 5th thru Dec 4th

Calls for 314-241-1196

Domestic							
Item	No.	Date	Time	Place Called	Number	Code	Min
	2	11-29	941P	AUSTIN TX	512 404-1207	D	8:00
Subtotal Domestic Calls for 314-241-1196							.42

Total Domestic Calls for 314-241-1196 .42

Total Calls for 314-241-1196 .42

Total Call Charges .42

### Surcharges and Other Fees

Description	
3. Fed Universal Service Fund	.18

4. Federal Regulatory Fee	.01
Total Surcharges and Other Fees	.20

### Taxes

Description	
5. Federal Tax	.00
6. State and Local Taxes	.18
Total Taxes	.18

### Key to Calling Codes

D Day

Total AT&T Long Distance 4.80

## 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<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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 (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 (LHEAP). For more information or to apply for this discount, call 1 800 288-2020.





MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 3 of 4  
Account Number 314241-1196 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](http://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](http://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](http://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.



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 4 of 4  
Account Number 314241-1196 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 314241-1196

1.	11-27	AOL FOR BROADBAND MONTHLY FEE	34.95
----	-------	-------------------------------	-------

#### Taxes

2.	Federal	.00
----	---------	-----

3.	State and Local	.00
----	-----------------	-----

<b>Total Taxes</b>	<b>.00</b>
--------------------	------------

<b>Total eBillit</b>	<b>34.95</b>
----------------------	--------------

Billing date 1/17/07

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	87.77
Payment	.00
Adjustments	87.77-
Balance	.00
Current Charges	83.19
See Convergent Summary Bill	\$ .00
Do Not Pay	

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.  
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	
eBillit	34.95
1 800 800-2526	
Total Current Charges	83.19

News You Can Use Summary

PREVENT DISCONNECT

FED EXCISE TAX

REPAIR MADE EASY!

LONG DIST. PROVIDERS

SVC DISCONTINUATION

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

Inline Repair Plan

Three-Way Calling

3 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 from account activity.

Item

No. Description

Quantity Monthly Rate

Amount Billed

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

411

PLAINTIFF'S  
EXHIBIT

21

7 Call(s) placed  
 1 Call(s) allowed  
 5 6 Call(s) billed at \$.76 each 4.56  
 Surcharges and Other Fees  
 6 Relay Missouri Surcharge .13  
 7 Special Municipal Charge 3.86  
 TOTAL SURCHARGES AND OTHER FEES 3.99  
 Taxes  
 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 6

See Convergent Bill Do Not Pay

MARY ROBINSON

1456 KEALTY LN

SAINT LOUIS

MO 63104-3020

9759 31424111963026 3000000000000 177000000000000000000000000008319

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](http://www.irs.gov). For answers on how to  
 retrieve AT&T bill copies in support of Federal  
 Excise Tax amounts, see [www.att.com](http://www.att.com).

Changes to Operator Services Fees:

See [www.att.com/oper/rates](http://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.

k o o k k k (

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](http://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](http://att.com/intl-rates).

Invoice Summary

(as of January 06, 2007)

Current Charges

Amount

Service Charges

4.00

Credits and Adjustments

.00



Call Charges	1.89
Surcharges and Other Fees	.35
Taxes	.18
<b>Total Invoice Summary</b>	<b>6.42</b>

Service Charges			
Monthly Service Charges			
Type of Service	Period	Qty	Amount
4 JustCall 7 Cents	01/05-02/04	1	4.00
Total Monthly Service Charges			4.00
Total Service Charges			4.00

Call Charges - Dec 5th thru Jan 4th  
 Calls for 314-241-1196  
 Domestic

Item	No.	Date	Time	Place Called	Number	Code	Min	Amount
	5	12-12	1202P	OKLA CITY OK	405 270-1410	D	5:00	.35
	6	12-12	1216P	OKLA CITY OK	405 270-1410	D	8:00	.56
	7	12-20	1007A	OKLA CITY OK	405 270-1410	D	3:00	.21
	8	12-21	222P	OKLA CITY OK	405 270-1410	D	7:00	.49
	9	12-21	228P	OKLA CITY OK	405 270-1410	D	4:00	.28

Subtotal Domestic Calls for 314-241-1196	1.89
Total Domestic Calls for 314-241-1196	1.89
Total Calls for 314-241-1196	1.89
Total Call Charges	1.89

Surcharges and Other Fees	
Description	
10 Fed Universal Service Fund	.33
11 Federal Regulatory Fee	.02
Total Surcharges and Other Fees	.35

Taxes	
Description	
12 Federal Tax	.00
13 State and Local Taxes	.18
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

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

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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!**

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.

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

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

**NEED TO CONTACT US?**

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**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	12-27	AOL FOR BROADBAND MONTHLY FEE	34.95
---	-------	-------------------------------	-------

**Taxes**

2	Federal	.00
---	---------	-----

3	State and Local	.00
---	-----------------	-----

k	o	o	k	k	k	(	.00
---	---	---	---	---	---	---	-----

Total eBillit	34.95
---------------	-------

MAILING LABEL

4808.1.0.22 1 SP 0.000



MARY ROBINSON

C/O JENNIFER HEGGEMANN

4232 FOREST PARK AVE

SAINT LOUIS MO 63108-2811

4808.1.0.22 1 SP 0.000



MARY ROBINSON

C/O JENNIFER HEGGEMANN

4232 FOREST PARK AVE

SAINT LOUIS MO 63108-2811

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## Bill-At-A-Glance

Previous Bill	87.77
Payment	.00
Adjustments	87.77CR
Balance	.00
Current Charges	83.19
<b>See Convergent Summary Bill</b>	<b>\$ .00</b>
Do Not Pay	

## Billing Summary

<b>Questions? Call:</b>	
<b>Plans and Services</b>	<b>41.82</b>
1 800 288-2020	
<b>Payment Arrangements:</b>	
1 800 616-1171	
<b>Service Changes:</b>	
1 800 288-2020	
<b>Repair Services:</b>	
1 800 246-8464	
<b>AT&amp;T Long Distance</b>	<b>6.42</b>
1 800 288-2020	
<b>eBillit</b>	<b>34.95</b>
1 800 800-2526	
<b>Total Current Charges</b>	<b>83.19</b>

## 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

Item				
<u>No.</u>	<u>Date</u>	<u>Description</u>	<u>Adjustments</u>	<u>Payments</u>
1.	1-17	Amount Transferred to Convergent Bill	87.77CR	

## Plans and Services

**Monthly Service - Jan 17 thru Feb 16**

2. EnhancedChoice <sup>SM</sup>	27.00
Lifeline Service	
Call Blocker <sup>SM</sup>	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
InLine <sup>®</sup> Repair Plan	
Three-Way Calling	
3. Non Published Listing	2.61
<b>Total Monthly Service</b>	<b>29.61</b>

### Additions and Changes to Service

**This section of your bill reflects charges and credits resulting from account activity.**

Item	Monthly	Amount
<u>No.</u> <u>Description</u>	<u>Quantity</u> <u>Rate</u>	<u>Billed</u>
<b>Activity on Jan. 1, 2007</b>		
(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

411	7 Call(s) placed	
	1 Call(s) allowed	
5.	6 Call(s) billed at \$.76 each	4.56

### Surcharges and Other Fees

6. Relay Missouri Surcharge	.13
7. Special Municipal Charge	3.86
<b>Total Surcharges and Other Fees</b>	<b>3.99</b>

### Taxes

8. Federal (Local Charges)	.84
----------------------------	-----

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.

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 6**  
See Convergent Bill Do Not Pay

MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

**PLAINTIFF'S  
EXHIBIT  
22**

9759 31424111963026 30000000000000 17700000000000000000000008319



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 4  
Account Number 314241-1196 302 6  
Billing Date Jan 17, 2007

### 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
<b>Total Taxes</b>	<b>3.08</b>

**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](http://www.irs.gov). For answers on how to retrieve AT&T bill copies in support of Federal Excise Tax amounts, see [www.att.com](http://www.att.com).

Changes to Operator Services fees:  
See [www.att.com/oper/rates](http://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](http://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](http://att.com/intl-rates).

#### Invoice Summary

(as of January 06, 2007)	
<b>Current Charges</b>	<b>Amount</b>
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

##### Monthly Service Charges

Type of Service	Period	Qty	Amount
4. JustCall 7 Cents	01/05-02/04	1	4.00
<b>Total Monthly Service Charges</b>			<b>4.00</b>

**Total Service Charges 4.00**

#### Call Charges - Dec 5th thru Jan 4th

##### Calls for 314-241-1196

##### Domestic

Item	No.	Date	Time	Place Called	Number	Code	Min	Amount
	5.	12-12	1202P	OKLA CITY OK	405 270-1410	D	5:00	.35
	6.	12-12	1216P	OKLA CITY OK	405 270-1410	D	8:00	.56
	7.	12-20	1007A	OKLA CITY OK	405 270-1410	D	3:00	.21
	8.	12-21	222P	OKLA CITY OK	405 270-1410	D	7:00	.49
	9.	12-21	228P	OKLA CITY OK	405 270-1410	D	4:00	.28
<b>Subtotal Domestic Calls for 314-241-1196</b>								<b>1.89</b>

**Total Domestic Calls for 314-241-1196 1.89**

**Total Calls for 314-241-1196 1.89**

**Total Call Charges 1.89**

#### Surcharges and Other Fees

Description	Amount
10. Fed Universal Service Fund	.33
11. Federal Regulatory Fee	.02
<b>Total Surcharges and Other Fees</b>	<b>.35</b>

#### Taxes

Description	Amount
12. Federal Tax	.00
13. State and Local Taxes	.18
<b>Total Taxes</b>	<b>.18</b>

#### Key to Calling Codes

D Day

**Total AT&T Long Distance 6.42**



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 3 of 4  
Account Number 314241-1196 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 Plan<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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

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### SVC DISCONTINUATION

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### 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](http://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](http://att.com/winadell) to register! No purchase necessary. Call 1 800 233-5940 or visit [att.com/ebillrules](http://att.com/ebillrules) for official sweepstakes rules and AT&T eBill terms and conditions.

## Terms and Conditions

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MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 4 of 4  
Account Number 314241-1196 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

#### Billed on Behalf of AMERICA ONLINE

#### Itemized Charges and Credits

Item

No. Date Description

#### Charges for 314241-1196

1.	12-27	AOL FOR BROADBAND MONTHLY FEE	34.95
----	-------	-------------------------------	-------

#### Taxes

2.	Federal	.00
----	---------	-----

3.	State and Local	.00
----	-----------------	-----

Total Taxes			.00
-------------	--	--	-----

Total eBillit			34.95
---------------	--	--	-------

Billing Date 2/17/07

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	83.19-
Balance	.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 Missouri, AT&T Oklahoma, or AT&T Texas based upon the service address location.  
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**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	
Total Current Charges	82.74

News You Can Use Summary

PREVENT DISCONNECT

FED EXCISE TAX

GO ONLINE WITH DELL

LONG DIST. PROVIDERS  
SVC DISCONTINUATION

See "News You Can Use" for additional information

Detail of Payments and Adjustments

No.	Date	Description	Adjustments	Payments
1	2-17	Amount Transferred to Convergent Bill	83.19-	
<b>Plans and Services</b>				
Monthly Service - Feb 17 thru Mar 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		
		Inline Repair Plan		
		Three-Way Calling		
3		Non Published Listing		2.61
Total Monthly Service				29.61
Directory Assistance				
411				
		8 Call(s) placed		
		2 Call(s) allowed		
4		6 Call(s) billed at \$.76 each		4.56
<b>MULTIPLE LISTING REQUESTS</b>				
5		1 Call(s) billed at \$.76 each		.76
Total Directory Assistance				5.32
<b>Surcharges and Other Fees</b>				
		6 Relay Missouri Surcharge		.13
		7 Special Municipal Charge		3.88
<b>TOTAL SURCHARGES AND OTHER FEES</b>				4.01
<b>Taxes</b>				

PLAINTIFF'S  
EXHIBIT

23

REMIT  
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  
AT&T Long Distance  
Thank you for your business. We appreciate the  
opportunity to serve you.

Total Invoice Summary			5.73
Service Charges			
Monthly Service Charges			
Type of Service	Period	Qty	Amount
1 JustCall 7 Cents	02/05-03/04	1	4.00
Total Monthly Service Charges			4.00
Total Service Charges			4.00

Total Call Charges		1.20
Surcharges and Other Fees		
Description		
6 Fed Universal Service Fund		.21
7 Federal Regulatory Fee		.01
Total Surcharges and Other Fees		.22

**News You Can Use**  
**PREVENT DISCONNECT**



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AT&T Long Distance or a company that resells their services as your primary local toll carrier and  
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#### eBillit

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#### 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

.00

3 State and Local

.00

Total Taxes

.00

**Total eBillit**

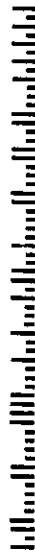
**34.95**





MAILING LABEL

4808.1.0.23 1 SP 0.000



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

4808.1.0.23 1 SP 0.000



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

7

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9759 31424111963026 00000000000000 1770000000000000000000008274



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 4  
Account Number 314 241-1196 302 5  
Billing Date Feb 17, 2007

## AT&T Long Distance

### Important Information

AT&T Long Distance  
Thank you for your business. We appreciate the opportunity to serve you.

Key to Calling Codes  
D Day

Total AT&T Long Distance

5.73

### News You Can Use

#### PREVENT DISCONNECT

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#### LONG DIST. PROVIDERS

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#### GO ONLINE WITH DELL

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### Invoice Summary

(as of February 06, 2007)

	Amount
Current Charges	
Service Charges	4.00
Credits and Adjustments	.00
Call Charges	1.26
Surcharges and Other Fees	.22
Taxes	.25

Total Invoice Summary 5.73

### Service Charges

#### Monthly Service Charges

Type of Service	Period	Qty	Amount
1. JustCall 7 Cents	02/05-03/04	1	4.00
Total Monthly Service Charges			4.00

Total Service Charges 4.00

### Call Charges - Jan 5th thru Feb 4th

Calls for 314-241-1196

#### Domestic Item

No.	Date	Time	Place Called	Number	Code	Min.	Amount
2.	1-09	1055A	NEW YORK NY	212 461-2787	D	5:00	.35
3.	1-10	150P	HARVESTER MO	636 447-3486	D	1:00	.07
4.	1-18	924A	FENTON MO	636 326-5427	D	11:00	.77
5.	1-30	525P	BELLEVUE WA	425 635-7040	D	1:00	.07
Subtotal Domestic Calls for 314-241-1196							1.26

Total Domestic Calls for 314-241-1196 1.26

Total Calls for 314-241-1196 1.26

Total Call Charges 1.26

### Surcharges and Other Fees

Description	
8. Fed Universal Service Fund	.21
7. Federal Regulatory Fee	.01
Total Surcharges and Other Fees	.22

### Taxes

Description	
8. Federal Tax	.00
9. State and Local Taxes	.25
Total Taxes	.25



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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

## Terms and Conditions

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- Visit us on the web at [att.com/terms](http://att.com/terms)

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MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 4 of 4  
Account Number 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	AOL FOR BROADBAND MONTHLY FEE	34.95
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#### Taxes

2.	Federal	.00
----	---------	-----

3.	State and Local	.00
----	-----------------	-----

Total Taxes		.00
-------------	--	-----

Total eBillit		34.95
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### Bill-At-A-Glance

Previous Bill	82.74
Payment	.00
Adjustments	82.74CR
Balance	.00
Current Charges	82.63
<b>See Convergent Summary Bill</b>	<b>\$ .00</b>
Do Not Pay	

## Billing Summary

<b>Questions? Call:</b>	
<b>Plans and Services</b>	<b>41.86</b>
1 800 288-2020	
<b>Payment Arrangements:</b>	
1 800 616-1171	
<b>Service Changes:</b>	
1 800 288-2020	
<b>Repair Services:</b>	
1 800 246-8464	
<b>AT&amp;T Long Distance</b>	<b>5.82</b>
1 800 288-2020	
<b>eBillit</b>	<b>34.95</b>
1 800 800-2526	
<b>Total Current Charges</b>	<b>82.63</b>

## News You Can Use Summary

- PREVENT DISCONNECT
- LONG DIST. PROVIDERS
- FEDEX/SETAX
- 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.	Date	Description	Adjustments	Payments
1.	3-17	Amount Transferred to Convergent Bill	82.74CR	

## Plans and Services

**Monthly Service - Mar 17 thru Apr 16**

2. EnhancedChoice <sup>SM</sup>	27.00
Lifeline Service	
Call Blocker <sup>SM</sup>	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
InLine <sup>®</sup> Repair Plan	
Three-Way Calling	
3. Non Published Listing	2.61
<b>Total Monthly Service</b>	<b>29.61</b>

### Local Usage

Pay Per Use	
4. Auto Redial 1 at \$.58 each	.58

### Directory Assistance

411	9 Call(s) placed	
	3 Call(s) allowed	
5.	6 Call(s) billed at \$.76 each	4.56

### **Surcharges and Other Fees**

6. Relay Missouri Surcharge	.13
7. Special Municipal Charge	3.86
<b>Total Surcharges and Other Fees</b>	<b>3.99</b>

### Taxes

8. Federal (Local Charges)	.86
9. Federal (Non-regulated & Toll Charges)	.00
10. State and Local (Local Charges)	1.88
11. State and Local (Non-regulated & Toll Charges)	.38
<b>Total Taxes</b>	<b>3.12</b>

<b>Total Plans and Services</b>	<b>41.86</b>
---------------------------------	--------------

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.

U.S. Pat. 0410,950 and 0414,510

### Payment is Not Required

Balance	\$ .00
---------	--------



Billing Date Mar 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

**PLAINTIFF'S  
EXHIBIT  
25**

9759 31424111963026 30000000000000 177000000000000000000000000008263



MARY ROBINSON  
1456 KEATY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 4  
Account Number 314 241-1196 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](http://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 Summary

(as of March 06, 2007)

	Amount
Current Charges	
Service Charges	4.00
Credits and Adjustments	.00
Call Charges	.35
Surcharges and Other Fees	1.28
Taxes	.19

Total Invoice Summary 5.82

### Service Charges

#### Monthly Service Charges

Type of Service	Period	Qty	Amount
1. JustCall 7 Cents	03/05-04/04	1	4.00
Total Monthly Service Charges			4.00

Total Service Charges 4.00

### Call Charges - Feb 5th thru Mar 4th

Calls for 314-241-1196

#### Domestic Item

No.	Date	Time	Place Called	Number	Code	Min	Amount
2.	2-05	308P	W ANGELES CA	310 592-9312	D	2:00	.14
3.	2-07	1206P	ST CHARLES MO	636 723-5516	D	2:00	.14
4.	2-26	324P	BLOOMINGTN IL	309 663-6691	D	1:00	.07
Subtotal Domestic Calls for 314-241-1196							.35

Total Domestic Calls for 314-241-1196 .35

Total Calls for 314-241-1196 .35

Total Call Charges .35

### Surcharges and Other Fees

Description	
5. Carrier Cost Recovery Fee	.99

### Surcharges and Other Fees - Continued

Description	
6. Fed Universal Service Fund	.29
Total Surcharges and Other Fees	1.28

### Taxes

Description	
7. Federal Tax	.00
8. State and Local Taxes	.19
Total Taxes	.19

### Key to Calling Codes

D Day

Total AT&T Long Distance 5.82

## 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<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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](http://www.irs.gov). For answers on how to retrieve AT&T bill copies in support of Federal Excise Tax amounts, see [www.att.com](http://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 1 800 248-8464 or visit us online at [att.com/repair](http://att.com/repair).





MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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 Dell™ XPS™ 410 desktop PC! Go to [att.com/winadell](http://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](http://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](http://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](http://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.



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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
<b>Total Taxes</b>		<b>.00</b>

<b>Total eBillit</b>		<b>34.95</b>
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### Bill-At-A-Glance

Previous Bill	82.63
Payment	.00
Adjustments	82.63CR
Balance	.00
Current Charges	78.03
<b>See Convergent Summary Bill</b>	<b>\$ .00</b>
Do Not Pay	

## Billing Summary

**Questions? Call:**

<b>Plans and Services</b>	<b>37.59</b>
1 800 288-2020	
<b>Payment Arrangements:</b>	
1 800 616-1171	
<b>Service Changes:</b>	
1 800 288-2020	
<b>Repair Services:</b>	
1 800 246-8464	
<b>AT&amp;T Long Distance</b>	<b>5.49</b>
1 800 288-2020	
<b>eBilit</b>	<b>34.95</b>
1 800 800-2528	
<b>Total Current Charges</b>	<b>78.03</b>

## News You Can Use Summary

- PREVENT DISCONNECT
- FED EXCISE TAX
- RATE CHANGE
- REPAIR MADE EASY!
- LONG DIST. PROVIDERS
- FEDERAL CHARGE
- 811 BEFORE YOU DIG

See "News You Can Use" for additional information

### Detail of Payments and Adjustments

Item				
No.	Date	Description	Adjustments	Payments
1.	4-17	Amount Transferred to Convergent Bill	82.63CR	

## Plans and Services

**Monthly Service - Apr 17 thru May 16**

2. EnhancedChoice <sup>SM</sup>	27.00
Lifeline Service	
Call Blocker <sup>SM</sup>	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
InLine <sup>®</sup> Repair Plan	
Three-Way Calling	
3. Non Published Listing	2.61
<b>Total Monthly Service</b>	<b>29.91</b>

### 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
<b>Total Surcharges and Other Fees</b>	<b>3.59</b>

### Taxes

7. Federal (Local Charges)	.84
8. Federal (Non-regulated & Toll Charges)	.00
9. State and Local (Local Charges)	1.64
10. State and Local (Non-regulated & Toll Charges)	.39
<b>Total Taxes</b>	<b>2.87</b>

<b>Total Plans and Services</b>	<b>37.59</b>
---------------------------------	--------------

**Payment is Not Required**

Balance	\$ .00
---------	--------



**Billing Date Apr 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

**PLAINTIFF'S  
EXHIBIT  
26**

9759 31424111963026 70000000000000 1770000000000000000000000000007803



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 4  
Account Number 314241-1196 302 6  
Billing Date Apr 17, 2007

## AT&T Long Distance

### Important Information

#### AT&T Long Distance

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

### Invoice Summary

(as of April 06, 2007)

	Amount
Current Charges	
Service Charges	4.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	1.31
Taxes	.18

Total Invoice Summary 5.49

### Service Charges

#### Monthly Service Charges

Type of Service	Period	Qty	Amount
1. JustCall 7 Cents	04/05-05/04	1	4.00
Total Monthly Service Charges			4.00
Total Service Charges			4.00

### Surcharges and Other Fees

Description	Amount
2. Carrier Cost Recovery Fee	.99
3. Fed Universal Service Fund	.32
Total Surcharges and Other Fees	1.31

### Taxes

Description	Amount
4. Federal Tax	.00
5. State and Local Taxes	.18
Total Taxes	.18
Total AT&T Long Distance	5.49

## 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<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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](http://www.irs.gov). For answers on how to retrieve AT&T bill copies in support of Federal Excise Tax amounts, see [www.att.com](http://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%, pursuant to 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, underground digging 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 dig.

### 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 1 800 246-8464 or visit us online at [att.com/repair](http://att.com/repair).

### GO ONLINE WITH DELL

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 Dell<sup>™</sup> XPS<sup>™</sup> 410 desktop PC! Go to [att.com/winadell](http://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](http://att.com/ebillrules) or call 1 800 233-5940.



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 3 of 4  
Account Number 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](http://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](http://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.



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 4 of 4  
Account Number 314241-1196 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

#### Billed on Behalf of AMERICA ONLINE

#### Itemized Charges and Credits

Item

No. Date Description

#### Charges for 314241-1196

1. 3-27	AOL FOR BROADBAND MONTHLY FEE	34.95
---------	-------------------------------	-------

#### Taxes

2.	Federal	.00
----	---------	-----

3.	State and Local	.00
----	-----------------	-----

<b>Total Taxes</b>		<b>.00</b>
--------------------	--	------------

<b>Total eBillit</b>		<b>34.95</b>
----------------------	--	--------------

### Bill-At-A-Glance

Previous Bill	78.03
Payment	.00
Adjustments	78.03CA
Balance	.00
Current Charges	78.94
<b>See Convergent Summary Bill</b>	<b>\$ .00</b>
Do Not Pay	

## Billing Summary

<b>Questions? Call:</b>	
<b>Plans and Services</b>	<b>38.49</b>
1 800 288-2020	
<b>Payment Arrangements:</b>	
1 800 616-1171	
<b>Service Changes:</b>	
1 800 288-2020	
<b>Repair Services:</b>	
1 800 246-8464	
<b>AT&amp;T Long Distance</b>	<b>5.50</b>
1 800 288-2020	
<b>eBillIt</b>	<b>34.95</b>
1 800 800-2526	
<b>Total Current Charges</b>	<b>78.94</b>

## News You Can Use Summary

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

### Detail of Payments and Adjustments

Item				
No.	Date	Description	Adjustments	Payments
1.	5-17	Amount Transferred to Convergent Bill	78.03CR	

## Plans and Services

**Monthly Service - May 17 thru Jun 16**

2. EnhancedChoice <sup>SM</sup>	27.00
Lifeline Service	
Call Blocker <sup>SM</sup>	
Call Forwarding	
Call Waiting	
Call Waiting ID	
Caller ID Name Delivery	
Caller ID Number Delivery	
InLine <sup>®</sup> Repair Plan	
Three-WayCalling	
3. Non Published Listing	2.81
<b>Total Monthly Service</b>	<b>29.81</b>

### Directory Assistance

411		
4.	3 Call(s) billed at \$.76 each	2.28

### Surcharges and Other Fees

5. Relay Missouri Surcharge	.13
6. Special Municipal Charge	3.54
<b>Total Surcharges and Other Fees</b>	<b>3.67</b>

### Taxes

7. Federal (Local Charges)	.84
8. Federal (Non-regulated & Toll Charges)	.60
9. State and Local (Local Charges)	1.70
10. State and Local (Non-regulated & Toll Charges)	.39
<b>Total Taxes</b>	<b>2.93</b>

<b>Total Plans and Services</b>	<b>38.49</b>
---------------------------------	--------------

## AT&T Long Distance

### Important Information

**Message Regarding Terms & Conditions:**

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.

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

### Payment is Not Required

Balance	\$ .00
---------	--------



**Billing Date** May 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

**PLAINTIFF'S  
EXHIBIT  
27**

9759 31424111963026 60000000000000 17700000000000000000000000007894



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 3  
Account Number 314 241-1196 302 6  
Billing Date May 17, 2007

## AT&T Long Distance

### Important Information - Continued

To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/public\\_affairs](http://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 Summary

(as of May 06, 2007)

	Amount
Current Charges	
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

#### Monthly Service Charges

Type of Service	Period	Qty	Amount
1. JustCall 7 Cents	05/05-06/04	1	4.00
Total Monthly Service Charges			4.00

Total Service Charges 4.00

### Surcharges and Other Fees

Description	
2. Carrier Cost Recovery Fee	.98
3. Fed Universal Service Fund	.32
4. Missouri Universal Service Fund	.01
Total Surcharges and Other Fees	1.32

### Taxes

Description	
5. Federal Tax	.00
6. State and Local Taxes	.18
Total Taxes	.18

Total AT&T Long Distance 5.50

## 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<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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 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 telecommunications needs 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](http://att.com/repair).

## Terms and Conditions

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





MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 3 of 3  
Account Number 314 241-1196 302 6  
Billing Date May 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. 4-27	AOL FOR BROADBAND MONTHLY FEE	34.95
---------	-------------------------------	-------

#### Taxes

2.	Federal	.00
----	---------	-----

3.	State and Local	.00
----	-----------------	-----

Total Taxes		.00
-------------	--	-----

Total eBillit		34.95
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MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

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

Web Site att.com

### Bill-At-A-Glance

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**  
Current Charges Due in Full by Aug 15, 2007

### Billing Summary

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 5.48  
1 800 288-2020  
**Total Current Charges 45.96**

### News You Can Use Summary

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

### Detail of Payments and Adjustments

Item	No.	Date	Description	Adjustments	Payments
1.	7-11		Payment		1,583.02CR
2.	7-17		Late payment charge on unpaid balance	1.72	
Totals				1.72	1,583.02CR

### Plans and Services

#### Monthly Service - Jul 17 thru Aug 16

3.	Enhanced Choice <sup>SM</sup>	27.00
	Lifeline Service	
	Call Blocker <sup>SM</sup>	
	Call Forwarding	
	Call Waiting	
	Call Waiting ID	
	Caller ID Name Delivery	
	Caller ID Number Delivery	
	InLine <sup>®</sup> Repair Plan	
	Three-Way Calling	
4.	Non Published Listing	2.61
<b>Total Monthly Service</b>		<b>29.61</b>

#### Directory Assistance

411		
5.	5 Call(s) billed at \$.76 each	3.80

#### Surcharges and Other Fees

6.	Relay Missouri Surcharge	.13
7.	Special Municipal Charge	3.90
<b>Total Surcharges and Other Fees</b>		<b>4.03</b>

#### Taxes

8.	Federal/Local Charges	.84
9.	Federal/Non-regulated & Toll Charges	.00
10.	State and Local/Local Charges	1.81
11.	State and Local/Non-regulated & Toll Charges	.39
<b>Total Taxes</b>		<b>3.04</b>

**Total Plans and Services 40.48**

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.

U.S. Pat. D410, 550 and D414, 518

Return bottom portion with your check in the enclosed envelope.

Total Amount **DUE**  
BY Aug 15, 2007

**\$1,678.97**



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

Account Number **314 241-1196 302 6**  
Please include your account number on your check

MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Make check payable to:

AT&T  
PO BOX 930170  
DALLAS TX 75393 - 0170



**PLAINTIFF'S  
EXHIBIT**

**28**

9759 31424111963026 7000000000000 177000000001633010000016



MARY ROBINSON  
1456 KEALTY LN  
SAINT LOUIS MO 63104 - 3020

Page 2 of 2  
Account Number 314241-1196 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](http://www.att.com/public_affairs) or call 1 888 225-8530 to have a copy mailed.

### Invoice Summary

(as of July 06, 2007)

	Amount
Current Charges	
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	Period	Qty	Amount
1. 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	Amount
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	Amount
5. Federal Tax	.00
6. State and Local Taxes	.18
Total Taxes	.18

Total AT&T Long Distance 5.48

## 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 \$172.07. Also, neglecting to pay for other charges such as the Advantage Plan<sup>SM</sup>, long distance, voice mail, InLine<sup>®</sup>, 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.

### 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](http://att.com/repair).

### EASY BILL PAY

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 refer to:

- The inside of the AT&T White Pages directory, or
- Visit us on the web at [att.com/terms](http://att.com/terms)

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Thank you for being a valued AT&T customer! When you pay by check, AT&T sends information from your check electronically to your bank for payment. Your account will be debited in the amount of your check and it will appear on your bank statement. Your original check will be destroyed once processed. If we cannot post the transaction electronically, we will present an image copy of your check for payment. If you do not wish to participate in AT&T's check conversion program, please call 1 800 246-8464 and, if you want to save time and stamps, sign-up for auto payment at [www.att.com/stopape](http://www.att.com/stopape) using your checking account or credit card. It's easy, secure, and convenient!



**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

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

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 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.

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', with a stylized, cursive script.

Colleen M. Dale  
Secretary