

SHAFFER LOMBARDO SHURIN

A PROFESSIONAL CORPORATION
ATTORNEYS AT LAW

February 3, 2005

FILED²

FEB 07 2005

Missouri Public
Service Commission

Missouri Public Service Commission
Secretary of the Commission
ATTN: Data Center
P O Box 360
Jefferson City, MO 65102-0360

Re: Formal Complaint against Xspedius

In response to your letter of January 25, 2005, we have enclosed the corrected Complaint by adding an attorney's signature and his Missouri Bar number.

The description was also revised and we have enclosed 9 copies of this revision.

Your assistance in this matter is greatly appreciated.

Sincerely,



Sharlyne Narr
Administrator

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

FEB 07 2005

Missouri Public
Service Commission

Name: Shaffer Lombardo Shurin
Complainant

vs.

Company Name: Xspedius (formerly espire)
Respondent

)
)
)
) Case No.
)
)
)

COMPLAINT

Complainant resides at 4141 Pennsylvania Avenue
(address of complainant)

Kansas City, MO 64111

1. Respondent, Xspedius (formerly espire)
(company name)

of 10975 Grandview Dr., Bldg 27, Suite 175, Overland Park, is a public utility under the
(location of company) Kansas

jurisdiction of the Public Service Commission of the State of Missouri.

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

In 2001 Shaffer Lombardo Shurin contracted with espire (now Xspedius) to be our phone vendor. Shaffer Lombardo Shurin notified espire (Xspedius) to disconnect 11 lines effective 5/11/01. espire(Xspedius) reported they notified SBC to disconnect these lines effective 5/11/01. These lines were not disconnected and customer did not discover this until May of 2002. Duplicate payments were made to SBC on these lines for a year. Our office went through an administration change in late 2001 and this duplication was discovered through an audit of utility charges in early 2002; however neither espire nor SBC wanted to take responsibility. Neither party can produce a document that the service was to be disconnected from SBC.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

This inquiry was initiated in May 2002 after an internal audit of utility bills showed the duplicate payment of service. A chronological history is attached.

We have made repeated phone calls and emails to Xspedius and they finally told us it was a SBC error in that SBC had not disconnected the lines once the order was received from Xspedius.


According to SBC the work order they received from espire(Xspedius) did not include an order to disconnect service on 11 lines.

The service notice has not been produced by either party proving or disproving the order to disconnect on 11 lines.

WHEREFORE, Complainant now requests the following relief:

We are asking for a refund of the duplication of payments in the amount of \$19,710.27.

1/31/05
Date


Signature of Complainant
Charles H. Stitt

Missouri Bar # 30390

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

Table of contents

1. Chronological notes
2. e-spire order form
3. Letter to SBC
4. Email correspondence
5. worksheet for refund
6. phone bills from SBC

SBC file notes

1/12/05

In May 2001 a change was made in our phone carrier from Southwestern Bell(SBC) to espire now known as Xspedius.

In the process 11(eleven) lines with SWB were to be disconnected to go to espire and 6(six) were to remain with SBC

Attached is a copy of the conversion sheet to **espire** dated 2/28/01 giving instructions to disconnect certain lines and to leave certain lines with **SBC**. The lines were to be ported over to espire on 5/11/01.

6 lines remain
11 lines to disconnect

Our records indicate that **espire** was to take over as phone carrier on 5/11/01.
SBC continued to bill for all lines.

The first disconnect on SBC was on 5/10/01 for one line
This order # D568111 PO#13755KANS stated to remove service on 5/10/01 for 816 931-5775 (our fax)

On May 2, 2002, John Beagh of **SBC** 816 275-0255 called to say he had been auditing our account and found we were paying for a phone line no longer in use and that we would be receiving a credit. A credit of \$1,487.50 was received on 5/27/02.

When we mentioned to John Beagh about **espire** taking over he said our file at **SBC** showed we still had 10 lines.

On 6/25/02 a disconnect was called in for ALL **SBC** lines.

Our last payment to SBC for these lines was on 6/26/02 in the amount of \$798.17.

On 8/1/02 a letter was sent to Mr J Ford in **SBC** Credit and Collections explaining the continued billing and asked for credit. No response was received.

In October 2002 espire joined our attempt to resolve the problem.

We continued to work closely with the staff at espire(now xspedius) as they researched this by contacting SBC.

Received email from Xspedius' Account Executive Roberta Johnson on 3/26/03 that we were due \$19,710.27 and she would ask Linelle Wilson, National Accounts Service Manager, to contact SBC to send us a refund for this overpayment.

Staff changes took place at Xspedius and it was June 20, 2003 when contact was made with Nancy Buccione. September 4, 2003 email attached from Nancy Buccione verifying credit amount due..

Oct 6, 2003 Jennifer Moore, Xspedius, advised me to contact Missouri Public Utilities Commission.

Also attached is October 22, 2003 email from Nancy Buccione that the order to disconnect from SBC had been stuck in SBC's system and "lost" per Xspedius Account Manager for SBC, David McDonald.

In December 2003 we made contact with Alondria Brewer at SBC. We were led to believe she would solve this problem and after several months and no response we finally learned she is no longer working this account.

On 9/20/04 we emailed the Missouri Public Service Commission and copied Ms Brewer. Ms. Brewer responded she had forwarded it on to a Business Billing Manager. We have had no word from a Business Billing Manager.

On 10/1/04 received acknowledgement from Missouri Public Service Commission

10/5/04 phone call from Marilyn Williams SBC 888-890-5200 to state they did not have documentation to disconnect but two lines. 931-0500 and 931-5775.
She did have note that SBC sent espire confirmation of receiving such notice on 5/2/01.

This was done electronically. She had nothing to send me for proof.
When I shared with her on the form from espire it had in the upper right hand corner the lines to disconnect AND the lines to remain, she agreed w/me

10/6/04 phone call from Marilyn Williams that the form in question is not an accepted form of SBC and that it would have been strictly an internal form of espire. She said we need to get in touch w/espire.

Emailed Jenne Moore, Xspedius, 10/6/04 requesting information related to above statement.
10/7/04 Telephone Jenne Moore, Xspedius, requesting information.

10/8/04 received letter from Missouri Public Service Commission that our complaint against SBC unfounded and that we need to pursue this w/Xspedius.

10/8/04 telephoned Tracy Leonberger, Consumer Services Specialist II at the MPSC office. She advised me she had completed the investigation w/SBC and they were not at fault. She said the complaint should be against Xspedius for contract dispute. Tracy said she would contact Xspedius regulatory person Robbie Carson and ask her to pursue this problem.

Tracy said they do not get involved with contract disputes and that is how she sees this situation. Xspedius failed to provide to us what was contracted.

10/8/04 email from Rabinai Carson, Xspedius Regulatory Manager. Will begin investigation.

10/15/04 phoned Rabinai Carson for update, no answer, left message.

11/2/04 emailed Rabinai Carson for update. We have heard nothing since her 10/8 email.
Copied Jennifer Moore at Xspedius

11/2/04 telcon w/Rabi to review information and she will do checking at her end.
She is to f/u within a week. I faxed her the two conversion forms in my file. 301-361-0810

11/8/04 No word from Rabi so I called. Left voice mail at 4:09 our time. Called 301 361 4220.

11/23/04 Email from Rabi she is trying to locate a copy of the original order

12/7 /04 I emailed Rabi for update

12/8/04 email to Rabi requesting reply

12/8/04 reply from Rabi she would have update on 12/10

12/10/04 no reply from Rabi

12/10/04 email Rabi for update, received nothing from her

12/10/04 email from Tracy Leonberger of Mo PSC Complaint office that she will mail forms to file a formal complaint against Xspedius.

12/15/04 received information from Tracy Leonberger for filing formal complaint

1/12/05 filed formal complaint

e.spire PLATINUM: Shaffer Lombardo Shurin Order Entry Date: 02/28/2001 Scheduled Install Date (DD/MM/YYYY): Transport Circuit ID: Porting Date Date (DD/MM/YYYY): Location of D-Marc: Customer Contact: Karin Weaver Telephone Number: 818-931-0500 Equipment Vendor: Equipment Contact: Description of Services to be Installed: SEE TECH NOTES							If yes, conversion sheet required Customer Conversion Yes/No If yes, conversion sheet required		On-Net <input type="checkbox"/> CAC ABII <input type="checkbox"/> CAC AB I <input type="checkbox"/> Terminate to customer PBX		Technician information or notes: These TN #'s 816-931-0259;0318;4319 4327; 816-502-7085 & 816-502-7088.... Should Remain w/ SWBell Please Disconnect: (816-931-4549; 4873; 8203; 8276; 8297; 8916; 8203; 816-531-3964 816-531-3964;816-531-5113;816-561-5484 Reserve DID's w/ Kolder Sales on 02/28/2001	
							Off-Net <input type="checkbox"/> CAC ABII <input type="checkbox"/> CAC AB I <input checked="" type="checkbox"/> 1 Terminate to customer PBX					

Channel	LEC Telephone Number	Numbered Calling Number	Order Number	Hint Group (A,B,C etc)	Lines, PBX Trunka DID, DOD or Combo (I.O.C.)	PIC LPIC	DID Range	Loop, Ground or Wink Start Immediate (L.G.W)	Standard Custom Calling Feature	Optional Custom Calling Features
1	816-931-0500				2 Way DID	5048 / 5048	816-303	Wink	Call Transfer Disconnect	
2		2			2 Way DID	5048 / 5048	8924 thru	Wink	Call Transfer Disconnect	
3		3			2 Way DID	5048 / 5048	8983	Wink	Call Transfer Disconnect	
4		4			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
5		5			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
6		6			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
7		7			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
8		8			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
9		9			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
10		10			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
11		11			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
12		12			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
13		13			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
14		14			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
15		15			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
16		16			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
17		17			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
18		18			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
19		19			2 Way DID	5048 / 5048		Wink	Call Transfer Disconnect	
20	816-931-5775			A1	Lines	5048 / 5048		Loop		
21		2		A2	Lines	5048 / 5048		Loop		
22		3		A3	Lines	5048 / 5048		Loop		
23	816-303-XXXX			None	Lines	5048 / 5048		Loop		
24	816-303-XXXX			None	Lines	5048 / 5048		Loop		

Mr. J Ford
Credit and Collections
SBC
PO Box 3025
Houston, TX 77097-0078

August 1, 2002

Dear J Ford:

Re: 816 931-0259 CC 473 CD 2

On July 29th I called to dispute this bill. There have been numerous phone calls regarding our service with SBC. We are not complaining about the service.

On May 29, 2001 our firm chose espire as our phone vendor. It appears that service was not disconnected from SBC per a conversion sheet from espire dated 2/28/01. It states 10 lines to be disconnected and 6 lines to remain with SBC.

Since that time we have been billed by SBC for all 16 lines. Through out the time since my employ here, February 25, 2002, I have been trying to resolve this matter. Numerous phone calls have been made concerning this and SBC would tell me if they disconnected I would lose service. To be frank, it has been a nightmare and rather expensive one at that.

Today I received a letter "Service Interruption Notice" so I called 800-924-1743 to remind SBC this was in dispute; however I was told the account was not marked "disputed charge" and my call was forwarded to Billing. After waiting for some time I hung up.

There are thousands of dollars at stake here and I am begging your assistance in resolving this matter. At one time John Beagh called on this account and found a line we were being charged for but not using and obtained a credit. Appears we should be receiving credit for a number of lines we were not using.

Your assistance in resolving this matter will be greatly appreciated.

Sincerely,

Carol Shaw
Assistant Office Administrator

Carol Shaw

From: Johnson, Roberta [Roberta.Johnson@xspedius.com]
Sent: Wednesday, March 26, 2003 1:43 PM
To: Carol Shaw
Subject: RE: Refund

I am asking for the \$19,710.27...spoke with Linnelle today...hopefully I will get a response soon...will let you know...

ROBBI

Roberta L Johnson
 CMS - Kansas City
 Xspedius Communications
 Voice: 913-312-2769
 Fax: 913-312-2799
 Right FAX: 703-386-8980
 EMAIL: Roberta.Johnson@xspedius.com

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sls-law.com]
Sent: Wednesday, March 26, 2003 1:32 PM
To: Johnson, Roberta; Carol Shaw
Cc: Wilson, Linnelle
Subject: RE: Refund

following up...any word?

-----Original Message-----

From: Johnson, Roberta [mailto:Roberta.Johnson@xspedius.com]
Sent: Wednesday, February 26, 2003 2:42 PM
To: Carol Shaw
Cc: Wilson, Linnelle
Subject: RE: Refund

as soon as I finish, I will have Linnelle to look it over to be sure I didn't leave anything out...once that is done, I will know for sure what can be done....

ROBBI

Roberta L Johnson
 CMS - Kansas City
 Xspedius Communications

Voice: 913-312-2769
 Fax: 913-312-2799
 EFAX: 208-439-2447
 EMAIL: Roberta.Johnson@xspedius.com

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sls-law.com]
Sent: Wednesday, February 26, 2003 2:23 PM
To: Johnson, Roberta
Subject: RE: Refund

sorry about the headache and do appreciate your diligence..I'm sure it is a "headache" even if it doesn't hurt! We're just anticipating....

-----Original Message-----

From: Johnson, Roberta [mailto:Roberta.Johnson@xspedius.com]
Sent: Wednesday, February 26, 2003 1:22 PM
To: Carol Shaw
Subject: RE: Refund

Working on it as we speak...got real bad headache...I thought you would get a laugh out of that one...

ROBBI

Roberta L. Johnson
 CMS - Kansas City
 Xspedius Communications
 Voice: 913-312-2769
 Fax: 913-312-2799
 EFAX: 208-439-2447
 EMAIL: Roberta.Johnson@xspedius.com

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sls-law.com]
Sent: Wednesday, February 26, 2003 1:14 PM
To: Johnson, Roberta
Subject: RE: Refund

any news?

-----Original Message-----

From: Johnson, Roberta [mailto:Roberta.Johnson@xspedius.com]
Sent: Monday, February 24, 2003 1:48 PM
To: Carol Shaw
Subject: RE: Refund

I'm out today due to the weather...will contact you

tomorrow...

ROBBI

Roberta L Johnson

CMS - Kansas City

Xspedius Communications

Voice: 913-312-2769

Fax: 913-312-2799

TEFAX: 208-439-2447

EMAIL: Roberta.Johnson@xspedius.com

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sls-law.com]

Sent: Monday, February 24, 2003 9:19 AM

To: Johnson, Roberta

Subject: Refund

just checking to see where you are on
this?

Carol M Shaw

816 303-9930

Shaffer Lombardo Shurin

Carol Shaw

From: Buccione, Nancy [Nancy.Buccione@xspedius.com]
Sent: Thursday, September 04, 2003 4:01 PM
To: Carol Shaw
Subject: RE: SBC status

Carol,

This is what transpired and this is what I have asked my Director to verify with the SBC rep he is working with:

According to records I have, 2 numbers were ported to us 816-931-0500 and 816-931-5775 and some toll free stuff that has no bearing on this.

The AC requested 11 numbers to be disconnected on Oasis 32166, Eastland I3755KAN on 5-15-01 they were:

816-931-4549

816-931-4873

816-931-8203

816-931-8276

816-931-8297

816-931-8916

816-931-9203

816-531-3964

816-531-5484

816-561-5484

816-531-5113 (This PWS that I have has been faxed several times and some numbers are barely readable, so this is the best I can guess at the 11 numbers)

SBC was to keep 6 lines: 816-931-0259, 0318, 4327, 4309 (this one ported to us 7-3-02), & 502-7085 & 7088 (DSL)

It seems the 11 were not disconnected until 7-31-02. (Per a copy of the SBC bill the customer has given me)

My hope is that the order that he found the other day was for the disconnection of these lines. Can you please ask David what exactly that order he found stuck in the system was for?

The good news is everything has been disconnected with SBC but there are these 11 lines in question from 5-15-01 to 7-31-02.

Bottom line is, if the order that was stuck was for these 11 lines that should have been disconnected, SBC needs to credit Shaffer Lombardo Shurin for the time which is 5-15-01 to 7-31-02, all 14 months.

Carol Shaw

From: Carol Shaw
Sent: Wednesday, October 22, 2003 1:44 PM
To: 'Buccione, Nancy'
Subject: RE: SBC problem

do you have a phone number for David McDonald?

-----Original Message-----

From: Buccione, Nancy [mailto:Nancy.Buccione@xspedius.com]
Sent: Wednesday, October 22, 2003 1:46 PM
To: Carol Shaw
Cc: Jurick, Jennifer
Subject: RE: SBC problem

Carol,

We have searched for it and have come up empty handed. This was done back when we submitted orders by fax and we are unable to find the paperwork that was submitted. We have requested the information from SBC directly, but we have not received anything back yet. The person who said they found the order that was stuck in the system was Xspedius's Account Manager at SBC David McDonald.

Did you file a complaint with the PUC to have this investigated?

As soon as hear anything, I will email or call you.

Thanks
Nancy Buccione
Customer Management Specialist
Nancy.buccione@xspedius.com
Phone: 702-650-8628

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sls-law.com]
Sent: Wednesday, October 22, 2003 8:51 AM
To: Buccione, Nancy
Subject: SBC problem

We were expecting to receive a copy of espire's original order to SWB

also could we have the name of the person that admitted the order was lost?

thank you so much

Carol Shaw
Shaffer Lombardo Shurin
cshaw@sls-law.com
816 931-0500

Carol Shaw

From: BREWER, ALONDRIA (SWBT) [ab1097@sbc.com]
Sent: Friday, December 19, 2003 10:28 AM
To: 'Carol Shaw'
Subject: RE: SBC duplication.xls

Thank you so much I received the information and please keep my email address along with my contact number handy. You have a GREAT HOLIDAY!

Sincerely,

Allodia P. Brewer
SBC Business Billing Manager
Office: 1 888 560-9399
Direct: 713 638-6457
Fax: 1 888 599-0274

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-----Original Message-----

From: Carol Shaw [mailto:CShaw@sls-law.com]
Sent: Friday, December 19, 2003 10:21 AM
To: BREWER, ALONDRIA (SWBT)
Subject: SBC duplication.xls

<<SBC duplication.xls>>
let me know if you have questions or do not receive the attachment.

Carol Shaw

From: BREWER, ALONDRIA (SWBT) [ab1097@sbc.com]
Sent: Tuesday, January 20, 2004 9:20 AM
To: 'Carol Shaw'
Subject: RE: SBC Account

No problem, just touching bases w/ you.

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sbs-law.com]
Sent: Tuesday, January 20, 2004 8:49 AM
To: BREWER, ALONDRIA (SWBT)
Subject: RE: SBC Account

thanks
I had been wondering
am glad to hear you haven't forgotten us!

Carol M Shaw
Billing Clerk
Shaffer Lombardo Shurin
4141 Pennsylvania
Kansas City, Mo 64111
816 303-9930

-----Original Message-----

From: BREWER, ALONDRIA (SWBT) [mailto:ab1097@sbc.com]
Sent: Tuesday, January 20, 2004 8:53 AM
To: 'Carol Shaw'
Subject: RE: SBC Account

I just wanted to let you know that I had not forgotten about you.

Thanks for your patience !

A. P. Brewer
Southwestern Bell Telephone
Direct: 713 638-6457
Office: 1 888 560-9399

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Carol Shaw

From: BREWER, ALONDRIA (SWBT) [ab1097@sbc.com]
Sent: Thursday, February 12, 2004 2:57 PM
To: 'Carol Shaw'
Subject: RE: SBC Account

Not as of yet, but I will contact you as soon as I get some, and once again I would like to apologize for the delay.

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sls-law.com]
Sent: Thursday, February 12, 2004 2:29 PM
To: BREWER, ALONDRIA (SWBT)
Subject: RE: SBC Account

any news?

Carol M Shaw
Billing Clerk
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Office: 1 888 560-9399

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Carol Shaw

From: BREWER, ALONDRIA (SWBT) [ab1097@sbc.com]
Sent: Monday, February 16, 2004 3:20 PM
To: 'Carol Shaw'
Subject: RE: SBC Account

I apologize for not being able to reach me, we have currently moved and my answering service does not respond the same, I am also having set-up problems.

New CBR: 713 638-5984

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sls-law.com]
Sent: Monday, February 16, 2004 3:03 PM
To: BREWER, ALONDRIA (SWBT)
Subject: SBC Account

I tried to call several times today and got a busy signal so thought would touch base by email once again. Wondering if there is any thing we can do here to expedite this.

we do appreciate your effort

Carol M Shaw
Billing Clerk
Shaffer Lombardo Shurin
4141 Pennsylvania
Kansas City, Mo 64111
816 303-9930

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Sent: Tuesday, January 20, 2004 9:20 AM
To: 'Carol Shaw'
Subject: RE: SBC Account

No problem, just touching bases w/ you.

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sls-law.com]
Sent: Tuesday, January 20, 2004 8:49 AM
To: BREWER, ALONDRIA (SWBT)
Subject: RE: SBC Account

thanks
I had been wondering
am glad to hear you havn't forgotten us!

Carol M Shaw
Billing Clerk
Shaffer Lombardo Shurin
4141 Pennsylvania
Kansas City, Mo 64111
816 303-9930

-----Original Message-----

From: BREWER, ALONDRIA (SWBT) [mailto:ab1097@sbc.com]
Sent: Tuesday, January 20, 2004 8:53 AM
To: 'Carol Shaw'
Subject: RE: SBC Account

I just wanted to let you know that I had not forgotten about you.

Thanks for your patience !

A. P. Brewer
Southwestern Bell Telephone

Direct: 713 638-6457
Office: 1 888 560-9399

"This e-mail and the files transmitted with it are the property of SBC Communications and/or its affiliates, are confidential, and are intended solely for use of the individual or entity to whom this e-mail is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender at [your phone or office number] and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited."

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sls-law.com]
Sent: Friday, December 19, 2003 10:21 AM
To: BREWER, ALONDRIA (SWBT)
Subject: SBC duplication.xls

<<SBC duplication.xls>>
let me know if you have questions or do not receive the attachment.

Carol Shaw

From: BREWER, ALONDRIA (SWBT) [ab1097@sbc.com]
Sent: Wednesday, March 31, 2004 4:30 PM
To: Carol Shaw
Subject: RE: Billing Issue

I would like to first apologize for my delay in solving your situation, and disappointing you. I have had a couple of obstacles that have fallen in my way. I am not trying to neglect my duty to assist you or make up excuses. I just want to let you know that I have not forgotten about you and your account is very important, I will try to have a update by next week. Thank you for all of your patience.

Alondria

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sbs-law.com]
Sent: Wednesday, March 31, 2004 4:02 PM
To: BREWER, ALONDRIA (SWBT)
Subject: Billing Issue

We are disappointed we have had no word from you on this.
Can you give us any idea of what is going on with this?

Carol M Shaw
Billing Clerk
Shaffer Lombardo Shurin
4141 Pennsylvania
Kansas City, Mo 64111
816 303-9930

Carol Shaw

From: BREWER, ALONDRIA (SWBT) [ab1097@sbc.com]
Sent: Monday, September 20, 2004 4:02 PM
To: Carol Shaw
Cc: VILLASANA, REBECCA R (SWBT); GIURLANDA, REBECCA (SWBT)
Subject: RE: Southwestern Bell Telephone Company

Mrs. Shaw;

I am referring this to a Business Billing Manager for someone to please contact you regarding this ongoing issue. I would still like to offer you my deepest apology even though, it may not be very helpful. Johelen and I were assigned this account by J. Scalise last year I think, it was never resolved b/c some of the research was not completed. This email should generate a contact from a manager in the correct department, since I have since relocated.

Sincerely,

A. Patrice Brewer
SBC Business EPT
EPT Project Coordination
Office: 713 567-1078
Fax: 214 761-8118

-----Original Message-----

From: Carol Shaw [mailto:CShaw@sls-law.com]
Sent: Monday, September 20, 2004 3:46 PM
To: BREWER, ALONDRIA (SWBT)
Subject: Southwestern Bell Telephone Company

see below

Carol M Shaw
Billing Clerk
Shaffer Lombardo Shurin
4141 Pennsylvania
Kansas City, Mo 64111
816 303-9930

> -----Original Message-----

> **From:** Carol Shaw
> **Sent:** Monday, September 20, 2004 3:38 PM
> **To:** 'pscinfo@psc.mo.gov'
> **Subject:** Southwestern Bell Telephone Company

>

> Please advise who to contact in regard to filing a complaint against Southwestern Bell Telephone Company. This has to do with being over charged

for services terminated in 2001. We have tried to resolve this with Southwestern Bell for over two years. Each time we finally make contact with someone that is sympathetic the situation deadlocks and our contact is then out of the picture. This is \$19,000 and we feel this is significant dollars for a small business.

>

> Your help will be appreciated.

>

> Carol M Shaw

> Billing Clerk

> Shaffer Lombardo Shurin

> 4141 Pennsylvania

> Kansas City, Mo 64111

> 816 931-0500

>

SBC espire Xspedius

SBC phone bill				Southwes tern Bell		Federal TransTel,						
date	phone #	basic	misc	<u>sub total</u>	mcl	Inc	AT&T	Sprint	DSL	Taxes	Totals	SLS PD
billing# 816 931-4319												
2/27/2001	816-931-0500	736.16	362.55	1,098.71		29.95	12.00	1.67	238.00	99.09	1,479.42	(1,479.42)
3/27/2001		736.16	347.79	1,083.95		29.95	672.00	1.67	238.00	117.33	2,142.90	(2,142.90)
4/27/2001		736.16	324.56	1,060.72		29.95			238.00	95.26	1,423.93	(1,423.93)
5/11/2001 date espire was to take over the specified lines												
5/27/2001		659.32	155.78	815.10		29.95	970.08		238.00	102.97	2,156.10	(2,156.10)
5/27/2001 order D568111,PO# 13755KANS remove service on 5/10/01 816 931-5775(Fax)												
6/27/2002		659.32	271.54	930.86						83.17	1,014.03	(1,014.03)
7/27/2001		659.32	266.50	925.82					238.00	82.58	1,246.40	(1,246.40)
8/27/2001		659.32	220.65	879.97					238.00	78.54	1,196.51	(1,196.51)
9/27/2001		659.32	221.70	881.02					238.00	78.65	1,197.67	(1,197.67)
10/27/2001		659.32	222.77	882.09					238.00	78.34	1,198.43	(1,198.43)
11/27/2001		659.32	224.03	883.35					238.00	78.42	1,199.77	(1,199.77)
12/27/2001		658.57	227.19	885.76					238.00	78.65	1,202.41	(1,202.41)
1/27/2002		614.97	231.68	846.65					238.00	77.03	1,161.68	(1,161.68)
2/27/2002		614.97	212.82	827.79	9.79				238.00	75.67	1,151.25	(1,151.25)
3/27/2002		614.97	213.12	828.09					238.00	75.51	1,141.60	(1,141.60)
4/27/2002		614.97	213.32	828.29					238.00	75.43	1,141.72	
5/27/2002	credit adj SWB										(1,141.72)	
5/27/2002		614.97	215.37	830.34					238.00	75.61	1,143.95	
6/25/2002	called to disconnect										(345.78)	(798.17)
6/27/2002		614.97	227.13	842.10					238.00	75.75	1,155.85	
7/27/2002		572.00	155.91	727.91					238.00	65.30	1,031.21	
8/27/2002		(672.71)		(672.71)						(61.39)	(734.10)	
											21,163.23	(19,710.27)

11 lines should have been disconnected per 2/28/01 request from espire, including internet
 Date service began w/espire ws 5/11/01

Account Number
816-931-0500-473-0
February 27, 2001



Southwestern Bell

Page 1 of 12

Monthly Statement

► Previous Charges and Credits

Amount of Last Bill	1566.00
Payments Applied: 02-16-01	1556.00cr
Previous Balance	10.00

► Summary of Current Charges

SWBell Telephone (See Page 3)	1098.71
Fed. Transtel, Inc. (See Page 9)	29.95
AT&T (See Page 10)	12.00
Sprint (See Page 11)	1.67
SWBell Internet Svcs (See Page 12)	238.00

Taxes

Total Federal Tax	33.95
Total State and Local Taxes	65.14

Current Charges Due by Mar 27 **1479.42**

► **Total Amount Due** **1489.42**

Important Information

- ESSENTIAL CHARGES \$1211.47 (See Page 2 for explanation)
- A 1.5% late payment charge will apply to charges carried over to your next bill.
On your main line your Long Distance provider is MCI WorldCom.
Your Local Toll provider is Southwestern Bell.
If your providers have changed since your last bill, check
Other Charges Section for information.

"Koon"

Account Number
816-931-0500-473-0
February 27, 2001



Page 3 of 12

Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-800-216-0618
		For Repair Services	1-800-286-8313

For questions about the charges of other companies, refer to each company's page.
OnLine Help: www.swbell.com

Billing For:

SWBell Telephone

► **Monthly Charges - Feb 27 thru Mar 26**

Basic Local Service Charges and Fees	961.09
- Basic Local Service	736.16
Special Municipal Charge	84.79
Federal End User Common Line Charge	115.67
Special E911 Tax	8.64
Relay Missouri Surcharge	2.34
Number Portability Service Charge	5.61
Federal Universal Service Fee	6.29
Federal End User Port Charge	1.59
Optional Features	26.95
1+SAVER SM Calling Plan	60.00
Other Charges (See Items 1 thru 3)	19.80
Special Municipal Charge	2.01
Itemized Calls (See Items 4 thru 91)	26.48
Special Municipal Charge	2.38

► **SWBell Telephone Current Charges (before taxes)** 1098.71

SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes	97.66
Federal Tax	32.64
State and Local Taxes	65.02

Other Charges

Item	Explanation	Amount
1	Late payment charge: 1.50% on 10.00 past due	.15
Directory Assistance		
2	Direct dialed call(s)	
	4 Requests to 1-555 @ .51	2.04
	6 Requests to 1-411 @ no charge	
	31 Requests to 1-411 @ .51	15.81
3	Interstate call(s)	
	3 @ .60 ea	1.80
► SWBell Telephone Total Other Charges (before taxes)		19.80

Itemized Calls

Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-0259								
4	01/30	02:08PM	ST JOSEPH	MO	816 271-1370	D	2	.58 +
5	01/30	02:20PM	LEETON	MO	660 653-4238	D	1	.40 +
6	02/07	10:03AM	PAOLA	KS	913 294-3914	D	2	.52 +
7	02/07	02:22PM	PAOLA	KS	913 294-9163	D	1	.26 +
Subtotal for 816-931-0259							6	1.76

+ = Calling Plan Call - See Plan Summary for Discount

816-931-0500-473-0
February 27, 2001



Page 7 of 12

Itemized Calls
(Continued)

Directory Assistance Calls from 816-931-0259

Dialed 411: 1 555: 0
Operator Handled 411: 0 555: 0

Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-0318								
8	01/30	10:07AM	MACON	MO	660 385-3131	D	2	.74 +
Subtotal for 816-931-0318							2	.74

Calls from 816-931-0500

9	02/02	09:04AM	NATL411SVC		816 411-0000		1	1.02 #
10	02/15	04:57PM	NATL411SVC		816 555-1212		2	1.02 #
11	02/15	04:59PM	NATL411SVC		816 555-1212		1	1.02 #
12	02/15	06:51PM	DA CL COMP		816 523-2229		1	.30 #
13	02/20	02:11PM	NATL411SVC		816 411-0000		2	1.02 #
14	02/21	01:53PM	ST JOSEPH	MO	816 271-1370	D	6	1.45 +
15	02/26	11:30AM	NATL411SVC		816 411-0000		1	1.02 #
Subtotal for 816-931-0500							14	6.85

Directory Assistance Calls from 816-931-0500

Dialed 411: 2 555: 1
Operator Handled 411: 0 555: 0

Calls from 816-931-4319

16	02/02	09:08AM	NATL411SVC		816 411-0000		1	1.02 #
17	02/13	03:35PM	ST JOSEPH	MO	816 271-1370	D	4	1.02 +
18	02/15	01:12PM	VERFY BUSY		816 380-1872	S		1.29 #
19	02/15	01:17PM	HARRISONVL	MO	816 884-3291	D	1	.29 +
20	02/15	04:34PM	DA CL COMP		816 960-2030		1	.30 #
21	02/16	01:05PM	ST JOSEPH	MO	816 271-1370	D	2	.58 +
22	02/19	10:25AM	NATL411SVC		816 411-0000		1	1.02 #
23	02/19	10:25AM	NATL411SVC		816 411-0000		1	1.02 #
24	02/19	10:59AM	LEAVENWTH	KS	913 682-1544	D	1	.26 +
25	02/23	09:11AM	NATL411SVC		816 411-0000		1	1.02 #
Subtotal for 816-931-4319							13	7.82

Directory Assistance Calls from 816-931-4319

Dialed 411: 6 555: 1
Operator Handled 411: 0 555: 0

Calls from 816-931-4327

26	01/30	10:05AM	CLINTON	MO	660 885-6963	D	1	.43 +
27	02/02	09:06AM	NATL411SVC		816 411-0000		1	1.02 #
28	02/07	02:56PM	NATL411SVC		816 411-0000		1	1.02 #
29	02/12	03:13PM	WARSAW	MO	660 438-6800	D	3	.97 +
30	02/15	09:50AM	NATL411SVC		816 411-0000		1	1.02 #
31	02/15	10:14AM	LEXINGTON	MO	660 259-6151	D	9	1.88 +
32	02/16	01:38PM	DE SOTO	KS	913 585-1177	D	4	1.04 +
33	02/19	10:47AM	NATL411SVC		816 411-0000		1	1.02 #
34	02/19	10:56AM	LEAVENWTH	KS	913 682-0166	D	3	.78 +
35	02/19	11:10AM	ST JOSEPH	MO	816 271-1370	D	2	.58 +

SWBell Telephone
Billing Questions:
1-800-770-2260

+ = Calling Plan Call - See Plan Summary for Discount



Itemized Calls
(Continued)

Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount	
36	02/19	12:19PM	NATL411SVC		816 411-0000		1	1.02	#
37	02/20	02:06PM	LEXINGTON	MO	660 259-4315	D	3	71	+
38	02/22	03:11PM	DA CL COMP		816 968-1900		6	30	#
39	02/23	08:57AM	NATL411SVC		816 411-0000		1	1.02	#
40	02/26	01:40PM	SMITHTON	MO	660 343-3661	D	18	5.02	+
Subtotal for 816-931-4327							55	17.83	

Directory Assistance Calls from 816-931-4327

Dialed 411: 6 555: 2
Operator Handled 411: 0 555: 0

Calls from 816-931-4549

41	02/01	02:24PM	NATL411SVC		816 411-0000		1	1.02	#
42	02/01	07:05PM	NATL411SVC		816 411-0000		1	1.02	#
43	02/05	08:44AM	ST JOSEPH	MO	816 271-1447	D	2	58	+
44	02/06	02:05PM	LEXINGTON	MO	660 259-6101	D	1	32	+
45	02/06	02:07PM	LEXINGTON	MO	660 259-3861	D	1	32	+
46	02/07	12:48PM	ST JOSEPH	MO	816 232-8411	D	1	37	+
47	02/16	12:46PM	ST JOSEPH	MO	816 271-1370	D	1	37	+
48	02/16	02:20PM	DE SOTO	KS	913 585-1177	D	5	1.30	+
49	02/19	09:28AM	DE SOTO	KS	913 585-1177	D	9	2.34	+
50	02/20	02:05PM	CONCORDIA	MO	660 463-2228	D	2	65	+
51	02/26	10:43AM	ST JOSEPH	MO	816 271-1370	D	2	58	+
Subtotal for 816-931-4549							26	8.87	

Directory Assistance Calls from 816-931-4549

Dialed 411: 6 555: 0
Operator Handled 411: 0 555: 0

Calls from 816-931-4873

52	01/29	04:57PM	LEAVENWTH	KS	913 682-7132	D	1	26	+
53	01/31	12:06PM	DA CL COMP		816 363-5100		5	30	#
54	01/31	01:17PM	ST JOSEPH	MO	816 364-2117	D	1	37	+
55	01/31	03:30PM	WARRENSBG	MO	660 429-4307	D	6	1.64	+
56	02/05	10:55AM	CLINTON	MO	660 885-5511	D	1	43	+
57	02/05	12:00PM	CHILLICOTH	MO	660 646-3496	D	2	70	+
58	02/06	02:06PM	LEXINGTON	MO	660 259-3622	D	2	52	+
59	02/06	02:08PM	LEXINGTON	MO	660 259-6151	D	4	91	+
60	02/07	03:00PM	ST JOSEPH	MO	816 387-2345	D	4	1.02	+
61	02/08	09:07AM	CLINTON	MO	660 885-2052	D	3	97	+
Subtotal for 816-931-4873							29	7.12	

Directory Assistance Calls from 816-931-4873

Dialed 411: 4 555: 0
Operator Handled 411: 0 555: 0

Calls from 816-931-5775

62	01/29	02:09PM	WARRENSBG	MO	660 429-4309	D	1	40	+
63	01/30	10:21AM	MACON	MO	660 385-3132	D	1	45	+
64	02/05	11:05AM	CLINTON	MO	660 885-8496	D	2	70	+

SWBell Telephone
Billing Questions:
1-800-770-2260

+ = Calling Plan Call - See Plan Summary for Discount

816-931-0500-473-0
February 27, 2001



Page 6 of 12

Itemized Calls
(Continued)

Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount	
65	02/07	02:24PM	PAOLA	KS	913 294-9163	D	3	.78	+
66	02/12	02:39PM	LEAVENWTH	KS	913 682-7136	D	5	1.30	+
67	02/23	08:29AM	TRENTON	MO	660 359-4993	D	1	.43	+
Subtotal for 816-931-5775							13	4.06	

Calls from 816-931-8203

68	02/05	10:51AM	DA CL COMP		816 501-2800		4	.30	#
69	02/14	11:39AM	DA CL COMP		913 341-0059		1	.30	#
70	02/16	10:53AM	HARRISONVL	MO	816 884-3291	D	3	.66	+
71	02/23	02:35PM	LEAVENWTH	KS	913 682-9201	D	1	.26	+
Subtotal for 816-931-8203							9	1.52	

Directory Assistance Calls from 816-931-8203

Dialed	411: 7	555: 0
Operator Handled	411: 0	555: 0

Directory Assistance Calls from 816-931-8276

Dialed	411: 2	555: 0
Operator Handled	411: 0	555: 0

Calls from 816-931-8916

72	02/02	06:39PM	LOCAL COIN		816 931-8916	S	1		
			COLLECT FROM KANSASC MO	COIN	816 471-9608			1.00	#
73	02/14	04:20PM	MARCELINE	MO	660 376-3154	D	4	1.24	+
74	02/16	04:58PM	LEAVENWTH	KS	913 758-1203	D	1	.26	+
75	02/16	06:12PM	LEAVENWTH	KS	913 758-1203	E	1	.16	+
76	02/24	01:01PM	NATL411SVC		816 411-0000		2	1.02	#
Subtotal for 816-931-8916							9	3.68	

Calls from 816-931-9203

77	01/30	02:13PM	ST JOSEPH	MO	816 271-1370	D	2	.58	+
78	01/30	03:52PM	INTERRUPT		816 350-8419	S		1.99	#
79	01/31	10:34AM	CLINTON	MO	660 885-2253	D	4	1.24	+
80	02/02	09:13AM	ST JOSEPH	MO	816 279-6832	D	2	.58	+
81	02/05	08:15AM	ST JOSEPH	MO	816 271-1447	D	3	.80	+
82	02/07	02:41PM	NATL411SVC		816 411-0000		1	1.02	#
83	02/16	10:38AM	WARRENSBG	MO	660 747-7994	D	2	.65	+
84	02/16	10:40AM	WARRENSBG	MO	660 747-7988	D	9	2.38	+
85	02/16	10:49AM	WARRENSBG	MO	660 429-2323	D	2	.65	+
86	02/19	09:36AM	CLINTON	MO	660 885-5511	D	3	.97	+
87	02/19	04:56PM	ST JOSEPH	MO	816 271-6000	D	3	.80	+
88	02/20	04:25PM	NATL411SVC		816 411-0000		1	1.02	#
89	02/21	04:12PM	WARRENSBG	MO	660 747-8154	D	4	1.14	+
90	02/26	04:05PM	ST JOSEPH	MO	816 271-6000	D	3	.80	+
Subtotal for 816-931-9203							39	14.62	

Directory Assistance Calls from 816-931-9203

Dialed	411: 3	555: 0
Operator Handled	411: 0	555: 0

SWBell Telephone
Billing Questions.
1-800-770-2260

+ = Calling Plan Call - See Plan Summary for Discount

Account Number
816-931-0500-473-0
February 27, 2001



Page 7 of 12

Itemized Calls
(Continued)

Item	Explanation	Amount
	► 1+SAVERSM Calling Plan Summary	
	Calling Plan Calls 2.88 hours	
	Less Allotment 10.00 hours	
	Additional Period: .00 hrs @ \$6.00/hr	
91	1+SAVERSM Calling Plan Usage Total	.00
	► Total Itemized Calls for SWBell Telephone (before taxes)	42 26.48

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.

- Long Distance Service Provider

New local toll prices on intraLATA interstate calls will be effective on 4/3/01, pending FCC approval. The new per minute rates are \$.30 for daytime calls, \$.20 for evening, night or weekend calls. These rates apply to state-to-state calls within your local toll calling region.

SWBell Telephone
Billing Questions:
1-800-770-2260

Account Number
816-931-0500-473-0
February 27, 2001



Federal TransTel, Inc.

Page 9 of 12

Billing For:
Fed. Transtel, Inc.

► **Current Charges**
Monthly Service (See Detail)
Itemized Charges (See Item 1) 29.95

Fed. Transtel, Inc.
Billing Questions:
1-800-388-8111

► **Fed. Transtel, Inc. Current Charges (before taxes)** 29.95
Federal Tax 90
State and Local Taxes 00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-0500	
			► Billed on Behalf of: Mercury	
	1	02/12	MERCURY INTERNET SERVICE MONTHLY FEE	29.95
			► Total Itemized Charges for Fed. Transtel, Inc. (before taxes)	29.95

816-931-0500-473-0
February 27, 2001



Page 1U of 12

Billing For:
AT&T

► Current Charges		
Monthly Service (See Detail)		
Itemized Calls (See Items 1 thru 4)		12.00
► AT&T Current Charges (before taxes)		12.00
Federal Tax	.36	
State and Local Taxes	00	

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-0500									
		12/14	09:15AM	CONFERENCE CALL					
	1			KANSASCITY	816	931-0500		7	
	2			KANSASCITY	816	701-1100		7	
	3			GLADSTONE	816	454-5800		7	
	4			TAMPA	816	931-0500		7	12.00
► Total Itemized Calls for AT&T (before taxes)								28	12.00

For Your Information

MOVING? ADDING LOCATIONS? NEED ADVICE
ON LONG DISTANCE SERVICE? CALL AT&T ON
1 800 222-0400.

Account Number
816-931-0580-473-0
February 27, 2001



Page 11 of 12

Billing For:
Sprint

► Current Charges for Account 164134720 thru Feb 21		Invoice #02082021
CARRIER UNIVERSAL SERVICE CHARGE.....	15	
SINGLE BILL FEE.....	1 50	
PROPERTY TAX SURCHARGE.....	02	
Total Other Charges.....		1.67
► Sprint Current Charges (before taxes).....		1.67
Federal Tax.....	05	
State and Local Taxes.....	12	

Sprint
Billing Questions.
1-800-877-4646

816-931-0500-473-0
February 27, 2001



Page 12 of 12

Billing For:
SWBell Internet Svcs

► **Current Charges**
Monthly Service (See Detail)
Itemized Charges (See Items 1 and 2) 238.00

SWBell Internet Svcs
Billing Questions:
1-800-638-4357

► **SWBell Internet Svcs Current Charges (before taxes)** 238.00
Federal Tax00
State and Local Taxes00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-0500	
			Account Code sbcis177002	
	1	02/05	GLOBAL SERVICE PROVIDER MONTHLY CHG	24.38
	2	02/05	DSL INTERNET PACKAGE-BUSINESS1	213.62
			Account Subtotal for sbcis177002	238.00
	►		Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00

For Your Information

- Monthly Service charges are billed in advance.
- Partial monthly charges may apply for new service or changes to existing service during a billing period.
- Questions regarding your bill, call 1-800-NET-HELP.

Account Number
816-931-0500-473-0
March 27, 2001



Page 1 of 12

Monthly Statement

► **Previous Charges and Credits**

Amount of Last Bill	1489.42
Payments Applied: 03-28-01	1489.42cr
Thank You	.00

► **Summary of Current Charges**

SWBell Telephone	(See Page 3)	1083.95
Fed. TransTel, Inc.	(See Page 9)	29.95
AT&T	(See Page 10)	672.00
Sprint	(See Page 11)	1.67
SWBell Internet Svcs	(See Page 12)	238.00

Taxes

Total Federal Tax	53.30
Total State and Local Taxes	64.03

Current Charges Due by Apr 24	2142.90
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► Total Amount Due	2142.90
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Important Information

- **ESSENTIAL CHARGES \$1874.95 (See Page 2 for explanation)**
- **A 1.5% late payment charge will apply to charges carried over to your next bill.**
- On your main line your Long Distance provider is MCI WorldCom.**
- Your Local Toll provider is Southwestern Bell.**
- If your providers have changed since your last bill, check Other Charges Section for information.**

"Koon"

ACCOUNT NUMBER
816-931-0500-473-0
March 27, 2001



Page 3 of 12

Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-800-231-7928
		For Repair Services	1-800-286-8313

For questions about the charges of other companies, refer to each company's page.
OnLine Help: www.swbell.com

Billing For:
SWBell Telephone

► Monthly Charges - Mar 27 thru Apr 26		
Basic Local Service Charges and Fees		961.09
- Basic Local Service	736.16	
Special Municipal Charge	84.79	
Federal End User Common Line Charge	115.67	
Special E911 Tax	8.64	
Relay Missouri Surcharge	2.34	
Number Portability Service Charge	5.61	
Federal Universal Service Fee	6.29	
Federal End User Port Charge	1.59	
Optional Features		26.95
1+SAVER SM Calling Plan		60.00
Other Charges (See Items 1 thru 3)		21.79
Special Municipal Charge		1.82
Itemized Calls (See Items 4 thru 69)		11.28
Special Municipal Charge		1.02
► SWBell Telephone Current Charges (before taxes)		1083.95

SWBell Telephone	Taxes	96.10
Billing Questions:	Federal Tax	32.19
1-800-770-2260	State and Local Taxes	63.91

Other Charges	Item	Explanation	Amount
	1	Call Return for 816-931-8916: 1 activations @ \$.58 each (maximum charge is \$4.66). Unlimited Call Return activations available for a flat monthly rate. Call 1-800-657-2696 for Business or 1-800-234-BELL for Residence.58
	Directory Assistance		
	2	Direct dialed call(s) 6 Requests to 1-555 @ .51	3.06
		10 Requests to 1-411 @ no charge	
		25 Requests to 1-411 @ .51	12.75
	3	Interstate call(s) 9 @ .60 ea	5.40
► SWBell Telephone Total Other Charges (before taxes)			21.79

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
	Calls from 816-931-0259								
	4	03/14	02:21PM	SEDALIA	MO	660 826-8833	D	5	1.51 +
	5	03/16	10:13AM	ST JOSEPH	MO	816 271-1370	D	5	1.23 +
	6	03/16	03:19PM	CALHOUN	MO	660 885-8141	D	3	.97 +

+ = Calling Plan Call - See Plan Summary for Discount

Itemized Calls (Continued)	Item	Date	Time	Place Called	MO	Area	Number	Rate*	Min	Amount	
	7	03/22	10:07AM	EDINA	MO	660	397-2251	D	2	.74	+
Subtotal for 816-931-0259									15	4.45	
Calls from 816-931-0500											
	8	03/01	02:50PM	DA CL COMP		816	792-7662		1	.30	#
	9	03/27	04:52PM	NATL411SVC		816	411-0000		1	1.02	#
Subtotal for 816-931-0500									2	1.32	
Directory Assistance Calls from 816-931-0500											
	Dialed				411: 5		555: 1				
	Operator Handled				411: 0		555: 0				
Calls from 816-931-4319											
	10	02/28	08:50AM	PAOLA	KS	913	294-5456	D	3	.78	+
	11	02/28	02:35PM	LEAVENWTH	KS	913	682-7132	D	2	.52	+
	12	02/28	04:21PM	LA CYGNE	KS	913	757-4409	D	1	.26	+
	13	03/01	02:46PM	DA CL COMP		816	691-2000		2	.30	#
	14	03/05	11:40AM	NATL411SVC		816	411-0000		1	1.02	#
	15	03/05	11:40AM	NATL411SVC		816	411-0000		2	1.02	#
	16	03/05	03:37PM	CHILLICOTH	MO	660	646-1480	D	1	.43	+
	17	03/12	08:49AM	LINCOLN	MO	660	547-0050	D	13	3.67	+
	18	03/23	10:50AM	NATL411SVC		816	411-0000		1	1.02	#
	19	03/27	05:26PM	NATL411SVC		816	411-0000		1	1.02	#
Subtotal for 816-931-4319									27	10.04	
Directory Assistance Calls from 816-931-4319											
	Dialed				411: 6		555: 1				
	Operator Handled				411: 0		555: 0				
Calls from 816-931-4327											
	20	03/01	09:07AM	WARRENSBG	MO	660	747-8154	D	1	.40	+
	21	03/01	03:08PM	WARRENSBG	MO	660	747-8154	D	4	1.14	+
	22	03/06	10:21AM	NATL411SVC		816	411-0000		1	1.02	#
	23	03/06	01:33PM	LEAVENWTH	KS	913	651-3111	D	3	.78	+
	24	03/14	11:07AM	WARSAW	MO	660	438-6800	D	4	1.24	+
	25	03/15	11:08AM	ST JOSEPH	MO	816	364-6446	D	1	.37	+
	26	03/22	01:51PM	PAOLA	KS	913	294-2327	D	1	.26	+
	27	03/27	09:58AM	DA CL COMP		913	814-9994		11	.30	#
Subtotal for 816-931-4327									26	5.51	
Directory Assistance Calls from 816-931-4327											
	Dialed				411: 4		555: 0				
	Operator Handled				411: 0		555: 0				
Calls from 816-931-4549											
	28	02/27	11:23AM	CLINTON	MO	660	885-6963	D	1	.43	+
	29	02/27	11:24AM	BUTLER	MO	660	679-5171	D	7	1.89	+
	30	03/02	11:34AM	SMITHTON	MO	660	343-3661	D	7	2.05	+
	31	03/05	09:37AM	PAOLA	KS	913	294-2000	D	3	.78	+
	32	03/05	11:10AM	NATL411SVC		816	411-0000		2	1.02	#

SWBell Telephone
Billing Questions:

SWBell Telephone
Billing Questions:
1-800-770-2260

+ = Calling Plan Call - See Plan Summary for Discount

Itemized Calls
(Continued)

Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount	
33	03/05	02:52PM	WARRENSBG	MO	660 747-8154	D	1	.40	+
34	03/05	03:40PM	CHILLICOTH	MO	660 646-6411	D	1	.43	+
35	03/09	04:06PM	WARRENSBG	MO	660 747-8154	D	19	4.86	+
36	03/19	08:51AM	CALHOUN	MO	660 885-8141	D	3	.97	+
37	03/28	02:55PM	DA CL COMP		816 941-6600		2	.30	#
Subtotal for 816-931-4549							46	13.13	
Directory Assistance Calls from 816-931-4549									
Dialed				411: 10		555: 0			
Operator Handled				411: 0		555: 0			
Calls from 816-931-4873									
38	02/27	07:55AM	ST JOSEPH	MO	816 271-6686	N M	19	3.83	+
39	03/05	11:14AM	NATL411SVC		816 411-0000		1	1.02	#
40	03/09	12:03PM	LEAVENWTH	KS	913 682-0166	D	8	2.08	+
41	03/15	03:43PM	ST JOSEPH	MO	816 364-3277	D	50	10.95	+
42	03/21	11:32AM	LEXINGTON	MO	660 259-6101	D	3	.71	+
43	03/28	04:51PM	NATL411SVC		816 411-0000		1	1.02	#
Subtotal for 816-931-4873							82	19.61	
Directory Assistance Calls from 816-931-4873									
Dialed				411: 3		555: 2			
Operator Handled				411: 0		555: 0			
Calls from 816-931-5775									
44	03/01	11:56AM	ST JOSEPH	MO	816 232-3884	D	2	.58	+
45	03/12	03:19PM	LEAVENWTH	KS	913 682-7136	D	2	.52	+
46	03/12	03:21PM	LEAVENWTH	KS	913 651-2356	D	2	.52	+
47	03/15	11:15AM	ST JOSEPH	MO	816 364-5320	D	2	.58	+
48	03/21	11:57AM	WARRENSBG	MO	660 429-1550	D	2	.65	+
Subtotal for 816-931-5775							10	2.85	
Calls from 816-931-8203									
49	02/28	08:53AM	PAOLA	KS	913 294-2000	D	1	.26	+
50	02/28	10:09AM	LA CYGNE	KS	913 757-4409	D	10	2.60	+
51	03/06	10:34AM	DA CL COMP		913 432-4400		6	.30	#
52	03/21	01:22PM	LEAVENWTH	KS	913 682-0166	D	2	.52	+
53	03/27	10:14AM	DA CL COMP		913 814-9994		2	.30	#
Subtotal for 816-931-8203							21	3.98	
Directory Assistance Calls from 816-931-8203									
Dialed				411: 5		555: 1			
Operator Handled				411: 0		555: 0			
Calls from 816-931-8276									
54	03/12	04:32PM	LEAVENWTH	KS	913 651-3111	D	3	.78	+
55	03/20	11:25AM	DA CL COMP		913 498-0440		4	.30	#
Subtotal for 816-931-8276							7	1.08	

Itemized Calls
(Continued)

Directory Assistance Calls from 816-931-8276

Dialed	411: 2	555: 0
Operator Handled	411: 0	555: 0

Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-9203								
56	03/01	10:37AM	CLINTON	MO	660 885-5511	D	8	2.32 +
57	03/05	07:40AM	SEDALIA	MO	660 826-0547	N	3	.63 +
58	03/06	11:28AM	LEAVENWTH	KS	913 651-3111	D	2	.52 +
59	03/06	02:13PM	LEAVENWTH	KS	913 651-3111	D	1	.26 +
60	03/08	08:52AM	ST JOSEPH	MO	816 271-1370	D	5	1.23 +
61	03/13	11:59AM	BUTLER	MO	660 679-4135	D	2	.65 +
62	03/13	12:04PM	BUTLER	MO	660 679-4135	D	1	.40 +
63	03/13	12:07PM	BUTLER	MO	660 679-4029	D	1	.40 +
64	03/13	12:10PM	BUTLER	MO	660 679-5025	D	1	.40 +
65	03/16	03:01PM	SEDALIA	MO	660 826-8833	D	2	.70 +
66	03/20	03:07PM	LEXINGTON	MO	660 259-6101	D	5	1.10 +
67	03/21	11:40AM	ST JOSEPH	MO	816 271-1370	D	4	1.02 +
68	03/22	10:13AM	EDINA	MO	660 397-2251	D	12	3.65 +
Subtotal for 816-931-9203							47	13.28

► **1+SAVERSM Calling Plan Summary**

Calling Plan Calls	4.07 hours
Less Allotment	10.00 hours
Additional Period: 00 hrs @ \$6.00/hr	

69 **1+SAVERSM Calling Plan Usage Total** **.00**

► **Total Itemized Calls for SWBell Telephone (before taxes)** .. **39** **11.28**

+ = Calling Plan Call - See Plan Summary for Discount

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.

- Long Distance Service Provider

For over a decade, Southwestern Bell Telephone has been providing discounts on our most popular optional services under packages such as The WORKS[®] and The BasicsSM. In keeping with the new competitive market and recent changes in the regulatory environment, Southwestern Bell has been required to change prices on a number of services. However, subscribers to such value packages as The WORKS[®] have not seen these increases. Effective May 2, 2001, two value packages will realize the following rate adjustments.

The WORKS[®] (from \$18.95 to \$20.45) - this represents cost savings of 33% to 59% over the stand-alone tariffed retail rates. The BasicsSM (from \$16.95 to \$17.95) - this represents cost savings of 57% over the stand-alone tariffed retail rates.

If currently you are not a subscriber to these cost saving packages, please call your Southwestern Bell customer service representative at 1-800-585-7928 and sign up today.

SWBell Telephone
Billing Questions:
1-800-770-2260

Should you have any questions regarding your service or any billing changes, please contact us. We appreciate your business and thank you for choosing Southwestern

Account Number
816-931-0500-473-0
March 27, 2001



Federal TransTel, Inc.

Page 9 of 12

Billing For:
Fed. Transtel, Inc.

► Current Charges
Monthly Service (See Detail)
Itemized Charges (See Item 1) 29.95

Fed. Transtel, Inc.
Billing Questions:
1-800-388-8111

► Fed. Transtel, Inc. Current Charges (before taxes) 29.95
Federal Tax90
State and Local Taxes00

Itemized Charges

<u>Item</u>	<u>Date</u>	<u>Service</u>	<u>Amount</u>
Charges for 816-931-0500			
► Billed on Behalf of: Mercury			
1	03/12	MERCURY INTERNET SERVICE MONTHLY FEE	29.95
► Total Itemized Charges for Fed. Transtel, Inc. (before taxes)			29.95

816-931-0500-473-0
March 27, 2001



Page 1U of 12

Billing For:
AT&T

➤ Current Charges		
Monthly Service (See Detail)		
Itemized Calls (See Items 1 and 2)		672.00
➤ AT&T Current Charges (before taxes)		
Federal Tax	20.16	
State and Local Taxes	.00	672.00

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-0500									
	1	03/02	09:00AM	DIAL CONF	700	455-2222	DS	251	
			3RD NO. FROM	KSCY AG MO	700	455-1313			165.60
	2	03/21	01:30PM	DIAL CONF	700	455-2222	DS	819	
			3RD NO. FROM	KSCY AG MO	700	455-1313			506.40
➤ Total Itemized Calls for AT&T (before taxes)								1070	672.00

For Your Information

MOVING? ADDING LOCATIONS? NEED ADVICE
ON LONG DISTANCE SERVICE? CALL AT&T ON
1 800 222-0400.

816-931-0500-473-0
March 27, 2001



Page 11 of 12

Billing For:
Sprint

► Current Charges for Account 164134720 thru Mar 21

Invoice #03081938

CARRIER UNIVERSAL SERVICE CHARGE.....	.15
SINGLE BILL FEE.....	1.50
PROPERTY TAX ALLOCATION.....	.02
Total Other Charges.....	1.67

Sprint
Billing Questions:
1-800-877-4646

► Sprint Current Charges (before taxes).....

1.67

Federal Tax.....	.05
State and Local Taxes.....	.12

Account Number:
816-931-0500-473-0
March 27, 2001



Page 12 of 12

Billing For:
SWBell Internet Svcs

► Current Charges
Monthly Service (See Detail)
Itemized Charges (See Items 1 and 2) 238.00

SWBell Internet Svcs
Billing Questions:
1-800-638-4357

► SWBell Internet Svcs Current Charges (before taxes) 238.00
Federal Tax00
State and Local Taxes00

Itemized Charges	Item	Date	Service	Amount
Charges for 816-931-0500				
Account Code sbcis177002				
	1	03/05	GLOBAL SERVICE PROVIDER MONTHLY CHG	24.38
	2	03/05	DSL INTERNET PACKAGE-BUSINESS1	213.62
Account Subtotal for sbcis177002				238.00
► Total Itemized Charges for SWBell Internet Svcs (before taxes)				238.00

For Your Information

- Monthly Service charges are billed in advance.
- Partial monthly charges may apply for new service or changes to existing service during a billing period.
- Questions regarding your bill, call 1-800-NET-HELP.



Monthly Statement

► **Previous Charges and Credits**

Amount of Last Bill	2142.90
Payments Applied: 04-27-01	2142.90cr
Thank You00

► **Summary of Current Charges**

SWBell Telephone (See Page 3)	1060.72
Fed. TransTel, Inc. (See Page 9)	29.95
SWBell Internet Svcs (See Page 10)	238.00

Taxes

Total Federal Tax	32.40
Total State and Local Taxes	62.86

Current Charges Due by May 25 **1423.93**

► **Total Amount Due** **1423.93**

Important Information

- **ESSENTIAL CHARGES \$1155.98** (See Page 2 for explanation)
- A 1.5% late payment charge will apply to charges carried over to your next bill.
- On your main line your Long Distance provider is MCI WorldCom.**
- Your Local Toll provider is Southwestern Bell.**
- If your providers have changed since your last bill, check Other Charges Section for information.**

4/26/01

Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-800-231-7928
		For Repair Services	1-800-286-8313

For questions about the charges of other companies, refer to each company's page.
 SWBell Website: www.swbell.com

Billing For:

SWBell Telephone

► **Monthly Charges - Apr 27 thru May 26**

Basic Local Service Charges and Fees	960.54
- Basic Local Service	736.16
Special Municipal Charge	84.79
Federal End User Common Line Charge	115.67
Special E911 Tax	8.64
Relay Missouri Surcharge	1.62
Federal End User Port Charge	1.59
Number Portability Service Charge	5.61
Federal Universal Service Fee	6.46
Optional Features	26.95
1+SAVER SM Calling Plan	60.00
Other Charges (See Items 1 thru 3)	9.94
Special Municipal Charge	1.02
Itemized Calls (See Items 4 thru 38)	2.04
Special Municipal Charge23

► **SWBell Telephone Current Charges (before taxes)** **1060.72**

 SWBell Telephone
 Billing Questions:
 1-800-770-2260

Taxes	94.36
Federal Tax	31.50
State and Local Taxes	62.86

Other Charges

<u>Item</u>	<u>Explanation</u>	<u>From</u>	<u>To</u>	<u>Amount</u>
1	Rate changed on Mar 31			
	- 12 Federal Universal Service Fee	4.44	4.56	
	- 2 Federal Universal Service Fee	.74	.76	
	- 1 Federal Universal Service Fee	.37	.38	
	- 1 Federal Universal Service Fee	.37	.38	
	- 1 Federal Universal Service Fee	.37	.38	
	Monthly Rate	6.29	6.46	
	Charge for change in rates from Mar 31 thru Apr 2616
Directory Assistance				
2	Direct dialed call(s)			
	2 Requests to 1-555 @ .51			1.02
	4 Requests to 1-411 @ no charge			
	16 Requests to 1-411 @ .51			8.16
3	Interstate call(s)			
	1 @ .60 ea60
► SWBell Telephone Total Other Charges (before taxes)				9.94

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-0259									
	4	04/04	02:35PM	SEDALIA	MO	660 826-8833	D	3	.97 +
	5	04/04	03:42PM	SEDALIA	MO	660 826-8833	D	1	.43 +
Subtotal for 816-931-0259								4	1.40
Directory Assistance Calls from 816-931-0500									
				Dialed		411: 5		555: 1	
				Operator Handled		411: 0		555: 0	
Calls from 816-931-4319									
	6	03/28	01:56PM	LEAVENWTH	KS	913 682-0166	D	1	.26 +
	7	03/30	08:29AM	LEAVENWTH	KS	913 682-0166	D	2	.52 +
	8	04/16	01:08PM	NATL411SVC		816 411-0000		1	1.02 #
Subtotal for 816-931-4319								4	1.80
Directory Assistance Calls from 816-931-4319									
				Dialed		411: 2		555: 0	
				Operator Handled		411: 0		555: 0	
Calls from 816-931-4327									
	9	03/28	01:52PM	LEAVENWTH	KS	913 684-0718	D	2	.52 +
	10	03/29	12:46PM	ST JOSEPH	MO	816 271-1370	D	2	.58 +
	11	04/03	08:58AM	ATCHISON	KS	913 367-5482	D	3	.90 +
	12	04/06	10:22AM	WARRENSBG	MO	660 747-8154	D	8	2.14 +
	13	04/09	09:39AM	LEAVENWTH	KS	913 682-0166	D	1	.30 +
	14	04/11	02:12PM	ST JOSEPH	MO	816 261-7961	D	1	.37 +
	15	04/11	02:13PM	ST JOSEPH	MO	816 233-2860	D	14	3.18 +
	16	04/17	10:01AM	ALBANY	MO	660 726-3941	D	2	.70 +
Subtotal for 816-931-4327								33	8.69
Directory Assistance Calls from 816-931-4327									
				Dialed		411: 4		555: 1	
				Operator Handled		411: 0		555: 0	
Calls from 816-931-4549									
	17	03/27	09:40AM	LEAVENWTH	KS	913 684-0700	D	2	.52 +
	18	03/30	11:40AM	LEAVENWTH	KS	913 684-0700	D	3	.78 +
	19	04/02	04:36PM	SEDALIA	MO	660 829-2180	D	1	.43 +
	20	04/10	02:54PM	NATL411SVC		816 411-0000		1	1.02 #
	21	04/10	04:38PM	SEDALIA	MO	660 829-2180	D	17	4.75 +
	22	04/11	04:43PM	WARRENSBG	MO	660 747-8154	D	9	2.38 +
Subtotal for 816-931-4549								33	9.88
Directory Assistance Calls from 816-931-4549									
				Dialed		411: 1		555: 0	
				Operator Handled		411: 0		555: 0	
Calls from 816-931-4873									
	23	04/03	04:04PM	LEAVENWTH	KS	913 684-0718	D	2	.60 +

Itemized Calls
(Continued)

Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
24	04/04	10:24AM	LEAVENWTH	KS	913 684-0700	D	1	.30 +
25	04/04	12:14PM	ST JOSEPH	MO	816 364-3277	D	29	6.42 +
26	04/11	10:57AM	ST JOSEPH	MO	816 233-2860	D	1	.37 +
Subtotal for 816-931-4873							33	7.69

Directory Assistance Calls from 816-931-4873

Dialed	411: 5	555: 0
Operator Handled	411: 0	555: 0

Calls from 816-931-5775

27	03/28	02:45PM	SWEET SPG	MO	660 335-6881	D	13	3.67 +
28	04/23	04:45PM	ST JOSEPH	MO	816 271-1538	D	1	.37 +
29	04/26	02:43PM	WARRENSBG	MO	660 429-1550	D	3	.90 +
Subtotal for 816-931-5775							17	4.94

Calls from 816-931-8203

30	04/04	03:17PM	SEDALIA	MO	660 829-2180	D	1	.43 +
31	04/10	04:32PM	WARRENSBG	MO	660 747-8154	D	2	.65 +
Subtotal for 816-931-8203							3	1.08

Directory Assistance Calls from 816-931-8203

Dialed	411: 2	555: 0
Operator Handled	411: 0	555: 0

Calls from 816-931-8276

32	03/28	10:57AM	LEAVENWTH	KS	913 651-3111	D	25	6.50 +
Subtotal for 816-931-8276							25	6.50

Calls from 816-931-8297

33	04/23	04:29PM	ST JOSEPH	MO	816 271-1441	D	2	.58 +
Subtotal for 816-931-8297							2	.58

Calls from 816-931-9203

34	03/29	03:28PM	ST JOSEPH	MO	816 271-1462	D	7	1.66 +
35	03/30	09:38AM	ST JOSEPH	MO	816 271-1441	D	2	.58 +
36	04/09	09:26AM	WARRENSBG	MO	660 747-7988	D	4	1.14 +
37	04/19	01:55PM	EXCELSRSPG	MO	816 637-7484	D	3	.60 +
Subtotal for 816-931-9203							16	3.98

► **1+SAVERSM Calling Plan Summary**

Calling Plan Calls	2.80 hours
Less Allotment	10.00 hours
Additional Period: .00 hrs @ \$6.00/hr	

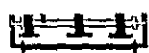
38 1+SAVERSM Calling Plan Usage Total	.00
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► Total Itemized Calls for SWBell Telephone (before taxes)	2	2.04
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SWBell Telephone
Billing Questions:
1-800-770-2260

+ = Calling Plan Call - See Plan Summary for Discount

010-931-0500-4/3-0
April 27, 2001



Federal TransTel, Inc.

Page 2 of 10

Billing For:	➤ Current Charges	
Fed. Transtel, Inc.	Monthly Service (See Detail)	
	Itemized Charges (See Item 1)	29.95

Fed. Transtel, Inc.	➤ Fed. Transtel, Inc. Current Charges (before taxes)	29.95
Billing Questions:	Federal Tax	.90
1-800-388-8111	State and Local Taxes	.00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-0500	
	➤		Billed on Behalf of: Mercury	
	1	04/09	MERCURY INTERNET SERVICE MONTHLY FEE	29.95
	➤		Total Itemized Charges for Fed. Transtel, Inc. (before taxes)	29.95

816-931-0500-473-0
April 27, 2001



Page 10 of 10

Billing For:
SWBell Internet Svcs

► Current Charges
Monthly Service (See Detail)
Itemized Charges (See Items 1 and 2) 238.00

SWBell Internet Svcs
Billing Questions:
1-800-638-4357

► SWBell Internet Svcs Current Charges (before taxes) 238.00
Federal Tax00
State and Local Taxes00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-0500	
			Account Code sbcis177002	
	1	04/06	GLOBAL SERVICE PROVIDER MONTHLY CHG	24.38
	2	04/06	DSL INTERNET PACKAGE-BUSINESS1	213.62
			Account Subtotal for sbcis177002	238.00
	►		Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00

For Your Information

- . Monthly Service charges are billed in advance.
- . Partial monthly charges may apply for new service or changes to existing service during a billing period.
- . Questions regarding your bill, call 1-800-NET-HELP.

Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-800-231-7928
		For Repair Services	1-800-286-8313

For questions about the charges of other companies, refer to each company's page.
SWBell Website: www.swbell.com

Billing For:

SWBell Telephone

➤ Monthly Charges - May 27 thru Jun 26		
Basic Local Service Charges and Fees		859.13
- Basic Local Service	659.32	
Special Municipal Charge	76.48	
Federal End User Common Line Charge	101.97	
Special E911 Tax	7.68	
Relay Missouri Surcharge	1.44	
Federal End User Port Charge	1.59	
Number Portability Service Charge	4.95	
Federal Universal Service Fee	5.70	
Optional Features		29.04
Other Charges (See Items 1 thru 5)		77.77cr
Special Municipal Charge		4.19cr
Itemized Calls (See Items 6 thru 17)		8.32
Special Municipal Charge57
➤ SWBell Telephone Current Charges (before taxes)		815.10

SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes		72.97
Federal Tax	24.17	
State and Local Taxes	48.80	

Other Charges

<u>Item</u>	<u>Explanation</u>	<u>From</u>	<u>To</u>	<u>Amount</u>
1	Rate changed on May 02			
	- 11 Additional Directory Listing	26.95	29.04	
	Monthly Rate	26.95	29.04	
	Charge for change in rates from May 02 thru May 26			1.74
Directory Assistance				
2	Direct dialed call(s)	0 Requests to 1-555 @ .51		
		2 Requests to 1-411 @ no charge		
		3 Requests to 1-411 @ .51		1.53

Order # C372470

Purchase Order # I3755KANS

816-931-4319

3	Service removed on May 10			
	- 11 Additional Directory Listing		29.04cr	
	- 1 Basic Local Service - Business Line (816-931-0500)		43.60	
	- 1 Federal End User Common Line Charge		6.85cr	
	- 1 Number Portability Service Charge		.33cr	

Account Number
816-931-4319-473-9
May 27, 2001



Page 4 of 10

Other Charges
(Continued)

Item	Explanation	Amount
3	(continued)	
	- 1 Federal Universal Service Fee	.38cr
	- 1 SWB 1+SAVERSM Calling Plan	60.00cr
	Monthly Rate	140.20cr
	Credit for service from May 11 thru May 26	74.77cr
4	Service added on May 10	
	- 11 Additional Directory Listing	29.04
	Monthly Rate	29.04
	Charge for service from May 11 thru May 26	15.49
<hr/>		
Order # 0558111-2-58C Purchase Order # 13755KANS <i>expire</i> 816-931-5775		
5	Service removed on May 10	
	- 1 Basic Local Service - Business Line (816-931-5775)	33.24
	- 1 Federal End User Common Line Charge	6.85cr
	- 1 Number Portability Service Charge	.33cr
	- 1 Federal Universal Service Fee	.38cr
	Monthly Rate	40.80cr
	Credit for service from May 11 thru May 26	21.76cr
▶ SWBell Telephone Total Other Charges (before taxes)		77.77cr

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-0500									
	6	05/11	03:19PM	NATL411SVC	816	411-0000		1	1.02 #
Subtotal for 816-931-0500								1	1.02
Directory Assistance Calls from 816-931-0500									
Dialed					411: 2		555: 2		
Operator Handled					411: 0		555: 0		
Calls from 816-931-4319									
	7	05/17	08:35AM	BUTLER	MO	660 200-2239	D	1	.43 #
	8	05/22	10:04AM	EXCELSRSPG	MO	816 637-5561	D	4	.84 #
	9	05/22	10:33AM	EXCELSRSPG	MO	816 637-5561	D	3	.65 #
	10	05/22	02:48PM	EXCELSRSPG	MO	816 637-5561	D	5	1.02 #
	11	05/22	02:59PM	EXCELSRSPG	MO	816 637-5561	D	1	.28 #
Subtotal for 816-931-4319								14	3.22
Directory Assistance Calls from 816-931-4319									
Dialed					411: 2		555: 0		
Operator Handled					411: 0		555: 0		
Directory Assistance Calls from 816-931-4549									
Dialed					411: 1		555: 0		
Operator Handled					411: 0		555: 0		

Itemized Calls
(Continued)

<u>Item</u>	<u>Date</u>	<u>Time</u>	<u>Place Called</u>	<u>Area</u>	<u>Number</u>	<u>Rate*</u>	<u>Min</u>	<u>Amount</u>	
Calls from 816-931-5775									
12	05/01	12:11PM	ST JOSEPH	MO	816 232-3884	D	1	.40	+
Subtotal for 816-931-5775							1	.40	
Calls from 816-931-8916									
13	05/07	12:26PM	NATL411SVC		816 411-0000		1	1.02	#
14	05/14	02:39PM	NATL411SVC		816 411-0000		1	1.02	#
15	05/14	05:10PM	NATL411SVC		816 411-0000		1	1.02	#
16	05/25	05:15PM	NATL411SVC		816 411-0000		2	1.02	#
Subtotal for 816-931-8916							5	4.08	
► 1+SAVERSM Calling Plan Summary									
Calling Plan Calls					.02	hours			
Less Allotment					4.67	hours			
Additional Period: .00 hrs @ \$6.00/hr									
17	1+SAVERSM Calling Plan Usage Total								.00
► Total Itemized Calls for SWBell Telephone (before taxes)							20	8.32	
+ = Calling Plan Call - See Plan Summary for Discount									

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.
- Long Distance Service Provider

IMPORTANT NOTICE

Now that 10-digit dialing is effective in your area, please be careful when dialing into the 913 Area Code. This Area Code is very similar to the Emergency Area Code of 911!

The toll-free number on your Southwestern Bell Telephone Calling Card...1-800-600-BELL (2355)...has changed. The new number is 1-800-522-2020. Effective immediately, please dial 1-800-522-2020 to make calls using your calling card.

Southwestern Bell is announcing rate changes for the following business and residential services, effective July 5, 2001: Direct-dialed Directory Assistance will increase to \$.55 per call; alternately-billed Directory Assistance will increase to \$1.12 per call; Line Status Verification and Busy Line Interrupt will increase to \$1.39 and \$2.14 respectively. The prices for various operator services will now range from \$.37 to \$2.75 per call. These services include Calling Card, Collect, Billed to a Third Number, Sent paid and Person-to-Person calls. The price for Nonpublished Exchange Service in the residential market will increase to \$1.85 per month and the price for Nonlisted Service in the business and residential market will increase to \$1.39 per month.

SWBell Telephone
Billing Questions:
1-800-770-2260

Account Number
816-931-4319-473-9
May 27, 2001



Federal TransTel, Inc.

Page 7 of 10

Billing For:
Fed. TransTel, Inc.

► Current Charges
Monthly Service (See Detail)
Itemized Charges (See Item 1) 29.95

Fed. TransTel, Inc.
Billing Questions:
1-800-388-8111

► Fed. TransTel, Inc. Current Charges (before taxes) 29.95
Federal Tax90
State and Local Taxes00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-0500	
	►		Billed on Behalf of: Mercury	
	1	05/07	MERCURY INTERNET SERVICE MONTHLY FEE	29.95
	►		Total Itemized Charges for Fed. TransTel, Inc. (before taxes)	29.95

816-931-4319-473-9
May 27, 2001



Page 8 of 10

Billing For:
AT&T

► Current Charges		
Monthly Service (See Detail)		
Itemized Calls (See Item 1)		970.08
► AT&T Current Charges (before taxes)		970.08
Federal Tax	29.10	
State and Local Taxes	.00	

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
		Calls from 816-931-0500							
	1	05/03	08:00AM	DIAL CONF	700	455-2222	DS	1516	
				3RD NO. FROM KSCY AG MO	700	455-1313			970.08
► Total Itemized Calls for AT&T (before taxes)								1516	970.08

For Your Information

MOVING? ADDING LOCATIONS? NEED ADVICE
ON LONG DISTANCE SERVICE? CALL AT&T ON
1 800 222-0400.

Account Number
816-931-4319-473-9
May 27, 2001



Southwestern Bell

Page 9 of 10

Billing For:
SWBell Internet Svcs

► Current Charges
Monthly Service (See Detail)
Itemized Charges (See Items 1 and 2) 238.00

SWBell Internet Svcs
Billing Questions:
1-800-638-4357

► SWBell Internet Svcs Current Charges (before taxes) 238.00
Federal Tax00
State and Local Taxes00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-0500	
			Account Code sbcis177002	
	1	05/05	GLOBAL SERVICE PROVIDER MONTHLY CHG	24.38
	2	05/05	DSL INTERNET PACKAGE-BUSINESS1	213.62
			Account Subtotal for sbcis177002	238.00
			► Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00

For Your Information

- . Monthly Service charges are billed in advance.
- . Partial monthly charges may apply for new service or changes to existing service during a billing period.
- . Questions regarding your bill, call 1-800-NET-HELP.

Account Number
16-931-4319-473-9
June 27 2001



Page 1 of 4

Monthly Statement

► **Previous Charges and Credits**

Amount of Last Bill	2156.10
Past Due Amount (Payment Due Immediately)	2156.10

► **Summary of Current Charges**

SWBell Telephone (See Page 3)	930.86
-------------------------------------	--------

Taxes

Total Federal Tax	27.65
Total State and Local Taxes	55.52

Current Charges Due by Jul 26	1014.03
--	----------------

► **Total Amount Due**

3170.13

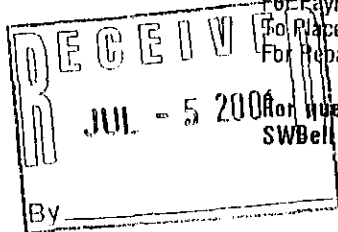
Important Information

- **ESSENTIAL CHARGES \$2902.18** (See Page 2 for explanation)
 - A 1.5% late payment charge will apply to charges carried over to your next bill.
- On your main line your Long Distance provider is MCI WorldCom.
Your Local Toll provider is Southwestern Bell.
If your providers have changed since your last bill, check Other Charges Section for information.



Who to Call

SWBell Telephone	For Billing Questions	1-800-770-2260
	For Payment Arrangements or Late Payments	1-800-924-1743
	To Place an Order or Change Service	1-800-231-7928
	For Repair Services	1-800-286-8313



For questions about the charges of other companies, refer to each company's page.
SWBell Website: www.swbell.com

"Keep"

Account Number
816-931-4319-473-9
June 27, 2001



Page 3 of 4

Whom to Call
(Continued)

Billing For:

SWBell Telephone

► Monthly Charges - Jun 27 thru Jul 26

Basic Local Service Charges and Fees		859.13
- Basic Local Service	659.32	
Special Municipal Charge	76.48	
Federal End User Common Line Charge	101.97	
Special E911 Tax	7.68	
Relay Missouri Surcharge	1.44	
Federal End User Port Charge	1.59	
Number Portability Service Charge	4.95	
Federal Universal Service Fee	5.70	
Optional Features		29.04
Other Charges (See Item 1)		32.34
Special Municipal Charge		3.59
Itemized Calls (See Items 2 thru 9)		6.31
Special Municipal Charge45

► SWBell Telephone Current Charges (before taxes) 930.86

SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes		83.17
Federal Tax	27.65	
State and Local Taxes	55.52	

Other Charges

Item	Explanation	Amount
1	Late payment charge: 1.50% on 2156.10 past due	32.34
►	SWBell Telephone Total Other Charges (before taxes)	32.34

Itemized Calls

Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-4319								
2	06/04	12:39PM	MARSHALL	MO	660 886-9608	D	1	.47 #
3	06/04	02:14PM	ST JOSEPH	MO	816 271-1370	D	3	.86 #
4	06/04	03:44PM	MARSHALL	MO	660 886-5544	D	1	.47 #
5	06/07	10:16AM	WARRENSBG	MO	660 747-6331	D	1	.43 #
Subtotal for 816-931-4319							6	2.23
Calls from 816-931-8916								
6	06/08	03:57PM	NATL411SVC		816 411-0000		1	1.02 #
7	06/08	04:01PM	NATL411SVC		816 411-0000		1	1.02 #
8	06/17	11:39AM	NATL411SVC		816 411-0000		1	1.02 #
9	06/22	04:12PM	NATL411SVC		816 411-0000		1	1.02 #
Subtotal for 816-931-8916							4	4.08
► Total Itemized Calls for SWBell Telephone (before taxes)							10	6.31

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.

- Long Distance Service Provider

Monthly Statement

► **Previous Charges and Credits**

Amount of Last Bill	3170.13
Previous Balance	3170.13

► **Summary of Current Charges**

SWBell Telephone (See Page 3)	925.82
SWBell Internet Svcs (See Page 5)	238.00

Taxes

Total Federal Tax	27.48
Total State and Local Taxes	55.10

Current Charges Due by Aug 24	1246.40
--------------------------------------	----------------

► Total Amount Due	4416.53
---------------------------	----------------

Important Information

- **ESSENTIAL CHARGES \$3910.58** (See Page 2 for explanation)
- A 1.5% late payment charge will apply to charges carried over to your bill.
- On your main line your Long Distance provider is MCI WorldCom.
- Your Local Toll provider is Southwestern Bell.
- If your providers have changed since your last bill, check Other Charges Section for information.

PAID
1011

Whom to Call

RECEIVED
AUG - 7 2001
RV

SWBell Telephone For Billing Questions	1-800-770-2260
For Payment Arrangements or Late Payments	1-800-924-1743
To Place an Order or Change Service	1-800-231-7928
For Repair Services	1-800-286-8313

For questions about the charges of other companies, refer to each company's page.

"Koon"



Whom to Call (Continued)

SWBell Website: www.swbell.com

Billing For:

SWBell Telephone

➤ Monthly Charges - Jul 27 thru Aug 26

Basic Local Service Charges and Fees	849.80
- Basic Local Service	659.32
Special Municipal Charge	76.48
Federal End User Common Line Charge	90.69
Special E911 Tax	7.68
Relay Missouri Surcharge	1.44
Federal End User Port Charge	1.59
Number Portability Service Charge	4.95
Federal Universal Service Fee	7.65
Optional Features	29.04
Other Charges (See Items 1 and 2)	40.08
Special Municipal Charge	5.28
Itemized Calls (See Items 3 and 4)	1.51
Special Municipal Charge11

► SWBell Telephone Current Charges (before taxes) 925.82

SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes		82.58
Federal Tax	27.48	
State and Local Taxes	55.10	

Other Charges

Item	Explanation	Amount
1	Late payment charge: 1.50% on 3170.13 past due	47.55
2	Rate changed on Jul 03	
	- 11 Federal Universal Service Fee	4.18
	- 11 Federal End User Common Line Charge	67.32
	- 2 Federal Universal Service Fee	1.02
	- 2 Federal End User Common Line Charge	12.24
	- 1 Federal Universal Service Fee	.51
	- 1 Federal End User Common Line Charge	5.01
	- 1 Federal Universal Service Fee	.51
	- 1 Federal End User Common Line Charge	6.12
	Monthly Rate	107.67
	Credit for change in rates from Jul 03 thru Jul 26	98.34
		7.47 cr
➤	SWBell Telephone Total Other Charges (before taxes)	40.08

Itemized Calls

Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-4319								
3	07/20	12:01PM	JAMESTOWN	MO	660 849-9216	D	1	.49
Subtotal for 816-931-4319							1	.49
Calls from 816-931-8916								
4	07/05	06:32PM	NATL411SVC		816 411-0000		1	1.02
Subtotal for 816-931-8916							1	1.02
▶ Total Itemized Calls for SWBell Telephone (before taxes)							2	1.51

Account Number
816-931-4319-473-9
July 27, 2001



Page 5 of 6

Billing For:
SWBell Internet Svcs**

► Current Charges	
Monthly Service (See Detail)	
Itemized Charges (See Items 1 and 2)	238.00

SWBell Internet Svcs
Billing Questions:
1-800-770-2260

► SWBell Internet Svcs Current Charges (before taxes)	238.00
Federal Tax	.00
State and Local Taxes	.00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-4319	
			Account Code sbcis177002	
	1	07/05	GLOBAL SERVICE PROVIDER MONTHLY CHG	24.38
	2	07/05	DSL INTERNET PACKAGE-BUSINESS1	213.62
			Account Subtotal for sbcis177002	238.00
	►		Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00
			**New services provided and billed	

For Your Information

- . Monthly Service charges are billed in advance.
- . Partial monthly charges may apply for new service or changes to existing service during a billing period.
- . Questions regarding your bill, call 1-800-NET-HELP.

For Billing Questions:

DSL Customers call 1-877-SBC-DSL5
Dial-up and Web Hosting Customers call 1-800-NET-HELP

Account Number
816-931-4319-473-9
August 27, 2001



Southwestern Bell

1011

Page 1 of 6

Monthly Statement

► Previous Charges and Credits

Amount of Last Bill	4416.53
Payments Applied:	
08-03-01	2156.10cr
08-03-01	1014.03cr
08-29-01	1246.40cr

Thank You

.00

► Summary of Current Charges

SWBell Telephone	(See Page 3)	879.97
SWBell Internet Svcs	(See Page 5)	238.00

Taxes

Total Federal Tax	26.12
Total State and Local Taxes	52.42

Current Charges Due by Sep 25 1196.51

► Total Amount Due 1196.51

Important Information

- ESSENTIAL CHARGES \$958.51 (See Page 2 for explanation)
- A 1.5% late payment charge will apply to charges carried over to your next bill.
- On your main line your Long Distance provider is MCI WorldCom.
- Your Local Toll provider is Southwestern Bell.
- If your providers have changed since your last bill, check Other Charges Section for information.

ENTERED

RECEIVED
SEP - 4 2001
By

Account Number
816-931-4319-473-9
August 27, 2001



Page 3 of 6

Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-800-251-7928
		For Repair Services	1-800-286-8313

For questions about the charges of other companies, refer to each company's page.
SWBell Website: www.swbell.com

Billing For:
SWBell Telephone

► MONTHLY CHARGES - Aug 27 thru Sep 26		
Basic Local Service Charges and Fees		849.80
Basic Local Service	659.32	
Special Municipal Charge	76.48	
Federal End User Common Line Charge	90.69	
Special E911 Tax	7.68	
Relay Missouri Surcharge	1.44	
Federal End User Port Charge	1.59	
Number Portability Service Charge	4.95	
Federal Universal Service Fee	7.65	
Optional Features		29.04
Itemized Calls (See Item 1)		1.02
Special Municipal Charge		.11

► SWBell Telephone Current Charges (before taxes) 879.97

SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes		78.54
Federal Tax	26.12	
State and Local Taxes	52.42	

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-8916									
	1	08/21	06:15PM	NATL411SVC	816	411-0000		1	1.02 #
► Total Itemized Calls for SWBell Telephone (before taxes)								1	1.02

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.
- Long Distance Service Provider

Southwestern Bell is announcing rate changes for the following business services effective October 10, 2001. Flat Rate Trunk, Measured Rate Trunk, Message Rate Trunk First, and Message Rate Trunk Additional services in all rate groups will increase by 8%. Multi-line service in rate groups A through C will increase by 8%. Multi-line service in rate group D will increase by 4%.

If you have questions concerning these rate changes, please contact your Southwestern Bell service center at 1-800-559-7928.

Account Number
816-931-4319-473-9
August 27, 2001



Southwestern Bell

Page 5 of 6

Billing For:
SWBell Internet Svcs**

► Current Charges
Monthly Service (See Detail)
Itemized Charges (See Items 1 and 2) 238.00

SWBell Internet Svcs
Billing Questions:
SEE BELOW

► SWBell Internet Svcs Current Charges (before taxes) 238.00
Federal Tax00
State and Local Taxes00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-4319	
			Account Code sbcis177002	
	1	08/06	GLOBAL SERVICE PROVIDER MONTHLY CHG	24.38
	2	08/06	DSL INTERNET PACKAGE-BUSINESS1	213.62
			Account Subtotal for sbcis177002	238.00
	►		Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00
			**New services provided and billed	

For Your Information

- . Monthly Service charges are billed in advance.
- . Partial monthly charges may apply for new service or changes to existing service during a billing period.
- . Questions regarding your bill, call 1-800-NET-HELP.

For Billing Questions:
DSL Customers call 1-877-SBC-DSL5
Dial-up and Web Hosting Customers call 1-800-NET-HELP

Account Number
816-931-4319-473-9
September 27, 2001



Page 1 of 6

Monthly Statement

► Previous Charges and Credits

Amount of Last Bill	1196.51
Payments Applied: 09-26-01	1196.51 cr
Thank You	.00

► Summary of Current Charges

SWBell Telephone (See Page 3)	881.02
SWBell Internet Svcs (See Page 5)	238.00

Taxes

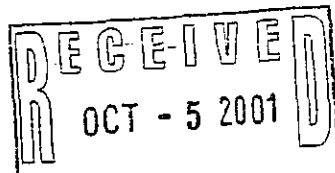
Total Federal Tax	26.16
Total State and Local Taxes	52.49

Current Charges Due by Oct 25	1197.67
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► Total Amount Due	1197.67
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Important Information

- ESSENTIAL CHARGES \$959.67 (See Page 2 for explanation)
- A 1.5% late payment charge will apply to charges carried over to your next bill.
On your main line your Long Distance provider is MCI WorldCom.
Your Local Toll provider is Southwestern Bell.
If your providers have changed since your last bill, check
Other Charges Section for information.



Am "Keen"

Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-800-231-7928
		For Repair Services	1-800-286-8313

For questions about the charges of other companies, refer to each company's page.
SWBell Website: www.swbell.com

Billing For:
SWBell Telephone

► MONTHLY CHARGES - Sep 27 thru Oct 26		
Basic Local Service Charges and Fees		849.80
Basic Local Service	659.32	
Special Municipal Charge	76.48	
Federal End User Common Line Charge	90.69	
Special E911 Tax	7.68	
Relay Missouri Surcharge	1.44	
Federal End User Port Charge	1.59	
Number Portability Service Charge	4.95	
Federal Universal Service Fee	7.65	
Optional Features		29.04
Itemized Calls (See Items 1 and 2)		2.07
* Special Municipal Charge11
► SWBell Telephone Current Charges (before taxes)		881.02

SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes	78.65
Federal Tax	26.16
State and Local Taxes	52.49

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-4319									
	1	09/17	10:21AM	CALHOUN	MO	660 885-6963	D	3	1.05 #
Subtotal for 816-931-4319								3	1.05
Calls from 816-931-8916									
	2	09/24	11:14PM	NATL411SVC		816 411-0000		1	1.02 #
Subtotal for 816-931-8916								1	1.02
► Total Itemized Calls for SWBell Telephone (before taxes)								4	2.07

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.
- Long Distance Service Provider

THE SPECIAL NEEDS CENTER has hundreds of special products to help people communicate better. Amplified cordless and corded telephones are like having a hearing aid built into the phone. There are special telephones for people who have hearing, mobility, speech and vision problems. Helping yourself, a family member, or a friend to be able to communicate better is truly a gift of love. Call 1-800-433-8505 for more information. A free product catalog is available as are extended payment plans and credit card billing. The Special Needs Center can help improve the quality of life through

Account Number
816-931-4319-472-9
September 27, 2001



Page 5 of 6

Billing For:
SWBell Internet Svcs**

► Current Charges
Monthly Service (See Detail)
Itemized Charges (See Items 1 and 2) 238.00

SWBell Internet Svcs
Billing Questions:
SEE BELOW

► SWBell Internet Svcs Current Charges (before taxes) 238.00
Federal Tax00
State and Local Taxes00

Itemized Charges	Item	Date	Service	Amount
Charges for 816-931-4319				
Account Code sbcis177002				
	1	09/05	GLOBAL SERVICE PROVIDER MONTHLY CHG	24.38
	2	09/05	DSL INTERNET PACKAGE-BUSINESS1	213.62
	Account Subtotal for sbcis177002			238.00
	► Total Itemized Charges for SWBell Internet Svcs (before taxes)			238.00
**New services provided and billed				

For Your Information

- . Monthly Service charges are billed in advance.
- . Partial monthly charges may apply for new service or changes to existing service during a billing period.
- . Questions regarding your bill, call 1-800-NET-HELP.

For Billing Questions:

DSL Customers call 1-877-SBC-DSL5

Dial-up and Web Hosting Customers call 1-800-NET-HELP

Account Number
816-931-4319-473-9
October 27, 2001



Page 1 of 6

Monthly Statement

► Previous Charges and Credits

Amount of Last Bill	1197.67
Payments Applied: 10-22-01	1197.67cr
Thank You	.00

► Summary of Current Charges

SWBell Telephone (See Page 3)	882.09
SWBell Internet Svcs (See Page 5)	238.00

Taxes

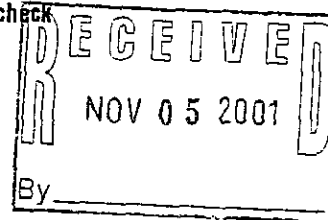
Total Federal Tax	26.06
Total State and Local Taxes	52.28

Current Charges Due by Nov 26	1198.43
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► Total Amount Due	1198.43
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Important Information

- ESSENTIAL CHARGES \$960.43 (See Page 2 for explanation)
 - A 1.5% late payment charge will apply to charges carried over to your next bill.
- On your main line your Long Distance provider is MCI.
Your Local Toll provider is Southwestern Bell.
If your providers have changed since your last bill, check
Other Charges Section for information.



Account Number
816-931-4319-473-9
October 27, 2001



Southwestern Bell

Page 3 of 6

Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-800-231-7928
		For Repair Services	1-800-286-8313

For questions about the charges of other companies, refer to each company's page.
SWBell Website: www.swbell.com

Billing For:
SWBell Telephone

▶ MONTHLY CHARGES - Oct 27 thru Nov 26		
Basic Local Service Charges and Fees		853.66
Basic Local Service	659.32	
Special Municipal Charge	76.48	
Federal End User Common Line Charge	90.56	
Special E911 Tax	12.27	
Relay Missouri Surcharge	1.44	
Federal End User Port Charge	1.59	
Number Portability Service Charge	4.95	
Federal Universal Service Fee	7.05	
Optional Features		29.04
Other Charges (See Item 1)		.61cr
▶ SWBell Telephone Current Charges (before taxes)		882.09

SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes		78.34
Federal Tax	26.06	
State and Local Taxes	52.28	

Other Charges	Item	Explanation	From	To	Amount
	1	Rate changed on Oct 02			
		- 11 Federal Universal Service Fee	5.61	5.17	
		- 11 Federal End User Common Line Charge	67.32	67.21	
		- 2 Federal Universal Service Fee	1.02	.94	
		- 2 Federal End User Common Line Charge	12.24	12.22	
		- 1 Federal Universal Service Fee	.51	.47	
		- 1 Federal End User Common Line Charge	5.01	5.02	
		- 1 Federal Universal Service Fee	.51	.47	
		- 1 Federal End User Common Line Charge	6.12	6.11	
		Monthly Rate	98.34	97.61	
		Credit for change in rates from Oct 02 thru Oct 26			.61cr
	▶ SWBell Telephone Total Other Charges (before taxes)				.61cr

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.

- Long Distance Service Provider

Effective October 2, 2001, the Federal End-User Common Line Charge for Residential non-primary and ISDN-BRI customers will increase. Your current bill reflects this change. For more information on rate changes call your Southwestern Bell Telephone representative.

Account Number
816-931-4319-473-9
October 27, 2001



Page 5 of 6

Billing For: SWBell Internet Svcs**	➤ Current Charges	
	Monthly Service (See Detail)	
	Itemized Charges (See Items 1 and 2)	238.00
<hr/>		
SWBell Internet Svcs Billing Questions: SEE BELOW	➤ SWBell Internet Svcs Current Charges (before taxes)	238.00
	Federal Tax	.00
	State and Local Taxes	.00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-4319	
			Account Code sbcis177002	
	1	10/05	GLOBAL SERVICE PROVIDER MONTHLY CHG	24.38
	2	10/05	DSL INTERNET PACKAGE-BUSINESS1	213.62
			Account Subtotal for sbcis177002	238.00
	➤		Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00
			**New services provided and billed	

For Your Information

- Monthly Service charges are billed in advance.
- Partial monthly charges may apply for new service or changes to existing service during a billing period.
- Questions regarding your bill, call 1-800-NET-HELP.

For Billing Questions:
DSL Customers call 1-877-SBC-DSL5
Dial-up and Web Hosting Customers call 1-800-NET-HELP

Account Number
816-931-4319-473-9
November 27, 2001



4404 4/41

Page 1 of 6

Monthly Statement

Previous Charges and Credits

Amount of Last Bill 1198.43
Payments Applied: 11-30-01 1198.43

Thank You00

Summary of Current Charges

SWBell Telephone (See Page 3) 883.35

SWBell Internet Svcs (See Page 5) 238.00

Taxes

Total Federal Tax 26.09

Total State and Local Taxes 52.33

Current Charges Due by Dec 26 1199.77

Total Amount Due 1199.77

Important Information

ESSENTIAL CHARGES \$961.77 (See Page 2 for explanation)

A 1.5% late payment charge will apply to charges carried over to your next bill.

On your main line your Long Distance provider is MCI.

Your Local Toll provider is Southwestern Bell.

If your providers have changed since your last bill, check Other Charges Section for information.

502-7085
7088

531-3964
5113

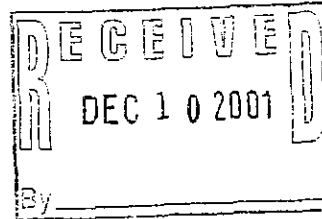
561-5484

931-0359
0318
4318
4327

4549
4873
8203
8274
8297
8914
9213

? 9203?

OK
D. T. H.



Account Number
816-931-4319-473-9
November 27, 2001



Southwestern Bell

Page 3 of 6

Whom to Call

SWBell Telephone For Billing Questions 1-800-770-2260
For Payment Arrangements or Late Payments 1-800-924-1743
To Place an Order or Change Service 1-800-231-7928
For Repair Services 1-800-286-8313
SWBell Website: www.swbell.com

Billing For:
SWBell Telephone

MONTHLY CHARGES - Nov 27 thru Dec 26
Basic Local Service Charges and Fees 853.66
Basic Local Service 659.32
Special Municipal Charge 76.48
Federal End User Common Line Charge 90.56
Special E911 Tax 12.27
Relay Missouri Surcharge 1.44
Federal End User Port Charge 1.59
Number Portability Service Charge 4.95
Federal Universal Service Fee 7.05
Optional Features 29.04
Itemized Calls (See Items 1 and 2)65

SWBell Telephone
Billing Questions:
1-800-770-2260

SWBell Telephone Current Charges (before taxes) 883.35
Taxes 78.42
Federal Tax 26.09
State and Local Taxes 52.33

Itemized Calls

No	Date	Time	Place Called	Area	Number	*_	Min	Amount
Calls from 816-931-4319								
1	11/14	11:09A	RICHMOND MO	816	776-3377	D	1	.35 #
2	11/19	12:57P	LOUISBURG KS	913	837-3597	D	1	.30
Total Itemized Calls for SWBell Telephone (before taxes) .							2	.65

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.
- Long Distance Service Provider

We Have a New Name

Family is important to us! And as a proud member of the SBC Communications Inc. family of companies, we're changing our name to reflect that. We're now SBC Southwestern Bell Telephone Company.

Go paperless! Every business looks for ways to save time and money....SBC Southwestern Bell wants to help! Enroll in On-Line Billing & Payment Service and stop writing checks and buying stamps. Simply view & pay your business bill online at www.swbell.com. Enroll today!

* On-Line Billing is only recommended for businesses with 35 lines or less.

Account Number
816-931-4319-473-9
November 27, 2001



Page 5 of 6

Billing For:	Current Charges	
SWBell Internet Svcs**	Monthly Service (See Detail)	
	Itemized Charges (See Items 1 and 2)	238.00
SWBell Internet Svcs	SWBell Internet Svcs Current Charges (before taxes)	238.00
Billing Questions:	Federal Tax00
SEE BILL PAGE	State and Local Taxes00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-4319	
			Account Code sbcis177002	
	1	11/08	GLOBAL SERVICE PROVIDER MONTHLY CHG	24.38
	2	11/08	DSL INTERNET PACKAGE-BUSINESS1	213.62
			Account Subtotal for sbcis177002	238.00
			Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00
			**New services provided and billed	

For Your Information Monthly Service charges are billed in advance.
Partial monthly charges may apply for new service or changes to existing service during a billing period.
Questions regarding your bill, call 1-800-NET-HELP.

For Billing Questions:
DSL Customers call 1-877-SBC-DSL5
Dial-up and Web Hosting Customers call 1-800-NET-HELP

Account Number
816-931-4319-473-9
December 27, 2001



Page 1 of 6

Monthly Statement

► Previous Charges and Credits

Amount of Last Bill	1199.77
Payments Applied: 12-27-01	1199.77 cr
Thank You	.00

► Summary of Current Charges

SWBell Telephone (See Page 3)	885.76
SWBell Internet Svcs (See Page 5)	238.00

Taxes

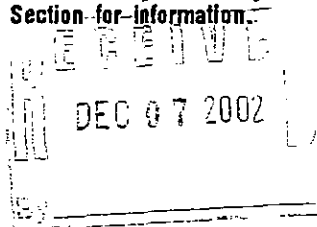
Total Federal Tax	26.16
Total State and Local Taxes	52.49

Current Charges Due by Jan 25	1202.41
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► Total Amount Due	1202.41
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Important Information

- ESSENTIAL CHARGES \$964.41 (See Page 2 for explanation)
 - A 1.5% late payment charge will apply to charges carried over to your next bill.
- On your main line your Long Distance provider is MCI.
Your Local Toll provider is Southwestern Bell.
If your providers have changed since your last bill, check
Other Charges Section for information.



1011
"Keen"

Account Number
816-931-4319-473-9
December 27, 2001



Page 3 of 6

Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-800-231-7928
		For Repair Services	1-800-286-8313
SWBell Website: www.swbell.com			
	SWBell Internet Svcs	For Billing Questions	SEE BILL PAGE

Billing For:

SWBell Telephone

► **MONTHLY CHARGES - Dec 27 thru Jan 26**

Basic Local Service Charges and Fees		852.82
Basic Local Service	658.57	
Special Municipal Charge	76.40	
Federal End User Common Line Charge	90.56	
Special E911 Tax	12.26	
Relay Missouri Surcharge	1.44	
Federal End User Port Charge	1.59	
Number Portability Service Charge	4.95	
Federal Universal Service Fee	7.05	
Optional Features		29.04
Other Charges (See Items 1 and 2)45
Special Municipal Charge05
Itemized Calls (See Items 3 thru 5)		3.06
Special Municipal Charge34

► **SWBell Telephone Current Charges (before taxes)** **885.76**

SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes		78.65
Federal Tax	26.16	
State and Local Taxes	52.49	

Other Charges

<u>Item</u>	<u>Explanation</u>	<u>From</u>	<u>To</u>	<u>Amount</u>
1	Rate changed on Dec 01			
- 2	Basic Local Service - Business Line	66.48	65.98	
- 1	Basic Local Service - Business Line	33.24	32.99	
	Monthly Rate	99.72	98.97	
	Credit for change in rates from Dec 01 thru Dec 2665cr
Directory Assistance				
2	Direct dialed call(s)			
	0 Requests to 1-555 @ .55			
	2 Requests to 1-411 @ no charge			
	2 Requests to 1-411 @ .55			1.10
► SWBell Telephone Total Other Charges (before taxes)45

<u>Itemized Calls</u>	<u>Item</u>	<u>Date</u>	<u>Time</u>	<u>Place Called</u>	<u>Area Number</u>	<u>Rate*</u>	<u>Min</u>	<u>Amount</u>
Calls from 816-931-8916								
3	12/10	07:01PM	NATL411SVC	816 411-0000			1	1.02 #
4	12/24	02:05PM	NATL411SVC	816 411-0000			1	1.02 #
5	12/25	04:51PM	NATL411SVC	816 411-0000			1	1.02 #
Subtotal for 816-931-8916							3	3.06

Account Number
816-931-4319-473-9
December 27, 2001



Page 5 of 6

Billing For: SWBell Internet Svcs**	► Current Charges	
	Monthly Service (See Detail)	
	Itemized Charges (See Items 1 and 2)	238.00
		<hr/>
SWBell Internet Svcs	► SWBell Internet Svcs Current Charges (before taxes)	238.00
Billing Questions:	Federal Tax	.00
SEE BILL PAGE	State and Local Taxes	.00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-4319	
			Account Code sbcis177002	
	1	12/05	GLOBAL SERVICE PROVIDER MONTHLY CHG	24.38
	2	12/05	DSL INTERNET PACKAGE-BUSINESS1	213.62
			Account Subtotal for sbcis177002	238.00
	►		Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00
			**New services provided and billed	

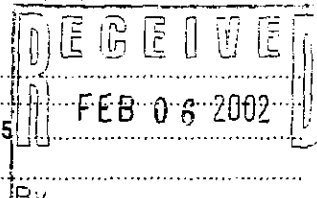
For Your Information

- Monthly Service charges are billed in advance.
- Partial monthly charges may apply for new service or changes to existing service during a billing period.
- Questions regarding your bill, call 1-800-NET-HELP.

For Billing Questions:
DSL Customers call 1-877-SBC-DSL5.
Dial-up and Web Hosting Customers call 1-800-NET-HELP

Monthly Statement

► Previous Charges and Credits	
Amount of Last Bill	1202.41
Previous Balance	1202.41
► Summary of Current Charges	
SWBell Telephone (See Page 3)	846.65
SWBell Internet Svcs (See Page 5)	238.00
Taxes	
Total Federal Tax	25.01
Total State and Local Taxes	52.02
Current Charges Due by Feb 25	1161.68
► Total Amount Due	2364.09



Important Information

- ESSENTIAL CHARGES \$1888.09 (See Page 2 for explanation)
- A 1.5% late payment charge will apply to charges carried over to your next bill.
On your main line your Long Distance provider is MCI.
Your Local Toll provider is Southwestern Bell.
If your providers have changed since your last bill, check
Other Charges Section for information.

Whom to Call

SWBell Telephone	For Billing Questions	1-800-770-2260
	For Payment Arrangements or Late Payments	1-800-924-1743
	To Place an Order or Change Service	1-800-231-7928
	For Repair Services	1-800-286-8313

SWBell Website: www.swbell.com

"Keen"

Account Number
816-931-4319-473-9
January 27, 2002



Whom to Call
(Continued) SWBell Internet Svcs For Billing Questions SEE BILL PAGE

Billing For:
SWBell Telephone

▶ MONTHLY CHARGES - Jan 27 thru Feb 26		
Basic Local Service Charges and Fees		796.51
Basic Local Service	614.97	
Special Municipal Charge	71.56	
Federal End User Common Line Charge	84.45	
Special E911 Tax	11.39	
Relay Missouri Surcharge	1.35	
Federal End User Port Charge	1.59	
Number Portability Service Charge	4.62	
Federal Universal Service Fee	6.58	
Optional Features		29.04
Other Charges (See Item 1)		18.04
Special Municipal Charge		2.00
Itemized Calls (See Items 2 and 3)		1.06
▶ SWBell Telephone Current Charges (before taxes)		846.65
Taxes		77.03
Federal Tax	25.01	
State and Local Taxes	52.02	

SWBell Telephone
Billing Questions:
1-800-770-2260

Other Charges	Item	Explanation	Amount
	1	Late payment charge: 1.50% on 1202.41 past due	18.04
▶ SWBell Telephone Total Other Charges (before taxes)			18.04

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-4319									
	2	01/17	09:05AM	CALHOUN	MO	660 885-5511	D	2	.76 #
	3	01/23	11:11AM	LOUISBURG	KS	913 837-3597	D	1	.30
▶ Total Itemized Calls for SWBell Telephone (before taxes)								3	1.06

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.
- Long Distance Service Provider

Account Number
816-931-4519-473-9
January 27, 2002



Page **5** of 6

Billing For:		► Current Charges	
SWBell Internet Svcs**		Monthly Service (See Detail)	
		Itemized Charges (See Items 1 and 2)	238.00
SWBell Internet Svcs		► SWBell Internet Svcs Current Charges (before taxes)	238.00
Billing Questions:		Federal Tax	.00
SEE BILL PAGE		State and Local Taxes	.00

Itemized Charges	Item	Date	Service	Amount
Charges for 816-931-4319				
Account Code sbcis177002				
	1	01/05	GLOBAL SERVICE PROVIDER MONTHLY CHG	24.38
	2	01/05	DSL INTERNET PACKAGE-BUSINESS1	213.62
Account Subtotal for sbcis177002				238.00
► Total Itemized Charges for SWBell Internet Svcs (before taxes)				238.00
**New services provided and billed				

For Your Information

- . Monthly Service charges are billed in advance.
- . Partial monthly charges may apply for new service or changes to existing service during a billing period.
- . Questions regarding your bill, call 1-800-NET-HELP.

For Billing Questions:

DSL Customers call 1-877-SBC-DSL5
Dial-up and Web Hosting Customers call 1-800-NET-HELP

Monthly Statement

► Previous Charges and Credits

Amount of Last Bill	2364.09
Payments Applied:	
02-26-02	1161.68cr
02-26-02	1202.41cr

Thank You

.00

► Summary of Current Charges

SWBell Telephone	(See Page 3)	827.79
MCI	(See Page 5)	9.79
SWBell Internet Svcs	(See Page 6)	238.00

Taxes

Total Federal Tax	24.74
Total State and Local Taxes	50.93

Current Charges Due by Mar 27 1151.25

► Total Amount Due

1151.25

Important Information

- ESSENTIAL CHARGES \$913.25 (See Page 2 for explanation)
- A 1.5% late payment charge will apply to charges carried over to your next bill.
On your main line your Long Distance provider is MCI.
Your Local Toll provider is Southwestern Bell.
If your providers have changed since your last bill, check
Other Charges Section for information.

6000 - 0000

"Keen"



Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-888-336-3291
		For Repair Services	1-800-286-8313

SWBell Website: www.swbell.com

MCI	For Billing Questions	1-800-770-2260
SWBell Internet Svcs	For Billing Questions	SEE BILL PAGE

Billing For:

SWBell Telephone

► **MONTHLY CHARGES - Feb 27 thru Mar 26**

Basic Local Service Charges and Fees	796.51
Basic Local Service	614.97
Special Municipal Charge	71.56
Federal End User Common Line Charge	84.45
Special E911 Tax	11.39
Relay Missouri Surcharge	1.35
Federal End User Port Charge	1.59
Number Portability Service Charge	4.62
Federal Universal Service Fee	6.58
Optional Features	29.04
Itemized Calls (See Items 1 thru 4)	2.24

► **SWBell Telephone Current Charges (before taxes)** **827.79**

SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes	75.38
Federal Tax	24.45
State and Local Taxes	50.93

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-4319									
	1	02/07	04:38PM	LEXINGTON	MO	660 259-6101	D	1	.35 #
	2	02/07	04:40PM	LEXINGTON	MO	660 259-6101	D	1	.35 #
	3	02/25	01:38PM	LEXINGTON	MO	660 259-6101	D	1	.35 #
	4	02/26	03:53PM	LEXINGTON	MO	660 259-6101	D	5	1.19 #
► Total Itemized Calls for SWBell Telephone (before taxes)								8	2.24

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.
- Long Distance Service Provider

THE SPECIAL NEEDS CENTER has hundreds of special products to help people communicate better. Amplified cordless and corded telephones are like having a hearing aid built into the phone. There are special telephones for people who have hearing, speech, vision and mobility problems. For more information, or to receive a free product catalog, call 1-800-433-8505 or visit us online at www.specialneedscenter.com.

SBC-Southwestern Bell announces new intraLATA toll rates effective 4/2/2002. Basic local toll per minute rates will be reduced for selected mileage bands. The day rate period will not exceed \$.29 /minute; evening rate period will not exceed \$.2320/per

816-931-4319-473-9
February 27, 2002



Page 0 of 6

Billing For: SWBell Internet Svcs**	► Current Charges Monthly Service (See Detail) Itemized Charges (See Item 1)	 238.00
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SWBell Internet Svcs Billing Questions: SEE BILL PAGE	► SWBell Internet Svcs Current Charges (before taxes) Federal Tax State and Local Taxes	 238.00 .00 .00
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Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-4319	
			Account Code sbcis177002	
	1	02/05	DSL INTERNET PACKAGE-BUSINESS1	238.00
			Account Subtotal for sbcis177002	238.00
	►		Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00
			**New services provided and billed	

For Your Information	<ul style="list-style-type: none">• Monthly Service charges are billed in advance.• Partial monthly charges may apply for new service or changes to existing service during a billing period.• Questions regarding your bill, call 1-800-NET-HELP.
-----------------------------	--

For Billing Questions:
DSL Customers call 1-877-SBC-DSL5
Dial-up and Web Hosting Customers call 1-800-NET-HELP

Account Number
816-931-4319-473-9
March 27, 2002



Page 1 of 6

Monthly Statement

► Previous Charges and Credits

Amount of Last Bill	1151.25
Payments Applied: 03-26-02	1151.25cr
Thank You	.00

► Summary of Current Charges

SWBell Telephone (See Page 3)	828.09
SWBell Internet Svcs (See Page 5)	238.00

Taxes

Total Federal Tax	24.49
Total State and Local Taxes	51.02

Current Charges Due by Apr 24 1141.60

► Total Amount Due 1141.60

Important Information

- ESSENTIAL CHARGES \$903.60 (See Page 2 for explanation)
 - A 1.5% late payment charge will apply to charges carried over to your next bill.
- On your main line your Long Distance provider is MCI.
Your Local Toll provider is Southwestern Bell.
If your providers have changed since your last bill, check Other Charges Section for information.

aspire sent this

RECEIVED

APR 4 - 2002

1061

Internet

*Credit due
\$1,487.50
per John Beugh*

"Kean"



Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-888-336-3291
		For Repair Services	1-800-286-8313

SWBell Website: www.swbell.com

SWBell Internet Svcs For Billing Questions SEE BILL PAGE

Billing For:
SWBell Telephone

➤ MONTHLY CHARGES - Mar 27 thru Apr 26		
Basic Local Service Charges and Fees		796.51
Basic Local Service	614.97	
Special Municipal Charge	71.56	
Federal End User Common Line Charge	84.45	
Special E911 Tax	11.39	
Relay Missouri Surcharge	1.35	
Federal End User Port Charge	1.59	
Number Portability Service Charge	4.62	
Federal Universal Service Fee	6.58	
Optional Features		29.04
Other Charges (See Item 1)		1.02cr
Itemized Calls (See Items 2 thru 7)		3.56

➤ SWBell Telephone Current Charges (before taxes) 828.09

SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes		75.51
Federal Tax	24.49	
State and Local Taxes	51.02	

Other Charges	Item	Explanation	Amount
	1	The Directory Assistance credit shown on this month's bill is an adjustment for a miscalculation of Directory Assistance charges on a previous statement	1.02cr
➤ SWBell Telephone Total Other Charges (before taxes)			1.02cr

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount
Calls from 816-931-4319									
	2	03/05	11:01AM	LEXINGTON	MO	660 259-2121	D	1	.35 #
	3	03/05	11:07AM	LEXINGTON	MO	660 259-6321	D	1	.35 #
	4	03/05	11:08AM	LEXINGTON	MO	660 259-6321	D	5	1.19 #
	5	03/05	12:38PM	LEXINGTON	MO	660 259-2766	D	1	.35 #
	6	03/05	02:20PM	LEXINGTON	MO	660 259-2766	D	1	.35 #
	7	03/07	04:37PM	CONCORDIA	MO	660 463-7307	D	3	.97 #
➤ Total Itemized Calls for SWBell Telephone (before taxes)								12	3.56

For Your Information
Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.
- Long Distance Service Provider

ACCOUNT NUMBER:
816-931-4319-473-9
March 27, 2002



Page 3 of 6

Billing For: SWBell Internet Svcs**	► Current Charges		
	Monthly Service (See Detail)		
	Itemized Charges (See Item 1)		238.00
SWBell Internet Svcs Billing Questions: SEE BILL PAGE	► SWBell Internet Svcs Current Charges (before taxes)		238.00
	Federal Tax	.00	
	State and Local Taxes	.00	

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-4319	
			Account Code sbcis177002	
	1	03/05	DSL INTERNET PACKAGE-BUSINESS1	238.00
			Account Subtotal for sbcis177002	238.00
	►		Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00
			**New services provided and billed	

For Your Information

- . Monthly Service charges are billed in advance.
- . Partial monthly charges may apply for new service or changes to existing service during a billing period.
- . Questions regarding your bill, call 1-800-NET-HELP.

For Billing Questions:
DSL Customers call 1-877-SBC-DSL5
Dial-up and Web Hosting Customers call 1-800-NET-HELP

722 - 3755

Account Number
816-931-4319-473-9
April 27, 2002



Page 1 of 6

Monthly Statement

► Previous Charges and Credits

Amount of Last Bill	1141.60
Payments Applied: 04-30-02	1141.60cr
Thank You	.00

► Summary of Current Charges

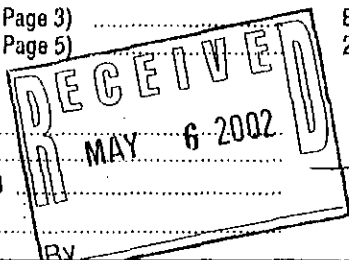
SWBell Telephone (See Page 3)	828.29
SWBell Internet Svcs (See Page 5)	238.00

Taxes

Total Federal Tax	24.47
Total State and Local Taxes	50.96

Current Charges Due by May 28 1141.72

► Total Amount Due 1141.72



Important Information

► Receipt of the full amount of your bill by the due by date is appreciated. Thank you for choosing SBC Southwestern Bell.

AVOID DISCONNECTION: All of the charges must be paid each month to keep your account current and avoid collection activities. However, certain charges **MUST** be paid in order to avoid disconnection of basic local service. Currently, for this account that amount is \$903.72.

(See Page 2 for explanation)

► A 1.5% late payment charge will apply to charges carried over to your next bill.

On your main line your Long Distance provider is MCI.

Your Local Toll provider is Southwestern Bell.

If your providers have changed since your last bill, check

Other Charges Section for information.

1,487.50 credit to pay this keep

Please detach and mail this
portion with your payment



Account Number
816-931-4319-473-9

Mail Payment To:

P.O. BOX 650661
DALLAS, TX 75265-0661



Amount Due	1141.72
Due Date	May 28

"Send"

*by
May*

Bill Date
Apr 27, 2002

9461.10.333.73457 1 AV 0.255
SHAFFER LOMBARDO
SHURIN
4141 PENNSYLVANIA
KANSAS CITY MO 64111-3033

Make Checks
Payable To:
Southwestern Bell

9711 8169314319 4739 06270705 771000000000 000114172 07

Account Number
816-931-4319-473-9
April 27, 2002



Page 3 of 6

Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-888-336-3291
		For Repair Services	1-800-286-8313

SWBell Website: www.swbell.com

SWBell Internet Svcs	For Billing Questions	SEE BILL PAGE
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Billing For:
SWBell Telephone

► MONTHLY CHARGES - Apr 27 thru May 26

Basic Local Service Charges and Fees	796.93
Basic Local Service	614.97
Special Municipal Charge	71.56
Federal End User Common Line Charge	84.45
Special E911 Tax	11.39
Relay Missouri Surcharge	1.35
Federal End User Port Charge	1.59
Number Portability Service Charge	4.62
Federal Universal Service Fee	7.00
Optional Features	29.04
Other Charges (See Item 1)36
Itemized Calls (See Items 2 and 3)	1.85
Special Municipal Charge11

► SWBell Telephone Current Charges (before taxes) 828.29

SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes	75.43
Federal Tax	24.47
State and Local Taxes	50.96

Other Charges	Item	Explanation	From	To	Amount
	1	Rate changed on Apr 02			
		- 10 Federal Universal Service Fee	4.70	5.00	
		- 2 Federal Universal Service Fee	.94	1.00	
		- 1 Federal Universal Service Fee	.47	.50	
		- 1 Federal Universal Service Fee	.47	.50	
		Monthly Rate	6.58	7.00	
		Charge for change in rates from Apr 02 thru Apr 2636
	►	SWBell Telephone Total Other Charges (before taxes)36

Itemized Calls	Item	Date	Time	Place Called	Area	Number	Rate*	Min	Amount	
		Calls from 816-561-5484								
	2	04/02	04:55PM	NATL411SVC	816	411-0000		1	1.02 #	
	3	04/12	09:13AM	WARRENSBG MO	660	747-6630 D		3	.83 #	
	►	Total Itemized Calls for SWBell Telephone (before taxes) ..							4	1.85

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.

Account Number
816-931-4319-473-9
April 27, 2002



Page 5 of 6

Billing For:	► Current Charges	
SWBell Internet Svcs**	Monthly Service (See Detail)	
	Itemized Charges (See Item 1)	238.00

SWBell Internet Svcs	► SWBell Internet Svcs Current Charges (before taxes)	238.00
Billing Questions:	Federal Tax	.00
SEE BILL PAGE	State and Local Taxes	.00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-4319	
			Account Code sbcis177002	
	1	04/05	DSL INTERNET PACKAGE-BUSINESS1	238.00
			Account Subtotal for sbcis177002	238.00
	►		Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00
			**New services provided and billed	

For Your Information

- . Monthly Service charges are billed in advance.
- . Partial monthly charges may apply for new service or changes to existing service during a billing period.
- . Questions regarding your bill, call 1-800-NET-HELP.

For Billing Questions:

DSL Customers call 1-877-SBC-DSL5
Dial-up and Web Hosting Customers call 1-800-NET-HELP

Account Number
816-931-4319-473-9
May 27, 2002



Page 1 of 6

Monthly Statement

► Previous Charges and Credits

Amount of Last Bill	1141.72
Adjustments: SWBell Telephone	1487.50cr
Credit Balance	345.78cr

► Summary of Current Charges

SWBell Telephone (See Page 3)	830.34
SWBell Internet Svcs (See Page 5)	238.00

Taxes

Total Federal Tax	24.53
Total State and Local Taxes	51.08

Current Charges Due by Jun 25 1143.95

► **Total Amount Due** 798.17

Important Information

- Receipt of the full amount of your bill by the due by date is appreciated. Thank you for choosing SBC Southwestern Bell.
- AVOID DISCONNECTION:** All of the charges must be paid each month to keep your account current and avoid collection activities. However, certain charges **MUST** be paid in order to avoid disconnection of basic local service. Currently, for this account that amount is \$560.17.
(See Page 2 for explanation)
- A 1.5% late payment charge will apply to charges carried over to your next bill.
On your main line your Long Distance provider is MCI.
Your Local Toll provider is Southwestern Bell.
If your providers have changed since your last bill, check Other Charges Section for information.

called 6/25 to disconnect as of 6/21 on 7/1/02

"Keep"

Account Number
816-931-4319-473-9
May 27, 2002



Page 3 of 6

Whom to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-888-336-3291
		For Repair Services	1-800-286-8313

SWBell Website: www.swbell.com

1-246-8464

SWBell Internet Svcs	For Billing Questions	SEE BILL PAGE
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Billing For:
SWBell Telephone

► MONTHLY CHARGES - May 27 thru Jun 26		
Basic Local Service Charges and Fees		797.19
Basic Local Service	614.97	
Special Municipal Charge	71.82	
Federal End User Common Line Charge	84.45	
Special E911 Tax	11.39	
Relay Missouri Surcharge	1.35	
Federal End User Port Charge	1.59	
Number Portability Service Charge	4.62	
Federal Universal Service Fee	7.00	
Optional Features		31.35
Other Charges (See Item 1)		1.62
Special Municipal Charge18

► SWBell Telephone Current Charges (before taxes)	830.34
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SWBell Telephone
Billing Questions:
1-800-770-2260

Taxes	75.61
Federal Tax	24.53
State and Local Taxes	51.08

Other Charges	Item	Explanation	From	To	Amount
	1	Rate changed on May-06	29.04	31.35	
		- 11 Additional Directory Listing	29.04	31.35	
		Monthly Rate			
		Charge for change in rates from May 06 thru May 26			1.62
	► SWBell Telephone Total Other Charges (before taxes)				1.62

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.

- Long Distance Service Provider

SBC Southwestern Bell announces price changes for Local Directory Assistance, Line Status Verification, Busy Line Interrupt, Non-List and Non-Published services effective July 10, 2002. The direct-dialed Local Directory Assistance price will increase to \$.59 per call and the alternately billed price will increase to \$1.20 per call. The Line Status Verification price will increase to \$1.50 and the Busy Line Interrupt price will increase to \$2.31. The Non-List price will increase to \$1.50. The Non-Published price will increase to \$1.99.

SBC Southwestern Bell announces effective June 19, 2002, the introduction of Business Category Search Service. This Service enables a user of Southwestern Bell Directory

Account Number
816-931-4319-473-9
May 27, 2002



Page 5 of 6

Billing For:		
SWBell Internet Svcs**		
	► Current Charges	
	Monthly Service (See Detail)	
	Itemized Charges (See Item 1)	238.00
SWBell Internet Svcs		
Billing Questions:		
SEE BILL PAGE		
	► SWBell Internet Svcs Current Charges (before taxes)	238.00
	Federal Tax	.00
	State and Local Taxes	.00

Itemized Charges	Item	Date	Service	Amount
			Charges for 816-931-4319	
			Account Code sbcis177002	
	1	05/06	DSL INTERNET PACKAGE BUSINESS	238.00
			Account Subtotal for sbcis177002	238.00
	►		Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00
			**New services provided and billed	

For Your Information

- . Monthly Service charges are billed in advance.
- . Partial monthly charges may apply for new service or changes to existing service during a billing period.
- . Questions regarding your bill, call 1-800-NET-HELP.

For Billing Questions:

DSL Customers call 1-877-SBC-DSL5
Dial-up and Web Hosting Customers call 1-800-NET-HELP

Account Number
931-0259-473-2
07/27/2002



Page 1 of 6

Monthly Statement

► Previous Charges and Credits

Amount of Last Bill	1954.02
Payments Applied: 07-02-02	798.17 cr
Past Due Amount (Payment Due Immediately)	1155.85

► Summary of Current Charges

SWBell Telephone (See Page 3)	727.91
SWBell Internet Svcs (See Page 5)	238.00

Taxes

Total Federal Tax	21.51
Total State and Local Taxes	43.79

Current Charges Due by Aug 26 1031.21

► Total Amount Due 2187.06

Important Information

- Receipt of the full amount of your bill by the due by date is appreciated. Thank you for choosing SBC Southwestern Bell.
AVOID DISCONNECTION: All of the charges must be paid each month to keep your account current and avoid collection activities. However, certain charges **MUST** be paid in order to avoid disconnection of basic local service. Currently, for this account that amount is \$1711.06.
(See Page 2 for explanation)
- A 1.5% late payment charge will apply to charges carried over to your next bill
On your main line your Long Distance provider is MCI.
Your Local Toll provider is Southwestern Bell.
If your providers have changed since your last bill, check Other Charges Section for information.

Detach and mail this
with your payment

Account Number
931-0259-473-2



Mail Payment To:

P.O. BOX 650661
DALLAS, TX 75265-0661



Amount Due	2187.06
Due Date	Aug 26

Date
07/27/2002

1027.9319.69445 1 AV 0.278
SHAFFER LOMBARDO
SHURIN
4141 PENNSYLVANIA
KANSAS CITY MO 64111-3033



Make Checks
Payable To:
Southwestern Bell

9711 8169310259 4732 08280905 7710000115585 000218706 10



EXPLANATION OF TERMS AND SERVICES

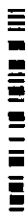
Important Information - You are responsible for payment of all charges on your bill. If you do not pay any portion of your bill, collection action may result. Your dial tone may be disconnected if you do not pay for basic services such as your telephone line, surcharges and fees, long distance, and The WORKS. If you do not pay other charges, such as voice mail, InLine, Wireless, and Internet, those services may be disconnected.

When paying in person, please bring any page of your bill.
When paying by mail, please return the lower portion of the first page with your payment.

(*) Rate Codes For Long Distance Calls

FIRST POSITION Customer Dial Rate	SECOND POSITION Service Charge	THIRD POSITION (If Applicable)
D = Day E = Evening N = Night/Weekend OVERSEAS D = Standard E = Discount N = Economy	C = Calling Card S = 0+Dialing to a Number P = Person X = Conference	M = Multiple Rate Period B = Mobile Follow-Me Call H = Multiple Rate Period Mobile Follow-Me Call

(-) Time and Charges Quoted
(#) State Taxable



Account Number
3-931-0259-473-2
July 27, 2002



Number to Call	SWBell Telephone	For Billing Questions	1-800-770-2260
		For Payment Arrangements or Late Payments	1-800-924-1743
		To Place an Order or Change Service	1-888-336-3291
		For Repair Services	1-800-286-8313

SWBell Website: www.swbell.com

SWBell Internet Svcs	For Billing Questions	SEE BILL PAGE
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Billing For:
SWBell Telephone

MONTHLY CHARGES - Jul 27 thru Aug 26		
Basic Local Service Charges and Fees		731.46
Basic Local Service	572.00	
Special Municipal Charge	67.04	
Federal End User Common Line Charge	68.51	
Special E911 Tax	10.53	
Relay Missouri Surcharge	1.26	
Federal End User Port Charge	1.59	
Number Portability Service Charge	4.29	
Federal Universal Service Fee	6.24	
Optional Features		31.35
Other Charges (See Items 1 thru 5)		32.83cr
Special Municipal Charge		2.07cr
SWBell Telephone Current Charges (before taxes)		727.91

SWBell Telephone Billing Questions: 800-770-2260	Taxes	65.30
	Federal Tax	21.51
	State and Local Taxes	43.79

Other Charges	Item	Explanation	Amount
	1	Late payment charge: 1.50% on 1155.85 past due	17.34
	2	Rate changed on Jul 02	
		From To	
		- 10 Federal Universal Service Fee	5.00 4.80
		- 10 Federal End User Common Line Charge	61.10 52.70
		- 2 Federal Universal Service Fee	1.00 .96
		- 2 Federal End User Common Line Charge	12.22 10.54
		- 1 Federal Universal Service Fee	.50 .48
		- 1 Federal End User Common Line Charge	5.02 5.27
		- 1 Federal Universal Service Fee	.50 .48
		- 1 Federal End User Common Line Charge	6.11 5.27
		Monthly Rate	91.45 80.50
		Credit for change in rates from Jul 02 thru Jul 26	9.13cr
	3	Rate changed on Jul 10	
		From To	
		- 9 Basic Local Service - Business Line	392.40 387.00
		- 2 Basic Local Service - Business Line	65.98 70.00
		- 1 Basic Local Service - Business Line	32.99 35.00
		Monthly Rate	491.37 492.00
		Charge for change in rates from Jul 10 thru Jul 2636

Account Number
816-931-0259-473-2
July 27, 2002



Page **4** of 6

Other Charges (continued)	Item	Explanation	Amount
		Order # C529921	
		Purchase Order # 14781KAN	
		816-931-0259	
	4	Service removed on Jul 01	
		- 11 Additional Directory Listing	31.35cr
		- 1 Basic Local Service - Business Line (816-931-4319)	43.60
		- 1 Federal End User Common Line Charge	5.27cr
		- 1 Number Portability Service Charge	.33cr
		- 1 Federal Universal Service Fee	.48cr
		Monthly Rate	81.03cr
		Credit for service from Jul 02 thru Jul 26	67.53cr
	5	Service added on Jul 01	
		- 11 Additional Directory Listing	31.35
		Monthly Rate	31.35
		Charge for service from Jul 02 thru Jul 26	26.13
		SWBell Telephone Total Other Charges (before taxes)	32.83cr

For Your Information

Our records indicate that you have requested Southwestern Bell Telephone Company provide Customer Choice Protection to the service providers listed below. With this protection no changes will be made to your service provider unless you contact Southwestern Bell directly.

- Long Distance Service Provider

THE SPECIAL NEEDS CENTER has hundreds of special products to help people communicate better. Amplified cordless and corded telephones are like having a hearing aid built into the phone. There are special telephones for people who have hearing, speech, vision and mobility problems. For more information, or to receive a free product catalog, call 1-800-433-8505 or visit us online at www.specialneedscenter.com.

WBel Telephone
Billing Questions:
800-770-2260

1027.009.069445.02.03.000000 NNNNNNNY

Account Number
11-0259-473-2
7, 2002



Page 5 of 6

For:	► Current Charges	
► Internet Svcs**	Monthly Service (See Detail)	
	Itemized Charges (See Item 1)	238.00
► Internet Svcs	► SWBell Internet Svcs Current Charges (before taxes)	238.00
Questions:	Federal Tax	.00
ILL PAGE	State and Local Taxes	.00

Item	Date	Service	Amount
		Charges for 816-931-4319	
		Account Code sbcis177002	
1	07/06	DSL INTERNET PACKAGE BUSINESS	238.00
		Account Subtotal for sbcis177002	238.00
		► Total Itemized Charges for SWBell Internet Svcs (before taxes)	238.00
		** New services provided and billed	

- Our Information
- Monthly Service charges are billed in advance.
 - Partial monthly charges may apply for new service or changes to existing service during a billing period.
 - Questions regarding your bill, call 1-800-NET-HELP.

Account Number
6-931-0259-473-2
July 27, 2002



Page 6 of 6

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Account Number
816-931-0259-473-2
August 27, 2002



Page 1 of 4

Monthly Statement

► Previous Charges and Credits	
Amount of Last Bill	2187.06
Previous Balance	2187.06
► Summary of Current Charges	
SWBell Telephone (See Page 3)	672.71cr
Taxes	
Total Federal Tax	20.18cr
Total State and Local Taxes	41.21cr
Current Charges	734.10cr
► Total Amount Due	1452.96

Important Information

- Receipt of the full amount of your bill by the due by date is appreciated. Thank you for choosing SBC Southwestern Bell.
- AVOID DISCONNECTION:** All of the charges must be paid each month to keep your account current and avoid collection activities. However, certain charges **MUST** be paid in order to avoid disconnection of basic local service. Currently, for this account that amount is \$976.96.
- (See Page 2 for explanation)
- On your main line your Long Distance provider is NONE.**
- Your Local Toll provider is NONE.**
- If your providers have changed since your last bill, check Other Charges Section for information.**

9/6 called to the franchise

Please detach and mail this
portion with your payment

Account Number
816-931-0259-473-2



Mail Payment To:

P.O. BOX 650661
DALLAS, TX 75265-0661

|||||

Amount Due	1452.96
Due Date	Sep 20

** Final **

Bill Date
Aug 27, 2002

4314.6185.36518 1 AV 0.278
SHAFFER LOMBARDO
SHURIN
4141 PENNSYLVANIA
KANSAS CITY MO 64111-3033

|||||

Make Checks
Payable To:
Southwestern Bell

9711 8169310259 4732

0930 7711000218706 000145296 10

Account Number
816-931-0259-473-2
August 27, 2002



Page **3** of 4

Whom to Call	SWBell Telephone For Billing Questions	1-800-770-2260
	For Payment Arrangements or Late Payments	1-800-924-1743
	To Place an Order or Change Service	1-800-231-7928
	For Repair Services	1-800-286-8313

SWBell Website: www.swbell.com

Billing For:	
SWBell Telephone	
▶ MONTHLY CHARGES - Aug 27 thru Sep 26	
Other Charges (See Items 1 thru 4)	612.67cr
Special Municipal Charge	60.04cr
▶ SWBell Telephone Current Charges (before taxes)	
	672.71cr
Taxes	
Federal Tax	20.18cr
State and Local Taxes	41.21cr
SWBell Telephone	61.39cr
Billing Questions:	
1-800-770-2260	

Other Charges	Item	Explanation	Amount
Order # D639623, placed by CAROL SHAW 816 931-0259			
816-931-0259			
	1	Service removed on Jul 30	
		- 11 Additional Directory Listing	31.35cr
		- 9 Basic Local Service - Business Line	
		816-931-0259, 816-931-0318, 816-931-4327,	
		816-931-4549, 816-931-4873, 816-931-8203,	
		816-931-8276, 816-931-8297, 816-931-9203	387.00
		- 9 Federal End User Common Line Charge	47.43cr
		- 9 Number Portability Service Charge	2.97cr
		- 9 Federal Universal Service Fee	4.32cr
		Monthly Rate	473.07cr
		Credit for service from Jul 31 thru Aug 26	425.77cr
Order # D642255			
816-531-5113			
	2	Service removed on Jul 30	
		- 2 Basic Local Service - Business Line	
		816-531-3964, 816-531-5113	70.00
		- 2 Federal End User Common Line Charge	10.54cr
		- 2 Number Portability Service Charge	.66cr
		- 2 Federal Universal Service Fee	.96cr
		Monthly Rate	82.16cr
		Credit for service from Jul 31 thru Aug 26	73.94cr
Order # D642273			
816-561-5484			
	3	Service removed on Jul 30	
		- 1 Basic Local Service - Business Line (816-561-5484)	35.00
		- 1 Federal End User Common Line Charge	5.27cr
		- 1 Number Portability Service Charge	.33cr
		- 1 Federal Universal Service Fee	.48cr
		Monthly Rate	41.08cr

Account Number
816-931-0259-473-2
August 27, 2002



Page 4 of 4

Other Charges (Continued)	Item	Explanation	Amount
	3	(continued)	
		Credit for service from Jul 31 thru Aug 26	36 97cr
<hr/>			
		Order # D642261	
		816-502-7085	
	4	Service removed on Jul 31	
		- 1 DigiLine® Basic Interface Facility - Initial	45.50cr
		- 1 Federal End User Common Line Charge	5.27cr
		- 1 Federal End User Port Charge	1.59cr
		- 1 Number Portability Service Charge	.33cr
		- 1 Federal Universal Service Fee	.48cr
		- 2 DigiLine® Service	
		816-502-7085, 816-502-7088	34.50
		Monthly Rate	87.67cr
		Credit for service from Aug 01 thru Aug 26	75.99cr
			<hr/>
		SWBell Telephone Total Other Charges (before taxes)	612.67cr

For Your Information

This is your final bill for telephone service and reflects all charges applied to your account through Aug 27. Payment in full of this bill is due on Sep 20. If payment cannot be made, please contact the business office on 1-877-342-9991 to arrange a satisfactory payment plan.

Calling cards issued for this account are now void and should be destroyed. Third number calls may not be charged to this account.

If additional charges are received from your long distance carrier, they will be billed at a later date.

Thank you for the opportunity to serve you.

THE SPECIAL NEEDS CENTER has hundreds of special products to help people communicate better. Amplified cordless and corded telephones are like having a hearing aid built into the phone. There are special telephones for people who have hearing, speech, vision and mobility problems. For more information, or to receive a free product catalog, call 1-800-433-8505 or visit us online at www.specialneedscenter.com.

SWBell Telephone
Billing Questions
1-800-770-2260

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