

BEFORE THE PUBLIC SERVICE COMMISSION OF THE
STATE OF MISSOURI

FILED

MAR 23 2000

Missouri Public
Service Commission

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

Case No. TC-2000-596

COMPLAINT

Complainant resides at 1317 Lexington, Mexico, MO 65265

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

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

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

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

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

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

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

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

WHEREFORE, Complainant now requests the following relief:

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

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

March 22, 2000

Date

Signature of Complainant

Ray E. Heaton
Ray E. Heaton

573-581-0411



#BWNCJFM
#43041161990018# P 10901AB10.270B49A20075



RAY E HEATON
1317 LEXINGTON ST
MEXICO MO 65265-1041

MARCH 02, 2000

ACCOUNT SUSPENSION NOTICE

Re: Account Number 4304116199001

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

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

Please mail your payment today.

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

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

Thank you for your prompt attention to this matter.

Sincerely,

AT&T
Credit Management Center

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

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

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

R1

Detach and Return with Payment

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

Amount due	\$625.16
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RAY E HEATON
Account No. 573 581-0411 P



Amount enclosed: \$



AT&T
PO BOX 78628
PHOENIX AZ 85062-8628

43041161990010030000000062516000006251600000625166



#BWNCJFM
#43041161990018# P 27044AB10.270B111A15163



RAY E HEATON
1317 LEXINGTON ST
MEXICO MO 65265-1041

JANUARY 26, 2000

Re: Account Number 4304116199001

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

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

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

Thank you for using AT&T

Sincerely,

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

XA

Detach and Return with Payment

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

Amount due	\$563.93
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RAY E HEATON
Account No. 573 581-0411 P



Amount enclosed: \$



AT&T
PO BOX 8212
AURORA IL 60572-8212

43041161990010030000000056393000005639300000563936

Your AT&T Statement

November 11–December 10, 1999



#BWNCJFM
#43041161990018# D 43928AV10.243B195A08926**SDGT
RAY E HEATON
1317 LEXINGTON ST
MEXICO MO 65265-1041

Customer # 573 581-0411
Page 1 of 6

Customer Service: 1 800 222-0300
Text Phone (TTY): 1 800 833-3232

Summary of charges

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



Have you heard

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

What you saved

Your AT&T savings

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



With you in mind

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

Continues on back



Charges for other services

Monthly service from Dec 10 - Jan 10, 2000

Description	Amount
1 AT&T One Rate® Seven Cents Plan monthly fee Dec 10 - Jan 10, 2000	5.95
	\$5.95

AT&T One Rate® Seven Cents Plan Calls

Description	Amount
Direct dialed calls	250.87

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

Direct dialed calls

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

Direct dialed calls

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



Direct dialed calls

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

National access contribution

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

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

Taxes and surcharges

Description	Amount
Federal tax	7.79
Local tax	7.16
State tax	10.09
	\$25.04

Your AT&T Statement

December 11 January 10, 2000



#BWNCJFM

#43041161990018# D 25568AV10.243B148A13271**5DGT



RAY E HEATON

1317 LEXINGTON ST

MEXICO MO 65265-1041

Customer # 573 581-0411

Page 1 of 6

Customer Service: 1 800 222-0300

Text Phone (TTY): 1 800 833-3232

Summary of charges

Previous balance	284.75
Payment received Dec 28 - Thank you	32.29
UNPAID BALANCE DUE UPON RECEIPT	\$252.46
Charges for other services	5.95
AT&T One Rate® Seven Cents Plan Calls	274.86
National access contribution	2.89
Taxes and surcharges	27.77
Current charges due Feb 04, 2000	\$311.47
Total amount due	\$563.93

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

Dempster TX
At&T

Continues on back



Charges for other services

Monthly service from Jan 10 - Feb 10, 2000

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

AT&T One Rate® Seven Cents Plan Calls

Description	Amount
Direct dialed calls	274.86

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

Direct dialed calls

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

Direct dialed calls

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



Direct dialed calls

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

National access contribution

Date	Description	Amount
124	Universal connectivity charge	1.38
125	Carrier line charge	1.51
		\$2.89

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

Taxes and surcharges

Description	Amount
Federal tax	8.51
Local tax	8.00
State tax	11.26
	\$27.77

Important information about your telephone service

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

Your AT&T Statement
January 11–February 10, 2000

Jan. 28.67
on 2-28-00



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



RAY E HEATON
1317 LEXINGTON ST
MEXICO MO 65265-1041

Customer # 573 581-0411
Page 1 of 5

Customer Service: 1 800 222-0300
Text Phone (TTY): 1 800 833-3232

Summary of charges

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

Total amount due	\$625.16
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Prompt payment of your unpaid balance is required. You can visit www.att.com/payatt to make a credit card payment.



Have you heard

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

Continues on back



Charges for other services

Monthly service from Feb 10 - Mar 10, 2000

Description	Amount
1 AT&T One Rate® Seven Cents Plan monthly fee Feb 10 - Mar 10, 2000	5.95
	\$5.95

AT&T One Rate® Seven Cents Plan Calls

Description	Amount
Direct dialed calls	66.63

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

Direct dialed calls

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

1.84

Direct dialed calls

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

11.24

413.08

National access contribution

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

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

Taxes and surcharges

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

Your AT&T Statement

February 11-March 10, 2000



#BWNCJFM

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



RAY E HEATON

1317 LEXINGTON ST

MEXICO MO 65265-1041

Customer # 573 581-0411

Page 1 of 4

Customer Service: 1 800 222-0300

Text Phone (TTY): 1 800 833-3232

Summary of charges



Have you heard

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

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

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

Continues on back

Detach and return with payment

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

Total amount due	\$629.73
Date due	April 4, 2000

Amount enclosed: \$



AT&T

PO BOX 78628

PHOENIX AZ 85062-8628



RAY E HEATON
Feb 11-Mar 10, 2000

Customer # 573 581-0411 D

☐

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

43041161990010030000000062973000000332400000629738



Charges for other services

Monthly service from Mar 10 - Apr 10, 2000

Description	Amount
1 AT&T One Rate® Seven Cents Plan monthly fee Mar 10 - Apr 10, 2000	5.95
	\$5.95

AT&T One Rate® Seven Cents Plan Calls

Description	Amount
Direct dialed calls	14.27

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

Direct dialed calls

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

Other charges and credits

Date	Description	Amount
20 Mar 10	Late payment fee (1.5% of \$596.49)	8.95
		\$8.95

National access contribution

Date	Description	Amount
21	Universal connectivity charge	1.38
22	Carrier line charge	1.51
		\$2.89

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

Taxes and surcharges

Description	Amount
Federal tax	.70
Local tax	.20
State tax	.28
	\$1.18

Important information about your telephone service

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