



Terri L. Hoskins  
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January 7, 2016

**RECEIVED**  
**JAN 11 2016**  
**SOUTH DAKOTA PUBLIC**  
**UTILITIES COMMISSION**

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

Re: **Section 63.71 Application of AT&T**

Dear Ms. Dortch:

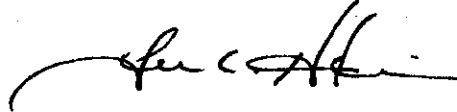
On January 6, 2016, AT&T Services, Inc., on behalf of its affiliates, AT&T Alaska d/b/a AT&T Corp., AT&T Communications of Indiana, LLC d/b/a AT&T Corp., AT&T Communications of New York, Inc. d/b/a AT&T Corp., AT&T of Texas, LLC d/b/a AT&T Corp., AT&T Communications of Virginia, LLC d/b/a AT&T Corp., AT&T Corp., BellSouth Telecommunications, LLC d/b/a AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T South Carolina, AT&T Mississippi, AT&T North Carolina, and AT&T Tennessee, BellSouth Long Distance d/b/a AT&T Long Distance Service, Illinois Bell Telephone Company d/b/a AT&T Illinois, Indiana Bell Telephone Company, Inc. d/b/a AT&T Indiana, Michigan Bell Telephone Company d/b/a AT&T Michigan, The Ohio Bell Telephone Company d/b/a AT&T Ohio, Pacific Bell Telephone Company d/b/a AT&T California and AT&T Nevada, SBC Long Distance d/b/a AT&T Long Distance, Southwestern Bell Telephone Company d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas, Teleport Communications of America, LLC d/b/a AT&T Corp., Teleport Communications Group d/b/a AT&T Corp., and Wisconsin Bell, Inc. d/b/a AT&T Wisconsin filed a Section 63.71 Application to discontinue offering certain Operator Services throughout the United States and U.S. territories.

AT&T is filing an amended 214 Application on January 7, 2016, to correct the discontinuance date in the application that was submitted on January 6, 2016. If you have any further questions, please do not hesitate to contact me or Dave Talbott on (202) 457-3039.

Ms. Dortch  
January 7, 2016  
Page 2 of 2

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Sincerely,

A handwritten signature in black ink, appearing to read "Terri L. Hoskins". The signature is fluid and cursive, with a long horizontal stroke at the end.

Terri L. Hoskins

cc: Rodney McDonald, FCC- WCB

**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554**

In the Matter of	)	
	)	
Section 63.71 Application of	)	
	)	File No.
AT&T Alaska,	)	
AT&T Communications of Indiana, LLC,	)	
AT&T Communications of New York, Inc.,	)	
AT&T Communications of Texas, LLC	)	
AT&T Communications of Virginia, LLC,	)	
AT&T Corp.,	)	
BellSouth Telecommunications, LLC,	)	
BellSouth Long Distance,	)	
Illinois Bell Telephone Company,	)	
Indiana Bell Telephone Company, Inc.,	)	
Michigan Bell Telephone Company,	)	
The Ohio Bell Telephone Company,	)	
Pacific Bell Telephone Company,	)	
SBC Long Distance,	)	
Southwestern Bell Telephone Company,	)	
Teleport Communications of America, LLC,	)	
Teleport Communications Group, and	)	
Wisconsin Bell, Inc.	)	
	)	
For Authority Pursuant to Section 214 of	)	
The Communications Act of 1934, As Amended,	)	
To Discontinue the Provision of Service	)	

**SECTION 63.71 APPLICATION OF AT&T**

AT&T Services, Inc. on behalf of its affiliates, AT&T Alaska d/b/a AT&T Corp., AT&T Communications of Indiana, LLC d/b/a AT&T Corp., AT&T Communications of New York, Inc. d/b/a AT&T Corp., AT&T of Texas, LLC d/b/a AT&T Corp., AT&T Communications of Virginia, LLC d/b/a AT&T Corp., AT&T Corp., BellSouth Telecommunications, LLC d/b/a AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T South Carolina, AT&T

Mississippi, AT&T North Carolina, and AT&T Tennessee, BellSouth Long Distance d/b/a AT&T Long Distance Service, Illinois Bell Telephone Company d/b/a AT&T Illinois, Indiana Bell Telephone Company, Inc. d/b/a AT&T Indiana, Michigan Bell Telephone Company d/b/a AT&T Michigan, The Ohio Bell Telephone Company d/b/a AT&T Ohio, Pacific Bell Telephone Company d/b/a AT&T California and AT&T Nevada, SBC Long Distance d/b/a AT&T Long Distance, Southwestern Bell Telephone Company d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas, Teleport Communications of America, LLC d/b/a AT&T Corp., Teleport Communications Group d/b/a AT&T Corp., and Wisconsin Bell, Inc. d/b/a AT&T Wisconsin, collectively referenced herein as AT&T, applies for authority under Section 214(a) of the Communications Act, as amended ("the Act"), 47 U.S.C. § 214 and Section 63.71 of the Federal Communications Commission's ("Commission") rules, 47 C.F.R. § 63.71, to discontinue offering certain Operator Services throughout the United States and U.S. territories.

As required by Section 63.71(a) and (b) of the Commission's rules, AT&T is providing the following information:

**Name and Address of Carrier (47 C.F.R. §§ 63.71(a)(1), (b)(2)):**

AT&T Alaska d/b/a AT&T Corp.  
AT&T Communications of Indiana, LLC d/b/a AT&T Corp.  
AT&T Communications of New York, Inc. d/b/a AT&T Corp.  
AT&T Communications of Texas, LLC d/b/a AT&T Corp.  
AT&T Communications of Virginia, LLC d/b/a AT&T Corp.  
AT&T Corp.  
BellSouth Telecommunications, LLC d/b/a AT&T Southeast  
BellSouth Long Distance d/b/a AT&T Long Distance Service  
Illinois Bell Telephone Company d/b/a AT&T Illinois  
Indiana Bell Telephone Company, Inc. d/b/a AT&T Indiana  
Michigan Bell Telephone Company d/b/a AT&T Michigan  
The Ohio Bell Telephone Company d/b/a AT&T Ohio

Pacific Bell Telephone Company d/b/a AT&T California  
SBC Long Distance d/b/a AT&T Long Distance  
Southwestern Bell Telephone Company d/b/a AT&T Southwest,  
Teleport Communications of America, LLC d/b/a AT&T Corp.  
Teleport Communications Group d/b/a AT&T Corp.  
Wisconsin Bell, Inc. d/b/a AT&T Wisconsin

The address for these entities for purposes of this application is:

60 West Avenue, Room 405, Wayne, PA. 19087.

**Date of Planned Service Discontinuance (47 C.F.R. §§ 63.71(a)(2), (b)(2)):**

AT&T plans to discontinue this service to its retail customers on or after March 18, 2016, subject to Commission authorization of the discontinuance. In addition, AT&T plans to discontinue this service to wholesale customers that purchase these services pursuant to an agreement on or after June 4, 2016<sup>1</sup>, subject to Commission authorization pursuant to 47 C.F.R. § 63.71(c).

**Points of Geographic Areas of Service Affected (47 C.F.R. §§ 63.71(a)(3), b(2)):**

AT&T will discontinue this service throughout its geographic service areas throughout the United States<sup>2</sup> including the District of Columbia and the U.S. territories of Puerto Rico and the U.S. Virgin Islands.

**Brief Description of Type of Service Affected (47 C.F.R. §§ 63.71(a)(3), b(2)):**

AT&T is discontinuing the following Operator Services:

<sup>1</sup> AT&T began providing its wholesale customers notice of these service changes in 2014, but out of an abundance of caution, AT&T is providing its wholesale customers additional time to address any applicable customer notification and/or legal/regulatory requirements.

<sup>2</sup> This proposed discontinuance of service does not apply to AT&T Corp.'s local residential customers in Maine, New Hampshire and Vermont. In these states, AT&T Corp. provides local services under an agreement with FairPoint Communications, and will continue to provide all Operator Services provided by FairPoint, until such time as FairPoint discontinues such services or until AT&T Corp no longer provides local residential services in those states. However, this proposed discontinuance applies to interstate Operator Service provided by AT&T Corp. to residential and business customers in those states.

1. **Collect Calling** - a billing arrangement by which the charge for an operator assistance call may be reversed (charged to the called station) provided the charge is accepted at the called station.
2. **Person-to-Person Calling** - a service where the person originating an operator assistance call specifies to the Company operator a particular person to be reached, a particular mobile service point to be reached through a Mobile Telephone Service attendant, or particular PBX service point, department, or office to be reached.
3. **Billed to Third Party** - a billing arrangement by which an operator assistance call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated.
4. **Busy Line Verification (BLV)** - allows an operator to establish a "talking" connection to an apparently busy station line to determine if the station line is in working order.
5. **Busy Line Interruption (BLI)** - allows an operator to interrupt a voice conversation in progress on a line to advise the interrupted subscriber that the interrupting party has a need to reach the subscriber.
6. **International Directory Assistance** - allows customers to obtain telephone numbers for international locations where such information is available to AT&T.

AT&T is discontinuing these services because of low market demand. Operator assistance calls have been declining at a rate of about 18.0% per year for the last several

years. Indeed, AT&T's operator assistance traffic volumes have dropped by 93% since 2004, and on average, AT&T has experienced more than an 18.7% decline in the volumes of these services over the last two years. These services have declined in popularity over the years due to the growth of other communication methods, including mobile phones, text messaging, email, and other social media applications. In regards to International Directory Assistance, many international telecommunications carriers no longer provide operator assistance services, which makes AT&T's service obsolete in those countries.

Further, if an end user wishes to continue to use these services, they can obtain alternative services from other wireline interexchange carriers providing operator services. Equal access and toll presubscription continues to be available, therefore, customers can reach their preferred primary IXC operator by dialing 00, or can reach a different IXC using widely available dial around services such as 10XXX, 800 numbers, etc. For all of these reasons, the public convenience and necessity will not be impaired by the discontinuance of these services.

AT&T will continue to provide Sent Paid Calls (e.g., direct dial assistance), Emergency Call Assistance and Rate Quotes where these services are currently provided.

**Brief Description of the Dates and Methods of Notice to All Affected Customers (47 C.F.R. § 63.71(b)(3)):**

AT&T sent customer notification letters via U.S. mail as an attachment to each customer's monthly bill between September 28, 2015 and December 31, 2015. In addition, AT&T posted copies of its customer notifications in several locations on its website at [http://serviceguide.att.com/ACS/ext/pcn.cfm?type=SN\\_STSI](http://serviceguide.att.com/ACS/ext/pcn.cfm?type=SN_STSI),

<http://serviceguide.att.com/service/library/ext/aslstate.cfm?state=RI>,

<http://www.att.com/gen/public-affairs?pid=9700>,

[http://cpr.att.com/pdf/bsld/fc/inter\\_intl\\_res\\_cust\\_notice\\_trans.html](http://cpr.att.com/pdf/bsld/fc/inter_intl_res_cust_notice_trans.html), and

[http://cpr.att.com/pdf/sbld/is/inter\\_res\\_cust\\_notice\\_trans.html](http://cpr.att.com/pdf/sbld/is/inter_res_cust_notice_trans.html).

In addition, beginning on October 10, 2015, when an AT&T customer uses one of the Operator Services included in this proposed discontinuance of service, an AT&T operator informs the customer of the proposed discontinuance, and provides a phone number where the customer can obtain additional information.

Copies of this Application are being sent, first class U.S. Mail, to the public utilities commissions and governors of the affected states and territories, and also to the Special Assistant for Telecommunications to the Secretary of Defense, as required by 63.71(a) of the Commission's rules.

**Regulatory Classification of Carrier (47 C.F.R. § 63.71(b)(4)):**

AT&T offers these services through affiliates that are considered dominant as well as other affiliates that are considered non-dominant. For ease of administration, AT&T consents to this application being reviewed pursuant to the Commission's processes that are applicable to dominant carriers.

Questions about this application may be addressed to David Talbott, AT&T Services, Inc., Assistant Vice-President – Federal Regulatory, 1120 20<sup>th</sup> Street, NW, Suite 1000, Washington, DC 20036, (202) 457-3039.

**Conclusion:**

The public convenience and necessity will not be adversely affected by the discontinuance of these services because other providers continue to provide operator



services, and the majority of the market has already replaced these services with other communications services and/or applications. AT&T respectfully requests that the Commission approve its Section 63.71 Application to discontinue the Operator Services discussed herein.

Respectfully submitted,

By: /s/ Terri L. Hoskins

Terri L. Hoskins  
Christopher Heimann  
Gary L. Phillips  
David Lawson

AT&T Inc.  
1120 20<sup>th</sup> Street, N.W.  
Washington, D.C. 20036

(202) 457-3047

*Its Attorneys*

January 7, 2016

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**ATTACHMENT A**  
**Customer Notices**



News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges MUST be paid in order to prevent interruption of basic local services. These charges are already included in the Total Amount Due and are \$27.47. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

CARRIER INFORMATION

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

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at att.com.

PAYMENT OPTIONS

Use the myAT&T App<sup>®</sup> on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T South Carolina (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Verification and Emergency Interrupt Service, Collect calls, Person to Person calls, Zero Minus (0-) Charging, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 963.71 Application of AT&T South Carolina and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.661.5111. Thank you, AT&T, 85 West Avenue, Room 405, Wayne, PA. 19087.

ONLINE BILL SUPPORT

Register at att.com/managedmyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

Terms and Conditions

SERVICE INFORMATION

Your local services are provided by AT&T South Carolina (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

RETURNED CHECK

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

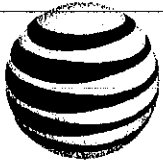
LATE CHARGE REMINDER

An additional charge at the rate of 1.5% may apply to any unpaid balance as of your next bill date.

BILL DISCREPANCY

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms.



at&t



News You Can Use

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Louisiana (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Local Operator Verification/Interruption Service, Collect calls, Person to Person calls, Zero Minus (0-) Charging, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 883.71 Application of AT&T Louisiana and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.851.8111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA. 19087.

**ONLINE BILL SUPPORT**

Register at att.com/managemyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

Terms and Conditions

**RETURNED CHECK**

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

**SERVICE INFORMATION**

Your local services are provided by AT&T Louisiana (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

**LATE CHARGE REMINDER**

An additional charge pursuant to tariff or other terms of service may apply to any unpaid balance after your next bill date.

**BILL DISCREPANCY**

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.



News You Can Use

**PREVENT DISCONNECT**

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges **MUST** be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$10.00. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

**CARRIER INFORMATION**

Our records show that you have not selected a primary local toll or long distance carrier. Please contact us if this does not agree with your records.

**ELECTRONIC PAYMENTS**

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at att.com.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system **FREE** of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Kentucky (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: 811 to a Third Number, Local Verification/Interruption Service, Collect calls, Person to Person calls, Zero Minus (0-) Charging, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 603.71 Application of AT&T Kentucky and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.951.5111. Thank you, AT&T, 60 West Avenue, Room 406, Wayne, PA. 19087.

**ONLINE BILL SUPPORT**

Register at att.com/managedmyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

Terms and Conditions

**SERVICE INFORMATION**

Your local services are provided by AT&T Kentucky (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an **ARBITRATION CLAUSE**. You should review the Terms on a regular basis.

**RETURNED CHECK**

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

**LATE CHARGE REMINDER**

A \$6.50 Late Payment Charge may apply to any unpaid current charges balance as of your next bill date.

**BILL DISCREPANCY**

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms



News You Can Use

**COLLECTION POLICY**

If your final balance remains unpaid after the DUE BY date, it may become necessary to send your account for further collection activity. You may be held responsible for fees associated with the collection efforts, including attorney's fees, as permitted by law. If you have any questions, please contact us at 800.288.2020. AT&T appreciates your business and we look forward to doing business with you in the future.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**RE: YOUR ACCOUNT**

We noticed you made a change in your AT&T service. We invite you to call us at 877.377.2319 or visit att.com/dae14025 if you have any questions or want to learn about special offers for wireless, home phone, Internet and TV.

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.868.3288). Moves of Lifeline service must be placed via phone.

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Georgia (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 15, 2016: Bill to a Third Number, Verification and Emergency, Interrupt Service, Collect calls, Person to Person calls, Zero Minus (0-) Charging, and International Directory Assistance.

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**FINAL BILL VIDEO**

Need help reading your final bill? Visit att.com/finalbillvideo to view a helpful video.

Terms and Conditions

**RETURNED CHECK**

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

**SERVICE INFORMATION**

Your local services are provided by AT&T Georgia (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any disputes you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

**LATE CHARGE REMINDER**

A \$6.50 Late Payment Charge may apply to an unpaid balance as of your next bill date.

**BILL DISCREPANCY**

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 90 days after the receipt of your AT&T bill.

X

Pay by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms

X

X



**Plans and Services**

**Government Fees and Taxes - Continued**

Item No.	Description	Quantity	
1.	Emergency 911 Service	1	1.75
<b>Total Government Fees and Taxes</b>			<b>5.55</b>
<b>Total Plans and Services</b>			<b>55.11</b>

**News You Can Use**

**PREVENT DISCONNECT**

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges **MUST** be paid in order to prevent interruption of basic local service. These charges, which do not include third-party charges, are already included in the Total Amount Due and are \$55.11. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

**CARRIER INFORMATION**

Our records show that you have not selected a primary local toll or long distance carrier. Please contact us if this does not agree with your records.

**ELECTRONIC PAYMENTS**

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at att.com.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Alabama (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Local Operator Verification/Interruption Service, Collect calls, Person to Person calls, Zero Minute (0-) Charging, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20544, and include in your comments a reference to the 30371 Application of AT&T Alabama and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.3111. Thank you, AT&T, 40 West Avenue, Room 404, Wayne, PA 19087.

**ONLINE BILL SUPPORT**

Register at att.com/managemymaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

**Terms and Conditions**

**RETURNED CHECK**

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

**LATE CHARGE REMINDER**

A \$6.50 Late Payment Charge may apply to an unpaid balance as of your next bill date.

**SERVICE INFORMATION**

Your local services are provided by AT&T Alabama (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an **ARBITRATION CLAUSE**. You should review the Terms on a regular basis.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms.



**News You Can Use**

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Florida (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Verification and Emergency Interrupt Service, Collect calls, Person to Person calls, Zero Minus (0-) Charging, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 833.71 Application of AT&T Florida and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or WTTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA. 19087.

**BILL DISCREPANCY**

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

**Terms and Conditions**

**SERVICE INFORMATION**

Your local services are provided by AT&T Florida (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

**LATE PAYMENT REMINDER**

A Late Payment Charge of \$8.50 may apply to any unpaid balance.

**RETURNED CHECK**

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

**LATE CHARGE REMINDER**

A \$6.50 Late Payment Charge may apply to an unpaid balance as of your next bill date.





Plans and Services

Local Calls

Direct Dialed Calls	
Local Toll - Over 15 Miles	
1 Minute(s) / Flat Rate	.35
Total for Direct Dialed Calls	.35

Day Rate: Mon-Fri, 8am-11am, 2pm-8pm  
 Evening Rate: Mon-Fri, 8am-9am, 11am-2pm, 8pm-9pm - 0% Discount  
 Night/Wknd Rate: 9pm-8am, Sat/Sun/Holidays - 0% Discount

1 Call(s) made this month averaged \$.35 per call

Local Saver Pack Unlimited

52 Call(s) were placed this month

Surcharges and Other Fees

9-1-1 Emergency System	
Billed for Chicago	3.90
State Infrastructure Maintenance Fee	.12
State Additional Charges	.02
Infrastructure Maintenance Credit	.79CR
Federal Universal Service Fee	.98
IL Universal Service Fee	.19
IL Telecom Relay Svc and Eqp	.07
Total Surcharges and Other Fees	4.40

Taxes

Federal at 3%	.87
Illinois at 7%	1.64
Municipal Telecommunications Tax	1.64
Total Taxes	3.95

Total Plans and Services 31.68

AT&T Messaging

Monthly Service - Oct 22 thru Nov 21	
Unified Messaging	2.06
Total AT&T Messaging	2.06

How to Prevent Disconnection

PREVENT DISCONNECT

Thank you for being a valued customer. It is important to inform you that all charges must be paid each month to keep your account current and prevent collection activities. In addition, please be aware that we are required to inform you of certain charges that MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$27.95.

News You Can Use - Continued

LOCAL TOLL INFO

Our records show that you have AT&T Illinois or a company that resells services of AT&T Illinois as your carrier for local toll service.

LONG DISTANCE INFO

Our records indicate that you have chosen not to have a long distance company.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

PAYMENT OPTIONS

Use the myAT&T App™ on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5 convenience charge. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Illinois Bell Telephone Company d/b/a AT&T Illinois (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: 811 to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20584, and include in your comments a reference to the \$63.71 Application of AT&T Illinois and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.851.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA 19087.

IL UNIVERSAL SVC FEE

The IL Universal Service Fee will increase on 10/1/2015. This fee helps to maintain affordable rates for IL consumers in high-cost areas. Your current bill reflects this change. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill.

Printing by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at www.att.com/autopay using your checking account. It's easy, secure, and convenient!



News You Can Use

News You Can Use - Continued

**SERVICE INFORMATION**

Your local services are provided by AT&T Indiana (Indiana Bell Telephone Company Incorporated). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), AT&T Communications of Indiana, LLC (Intrastate), and/or AT&T Corp. (Interstate and International). You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, Indiana Bell Telephone Company d/b/a AT&T Indiana (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 963.71 Application of AT&T Indiana and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.681.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA. 19087.

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT (800.688.3288). Moves of Lifeline service must be placed via phone.

News You Can Use - Continued

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5 convenience charge. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**ELECTRONIC PAYMENTS**

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

**RATE NOTICE**

The monthly rate will increase by \$2 on 1/3/2016 for the following packages: Complete Choice® Basic, Complete Choice® Enhanced, ALL DISTANCE® and ALL DISTANCE® ONLINE. To learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**RATE NOTICE**

Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute out-of-state rates will increase from \$1.30 to \$1.50 on 1/1/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**RATE INCREASE**

The monthly rate for Automatic Callback, Call Control, Call Screening, Multi-Ring 1st Number, Repeat Dialing, Speed Calling 8 and Three-Way Calling will increase from \$8.50 to \$9.00 on 1/3/2016. You will not be impacted by this increase if you subscribe to these features as part of a package. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**ONLINE BILL SUPPORT**

Register at [att.com/managedmyaccount](http://att.com/managedmyaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

**MAKING PAYMENTS EASY**

AT&T offers several convenient ways to pay your bill. You can pay online at [att.com](http://att.com), use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

**CUSTOMER SUPPORT**

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.8657; Vietnamese 800.300.5315; Tagalog 800.958.8084; Russian 888.882.4839; Polish 800.417.1588. All other languages 800.203.8800; Disabilities and Aging 800.772.3140.



**Plans and Services**

<b>Plans</b>	
Federal at 3%	1.42
State at 6%	2.90
<b>Total Taxes</b>	<b>4.32</b>
<b>Total Plans and Services</b>	<b>67.29</b>

**AT&T Internet Services**

Notice: Charges appearing in this section are for services provided by AT&T Corp. and/or by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin, based upon your service address location.

For Billing Inquiries:  
High Speed Internet (DSL): 877.722.3755  
Web Hosting: 888.932.4878  
ConnectTech: 888.354.1260  
AT&T Wi-Fi contact information located at attwifi.com.

**Itemized Charges and Credits**

No.	Date	Description	
<b>Services for 22542382</b>			
1	10-12	AT&T HSI EXPRESS	42.00
		Service Date: 10/11/15-11/10/15	
		BROWN DAVID	
		HSI No. 313 371-0026	
		fuelmixer@stbcglobal.net	
<b>Total AT&amp;T Internet Services</b>			<b>42.00</b>

**News You Can Use**

**PREVENT DISCONNECT**  
Thank you for being a valued customer. It is important to inform you that all charges must be paid each month to keep your account current and prevent collection activities. In addition, please be aware that we are required to inform you of certain charges that MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$99.29.

**LOCAL TOLL INFO**  
Our records show that you have AT&T Michigan or a company that resells services of AT&T Michigan as your carrier for local toll service.

**LONG DISTANCE INFO**  
Our records indicate that you have chosen not to have a long distance company.

**News You Can Use - Continued**  
**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, Michigan Bell Telephone Company d/b/a AT&T Michigan (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20584, and include in your comments a reference to the 343.71 Application of AT&T Michigan and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.661.9111. Thank you, AT&T, 66 West Avenue, Room 406, Wayne, PA, 19087.

**MOVING SOON?**  
Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

**PAYMENT OPTIONS**  
Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5 convenience charge. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**ELECTRONIC PAYMENTS**  
When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

Pay by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at www.att.com/autopay using your checking account. It's easy, secure, and convenient!



**AT&T Long Distance**

Message Regarding Terms & Conditions:  
To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/servicepublications](http://www.att.com/servicepublications) or call AT&T at the toll free number on your bill.

Invoice Summary  
(as of October 08, 2015)

Current Charges	
Service Charges	7.95
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	2.00
Taxes	.78
<b>Total Invoice Summary</b>	<b>11.00</b>

**Service Charges**

**Monthly Service Charges**

Type of Service	Period	Qty	
1. Nation Call 80 Prfd	10/07-11/08	1	7.95
<b>Total Monthly Service Charges</b>			<b>7.95</b>

**Total Service Charges 7.95**

**Surcharges and Other Fees**

2. Carrier Cost Recovery Fee	1.00
3. Federal Universal Service Fee	.00
<b>Total Surcharges and Other Fees</b>	<b>2.00</b>

**Taxes**

4. Federal	.00
5. State	.02
6. Municipal	.14
7. Non Home State	.00
<b>Total Taxes</b>	<b>.78</b>

**Total Invoice Charges 11.00**

**Total AT&T Long Distance 11.00**

**How to Get Your Bill**

**PREVENT DISCONNECT**

Thank you for being a valued customer. It is important to inform you that all charges must be paid each month to keep your account current and prevent collection activities. In addition, please be aware that we are required to inform you of certain charges that MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$66.51.

**CARRIER INFO**

AT&T Long Distance, or a company that resells their service, is your long distance and local toll carrier.

**News You Can Use - Continued**

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5 convenience charge. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**ELECTRONIC PAYMENTS**

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**SERVICE WITHDRAWAL**

Following state and regulatory approval where applicable, The Ohio Bell Telephone Company d/b/a AT&T Ohio (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: BH to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize the proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 988.71 Application of AT&T Ohio and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.981.5111 or at [att.com](http://att.com). Thank you, AT&T, 50 West Avenue, Room 405, Wayne, PA. 19087.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at [www.att.com/toppaper](http://www.att.com/toppaper) using your checking account. It's easy, secure, and convenient!



Plans and Services

Taxes	
Federal at 3%	1.26
State at 5%	2.14
County at .5%	.21
Stadium at .1%	.04
<b>Total Taxes</b>	<b>3.65</b>
<b>Total Plans and Services</b>	<b>47.34</b>

News You Can Use

**PREVENT DISCONNECT**  
Thank you for being a valued customer. It is important to inform you that all charges must be paid each month to keep your account current and prevent collection activities. In addition, please be aware that we are required to inform you of certain charges that MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$47.34.

**LOCAL TOLL INFO**  
Our records show that you have AT&T Wisconsin or a company that resells services of AT&T Wisconsin as your carrier for local toll service.

**LONG DISTANCE INFO**  
Our records indicate that you have chosen not to have a long distance company.

**SERVICE WITHDRAWAL:**  
Pending state and regulatory approval where applicable, Wisconsin Bell, Inc. d/b/a ATT Wisconsin (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20584, and include in your comments a reference to the 983.71 Application of AT&T Wisconsin and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.681.6111. Thank you, AT&T, 80 West Avenue, Room 405, Wayne, PA, 19087.

**News You Can Use - Continued**  
**MOVING SOON?**  
Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT (800.668.3288). Moves of Lifetime service must be placed via phone.

**PAYMENT OPTIONS**  
Use the myAT&T App\* on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5 convenience charge. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**ELECTRONIC PAYMENTS**  
When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

**SERVICE INFORMATION**  
Your local services are provided by AT&T Wisconsin (Wisconsin Bell, Inc.). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any disputes you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

**RATE NOTICE**  
The Restoral of Service Fee for a Residence or Business line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at [att.com](http://att.com) or call 800.288.2020.

**RATE NOTICE**  
Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute out-of-state rates will increase from \$1.30 to \$1.50 on 1/1/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**RATE NOTICE**  
The monthly rate for the following Primary and Additional Access Lines will increase on 1/3/2016: Access Area A and B from \$25 to \$26 and Access Area C from \$21 to \$24. Customers with certain Packages and Bundles will not be affected by the increase. For more information, visit us at [att.com](http://att.com) or call 800.288.2020.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. We cannot process the transaction electronically. You authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If a easy, secure, and convenient [www.att.com/toppaper](http://www.att.com/toppaper) using your checking account. It's easy, secure, and convenient!



News You Can Use

**PAYMENT OPTIONS**

Use the myAT&T App<sup>®</sup> on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**RATE NOTICE**

The Restoral of Service fee for a residence line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at [att.com](http://att.com) or call 800.288.2020.

**RATE NOTICE**

The monthly rate for Priority Call will increase from \$7.50 to \$9.00 on 1/3/2016. If you subscribe to this feature as part of a package, the rate you pay will not change. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**COLLECTION POLICY**

If your final balance remains unpaid after the DUE BY date, it may become necessary to send your account for further collection activity. You may be held responsible for fees associated with the collection efforts, including attorney's fees, as permitted by law. If you have any questions, please contact us at 800.288.2020. AT&T appreciates your business and we look forward to doing business with you in the future.

**RATE NOTICE**

Your monthly rate for Residence Access Line Service will increase to \$26 on 1/3/2016. If you subscribe to one of our packages, you may not be impacted by this increase. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Arkansas (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 983.71 Application of AT&T Arkansas and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA. 19087.

**ONLINE BILL SUPPORT**

Register at [att.com/managedmyaccount](http://att.com/managedmyaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

**MAKING PAYMENTS EASY**

AT&T offers several convenient ways to pay your bill. You can pay online at [att.com](http://att.com), use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

**CUSTOMER SUPPORT**

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.8857; Vietnamese 800.300.5315; Japanese 800.573.7573. All other languages 800.203.8800; Disabilities and Aging 800.772.3140.

**EASY ONLINE SUPPORT!**

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit [att.com/support](http://att.com/support) for self help tools, FAQs and troubleshooting tips. Check out [att.com/repair](http://att.com/repair) to view our simplified online repair experience or visit [att.com/bill](http://att.com/bill) to find answers to your billing questions.

Terms and Conditions

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

**TOLL AVAILABILITY**

The long distance availability limit on your account is \$200.00

**SERVICE INFORMATION**

Your local services are provided by AT&T Arkansas (Southwestern Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.



**DIRECTV**

<b>Taxes</b>	
1. Sales Tax	6.81
<b>Total DIRECTV</b>	<b>92.80</b>

**News You Can Use**

**PREVENT DISCONNECT**

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, fees and surcharges, and any feature package, if applicable, MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$55.83. Also, neglecting to pay for other charges such as long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

**LONG DIST. PROVIDERS**

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

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT (800.888.3288). Moves of Lifeline service must be placed via phone.

**ELECTRONIC PAYMENTS**

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

**RATE NOTICE**

Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute Out-of-State rates will increase from \$1.30 to \$1.50 on 1/1/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**SAVE WITH LIFELINE**

Eligible customers can receive a discount on their monthly local telephone service. You may qualify if you participate in one of the following programs: Medicaid, SNAP, TANF, General Assistance, SSI, LIEAP, National School Lunch free lunch program, Federal Public Housing/Section 8, Food Distribution Program or if your income is at or below 150% of the federal poverty level. Call 877.677.0250 for information.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**RATE NOTICE**

The Restoral of Service fee for a residence line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at [att.com](http://att.com) or call 800.288.2020.

**COLLECTION POLICY**

If your final balance remains unpaid after the DUE BY date, it may become necessary to send your account for further collection activity. You may be held responsible for fees associated with the collection efforts, except for attorney fees, as permitted by law. If you have any questions, please contact us at 800.288.2020. AT&T appreciates your business and we look forward to doing business with you in the future.

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Kansas (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line, Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

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**ONLINE BILL SUPPORT**

Register at [att.com/management](http://att.com/management) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

**MAKING PAYMENTS EASY**

AT&T offers several convenient ways to pay your bill. You can pay online at [att.com](http://att.com), use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

**CUSTOMER SUPPORT**

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Japanese 800.573.7573. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.



## News You Can Use

### RATE NOTICE

Your monthly rate for Residence Access Line Service will increase to \$26 on 1/3/2016. If you subscribe to one of our packages, you may not be impacted by this increase. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

### SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Missouri (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

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### ONLINE BILL SUPPORT

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### MAKING PAYMENTS EASY

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### CUSTOMER SUPPORT

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### EASY ONLINE SUPPORT!

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit [att.com/support](http://att.com/support) for self help tools, FAQs and troubleshooting tips. Check out [att.com/repair](http://att.com/repair) to view our simplified online repair experience or visit [att.com/bill](http://att.com/bill) to find answers to your billing questions.

## Terms and Conditions

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

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

### SERVICE INFORMATION

Your local services are provided by AT&T Missouri (Southwestern Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.





News You Can Use

**MOVING SOON?**

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**ELECTRONIC PAYMENTS**

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

**RATE NOTICE**

Your monthly rate for Complete Choice® Basic, Complete Choice® Enhanced or ALL DISTANCE® will increase by \$2 on 1/3/2016. To learn more, visit us at [att.com](http://att.com) or call 800.288.2020.

**RATE NOTICE**

Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute Out-of-State rates will increase from \$1.30 to \$1.50 on 1/1/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**RATE INCREASE**

The monthly rate for Selective Call Forwarding will increase from \$8.50 to \$9.00 on 1/3/2016. If you subscribe to this feature as part of a package, the rate you pay will not change. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**RATE NOTICE**

The per minute rate for In-State (Intrastate/IntraLATA) Local Toll Calls will increase from \$0.40 to \$0.45 on 1/3/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**RATE NOTICE**

The Restoral of Service fee for a residence line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at [att.com](http://att.com) or call 800.288.2020.

**RATE NOTICE**

The monthly rate for Priority Call will increase from \$7.50 to \$9.00 on 1/3/2016. If you subscribe to this feature as part of a package, the rate you pay will not change. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**RATE NOTICE**

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**COLLECTION POLICY**

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**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Oklahoma (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 833.71 Application of AT&T Oklahoma and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.

**ONLINE BILL SUPPORT**

Register at [att.com/managermyaccount](http://att.com/managermyaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

**MAKING PAYMENTS EASY**

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**EASY ONLINE SUPPORT!**

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit [att.com/support](http://att.com/support) for self help tools, FAQs and troubleshooting tips. Check out [att.com/repair](http://att.com/repair) to view our simplified online repair experience or visit [att.com/bill](http://att.com/bill) to find answers to your billing questions.



at&t

AT&T Long Distance

Important Information - Continued

Distance, access www.att.com/servicepublications or call AT&T at the toll free number on your bill.

Invoice Summary

(as of October 15, 2015)

Table with 2 columns: Description, Amount. Includes Current Charges, Service Charges, Credits and Adjustments, Call Charges, Surcharges and Other Fees, Taxes.

Total Invoice Summary 31.73

Service Charges

Monthly Service Charges

Table with 3 columns: Type of Service, Period, Qty. Includes Unlisted Call One.

Total Service Charges 29.00

Surcharges and Other Fees

Table with 2 columns: Description, Amount. Includes Carrier Cost Recovery Fee, Federal Universal Service Fee, State Cost-Recovery Fee, TX Utility Gross Receipts Assessment, Texas Universal Service.

Table with 2 columns: Description, Amount. Includes Federal Tax, State and Local Taxes.

Total AT&T Long Distance 31.73

How You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, fees and surcharges, and any feature package, if applicable, MUST be paid in order to prevent interruption of basic local service.

LONG DIST. PROVIDERS

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

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.688.3288). Moves of Lifeline service must be placed via phone.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill.

PAYMENT OPTIONS

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/e AT&T Texas (AT&T) and SBC Long Distance, LLC d/b/e SBC Long Distance d/b/e AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line, Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

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ONLINE BILL SUPPORT

Register at att.com/manage my account to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

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### AT&T Long Distance

#### Key to Calling Codes

D Day                      Z Other

Total Other AT&T Long Distance                      .00

### News You Can Use

#### PREVENT DISCONNECT

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges **MUST** be paid to avoid disconnection. Currently, for this account that amount is \$58.90. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

#### CARRIER INFORMATION

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

#### ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

#### LATE CHARGE REMINDER

A flat \$6.50 Late Payment Charge may apply to any unpaid balance as of your next bill date. For more information, please visit us online at [att.com](http://att.com) or call 800.288.2020.

#### PAYMENT OPTIONS

Use the myAT&T App\* on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

#### MOVING SOON?

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT (800.869.3288). Moves of Lifeline service must be placed via phone.

#### SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Nevada Bell Telephone Company d/b/a AT&T Nevada (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 83.71 Application of AT&T Nevada and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.881.8111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.

#### MAKING PAYMENTS EASY

AT&T offers several convenient ways to pay your bill. You can pay online at [att.com](http://att.com), use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

#### ONLINE BILL SUPPORT

Register at [att.com/managedmyaccount](http://att.com/managedmyaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

#### EASY ONLINE SUPPORT!

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit [att.com/support](http://att.com/support) for self help tools, FAQs and troubleshooting tips. Check out [att.com/repair](http://att.com/repair) to view our simplified online repair experience or visit [att.com/bill](http://att.com/bill) to find answers to your billing questions.

#### CUSTOMER SUPPORT

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Russian 888.882.4839; Polish 800.417.1588; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6857; Vietnamese 800.300.5315; Japanese 800.573.7573; Tagalog 800.956.8084. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.



## News You Can Use

### PAYMENT OPTIONS

Use the myAT&T App\* on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

### MOVING SOON?

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

### SURCHARGE INCREASE

The CA Universal LifeLine Telephone Service (ULTS) surcharge increased from 3.80% to 5.50% on 10/1/2015. If you have any questions, please call us at the number listed on the front of your bill.

### SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Pacific Bell Telephone Company, d/b/a AT&T California (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20584, and include in your comments a reference to the 963.71 Application of AT&T California and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.951.5111. Thank you, AT&T, 60 West Avenue, Room 406, Wayne, PA, 19087.

### CA LIFELINE REMINDER

AT&T offers LifeLine Telephone Service for eligible low income customers. California LifeLine provides basic residential telephone service at discounted rates on Flat Rate and Measured Rate service. The Federal Lifeline program offers an additional benefit, Tribal Lands/Enhanced Lifeline. Tribal Lands/Enhanced Lifeline provides free monthly local access after credits are applied. To be eligible for Tribal Lands/Enhanced Lifeline, customers must live on federally recognized Tribal Lands. Additional service connection credits may also apply.

### ONLINE BILL SUPPORT

Register at [att.com/managermyaccount](http://att.com/managermyaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

### MAKING PAYMENTS EASY

AT&T offers several convenient ways to pay your bill. You can pay online at [att.com](http://att.com), use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

### EASY ONLINE SUPPORT!

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit [att.com/support](http://att.com/support) for self help tools, FAQs and troubleshooting tips. Check out [att.com/repair](http://att.com/repair) to view our simplified online repair experience or visit [att.com/bill](http://att.com/bill) to find answers to your billing questions.

### CUSTOMER SUPPORT

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Russian 888.882.4839; Polish 800.417.1588; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Japanese 800.573.7573; Tagalog 800.956.8084. All other languages 800.203.8800; Disabilities and Aging 800.772.3140.

## Terms and Conditions

**THREE PAYMENT OPTIONS:** Electronically through Automatic Payment Service or Online: AT&T eBill™. At an Authorized Payment Location. Or mail to AT&T PO BOX 5025, Carol Stream, IL 60197-5025.

**BILLING QUESTIONS:** Call us at 800.288.2020, or write to: AT&T Residence Service, 2150 Webster Street, Room 401, Oakland, CA 94612; or AT&T Business Service, 14576 Presidio Square, Room CR, Houston, TX 77063; or visit [att.com](http://att.com). If you have a complaint you cannot resolve with us, write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave, San Francisco, CA 94102 or at [cpuc.ca.gov](http://cpuc.ca.gov), or call 800.649.7570 or TDD 800.229.6846. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov) or call 888.225.5322, or TTY 888.935.5322. Note: The CPUC handles complaints for both interstate and intrastate unauthorized carrier charges ("slamming"). The California consumer protection rules are available online at [calphoneinfo.com](http://calphoneinfo.com).

**FEDERAL SURCHARGES:** The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

**TARIFF INFORMATION:** Call 1-888-319-8800 or visit our web site [www.att.com/servicepublications](http://www.att.com/servicepublications).

**CALLER ID SELECTIVE & COMPLETE BLOCKING:** Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial \*67 (1187 - rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls except those you elect not to block. Dial \*82 (1182 - rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

### SERVICE INFORMATION

Your local services are provided by AT&T California (Pacific Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.



**News You Can Use**

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**RE: YOUR ACCOUNT**

We noticed you made a change in your AT&T service. We invite you to call us at 877.377.2319 or visit att.com/deal4025 if you have any questions or want to learn about special offers for wireless, home phone, Internet and TV.

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

**SERVICE WITHDRAWAL:**

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Mississippi (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Local Operator Verification/Interruption Service, Collect calls, Person to Person calls, Zero Minute (0-) Charging, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 163.71 Application of AT&T Mississippi and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.8111. Thank you, AT&T, 50 West Avenue, Room 405, Wayne, PA. 19087.

**FINAL BILL VIDEO**

Need help reading your final bill? Visit att.com/finalbillvideo to view a helpful video.

**Terms and Conditions**

**SERVICE INFORMATION**

Your local services are provided by AT&T Mississippi (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

**RETURNED CHECK**

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

**LATE CHARGE REMINDER**

A \$8.50 Late Payment Charge may apply to an unpaid current charges balance as of your next bill date.

**BILL DISCREPANCY**

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

X

Being by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms

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X



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**News You Can Use**

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T North Carolina (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Verification and Emergency Interrupt Service, Collect calls, Person to Person calls, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 163.71 Application of AT&T North Carolina and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.851.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.

**ONLINE BILL SUPPORT**

Register at [at.com/managemycaccount](http://at.com/managemycaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

**Terms and Conditions**

**LATE PAYMENT CHARGE**

An additional charge at the rate of 8% may apply to any unpaid balance as of your next bill date.

**RETURNED CHECK**

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

**BILL DISCREPANCY**

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

**SERVICE INFORMATION**

Your local services are provided by AT&T North Carolina (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [at.com/servicepublications](http://at.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

## News You Can Use

### News You Can Use

#### ACCOUNT STATUS

Where allowed by law, AT&T may implement late payment interest of no more than 18% annually. Rates will vary based on state regulations. Interest will be calculated based upon daily balances and will be applicable for each day that a delinquent balance is outstanding. This charge will apply to all balances that are delinquent through such time that payment in full is received at AT&T. The late payment interest will be billed on a monthly basis. Accounts billed outside the US will not be charged LPI.

Where allowed by law, AT&T may implement a \$25 service fee for restoration of service where delinquency has caused an interruption. This fee will be applicable to each account that is being restored and will be included on your monthly billing statement.

Some products require electronic billing as their official bill media. When electronic billing is the official bill media, an informational statement may be sent containing some of the same information as the electronic bill. The informational statement is not your bill. However, if you choose to mail your payment instead of paying electronically, the informational statement has a tear-off that can be used to submit your payment.

#### JUST FOR YOUR BUSINESS

Make a statement - by not receiving one. View and download your bill details electronically via View Bills from the BusinessDirect website! This state-of-the-art online bill provides all the information that is necessary to manage your business. Pay, view and download your bill, in one easy step ... and it's FREE! For access to BusinessDirect, and View Bills, Please contact your Account Executive.

Where allowed by law, AT&T will charge a \$25 fee for any payment returned for insufficient funds, applied on your next invoice. AT&T values your business and thanks you for your cooperation in this matter.

#### REGULATORY NEWS

\*\*\*\*Important News About Your Account\*\*\*\*

You are requested to provide in writing to AT&T, within six months of this bill, any dispute with respect to the charges on this bill, unless a different notification period applies under your contract, State Tariff and/or Service Guide.

You can reach AT&T either by using the toll free number on your bill, or in writing at the remittance address listed on your bill.

[http://serviceguide.att.com/servicelibrary/business/ext/state\\_tariff\\_buss.cfm](http://serviceguide.att.com/servicelibrary/business/ext/state_tariff_buss.cfm)

If you receive service pursuant to a signed contract or other term agreement with AT&T and it is currently in effect, its terms will govern the provision of your AT&T service.

AT&T's standard contract for detariffed services not covered by a signed contract or term agreement, including expired contracts or term plans that are not renewed, can be found at <http://www.att.com/business/agreement>. Important limits of liability apply, including: AT&T is not liable for indirect or consequential damages (such as your lost profits or other economic loss), and direct damages during any 12 months cannot exceed one month of your payments for affected service.

Additional terms, conditions, charges, penalties, and price change information for all detariffed business services can be viewed at <http://www.att.com/serviceguide/business>. If you do not have access to the Internet, please contact your AT&T Sales Representative or Customer

## News You Can Use

### REGULATORY NEWS - Continued Care Center for information.

Federal regulation requires AT&T to inform our valued customers that basic local services will not be disconnected for the non-payment of non-regulated service charges. To avoid collection activity, please remember to pay all charges by the due date.

In addition, you may experience disconnection of your basic local service if payment is not received for the Long Distance portion of your bill except in the following states: Alabama, Arizona, California, Colorado, Hawaii, Idaho, Indiana, Iowa, Maryland, Michigan, Minnesota, Missouri, New Mexico, New York, New Jersey, North Carolina, North Dakota, Ohio, Oklahoma, Pennsylvania, Texas, Utah, Vermont, Virginia, Washington.

Connecticut Customers only: You may experience disconnection of your basic local service for the non-payment of Dial Tone and Directory Listing charges on your bill.

#### SERVICE WITHDRAWAL

Pending federal and state regulatory approval where applicable, on or after March 18, 2016, AT&T Corp. will discontinue the following services originating and terminating in the United States, the District of Columbia, Puerto Rico, the U.S. Virgin Islands and all international locations: Bill to a Third Number, Busy Line Verify / Interrupt, Collect, International Directory Assistance, and Person-to-Person.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the section 63.71 Application of AT&T Corp., AT&T Communications of Indiana, LLC, AT&T Communications of New York Inc., AT&T Communications of Texas, LLC, AT&T Communications of Virginia, LLC, AT&T Alaska and Teleport Communications Group. Comments information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY at 711. Thank you, AT&T, 60 West Avenue, Room 405 Wayne, PA. 19087.

#### Attention Valued AT&T Customers:

If your invoice includes any back-billed charges, you have the right to pay these charges in full with your regular bill, or to call AT&T to make reasonable payment arrangements. You may choose to pay the back-billed amount in monthly installments equal to the number of back-billed months. Please take note that you must pay the full amount of your phone bill each month, including installments to repay back-billed charges, in order to avoid possible disconnection and other charges and penalties. If you are interested in using this payment method for any back-billed amount, please call AT&T on the toll-free number located on your bill.

#### DO NOT CALL

If your business makes outbound telephone solicitations, you must comply with federal do-not-call laws and regulations (47 C.F.R. 64.1200 and 16 C.F.R. 310) and any applicable state laws.

Attention Pennsylvania Customers:



**News You Can Use**

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT (800.688.3288). Moves of Lifeline service must be placed via phone.

**SERVICE WITHDRAWAL:**

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Tennessee (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Local Operator Verification/Interruption Service, Collect calls, Person to Person calls, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 163.71 Application of AT&T Tennessee and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.951.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.

**FINAL BILL VIDEO**

Need help reading your final bill? Visit [att.com/finalbillvideo](http://att.com/finalbillvideo) to view a helpful video.

**Terms and Conditions**

**LATE CHARGE REMINDER**

An additional charge at the rate of 2% may apply to an unpaid balance as of your next bill date.

**SERVICE INFORMATION**

Your local services are provided by AT&T Tennessee (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

**RETURNED CHECK**

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

**BILL DISCREPANCY**

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.



**CERTIFICATE OF SERVICE**

I, **Lacretia Hill**, certify that I have, on January 7, 2016 served a copy of the foregoing Section 63.71 Application of AT&T by U.S. Mail postage prepaid to the addresses on the attached sheets.

/s/Lacretia Hill  
**Lacretia Hill**

**Alabama Public Service Commission  
100 N. Union Street  
Suite 850  
Montgomery, AL 36130**

**Office of the Governor  
State Capitol  
600 Dexter Avenue  
Montgomery, AL 36130**

**Arizona Corporation Commission  
Commissioners Wing  
1200 West Washington  
Phoenix, AZ 85007-2996**

**Office of the Governor  
1700 West Washington  
Phoenix, Arizona 85007**

**Arkansas Public Service Commission  
P.O Box 400  
Little Rock, AR 72203-0400**

**Office of the Governor  
Governor's Office  
State Capitol Rm. 250  
Little Rock, AR 72201**

**Office of the Governor  
Governor's Office  
State Capitol Building  
Sacramento, California 958 14**

**Michael R. Peevey  
President, California Public Utilities  
Commission  
Headquarters Office  
505 Van Ness Avenue  
San Francisco, CA 94 102-3298**

**Colorado Public Utilities Commission  
1560 Broadway  
Suite 250  
Denver, CO 80202**

**Office of the Governor  
136 State Capitol  
Denver, CO 80203-1792**

**Office of the Governor  
State Capitol  
210 Capitol Avenue  
Hartford, Connecticut 06106**

**Public Utilities Regulatory Authority  
Department of Energy and Environmental  
Protection  
Ten Franklin Square  
New Britain, CT 06051**

**Delaware Public Service Commission  
861 Silver Lake Boulevard  
Cannon Building, Suite 1000  
Dover, DE 19904**

**Office of the Governor  
Tatnall Building  
William Penn Street, 2<sup>nd</sup> Floor  
Dover, DE 19901**

**District of Columbia  
Public Service Commission  
1333 H Street, NW  
Suite 200, West Tower;  
Washington, DC 20005**

**Mayor Vincent Gray  
Office of the Mayor  
John A. Wilson Building  
1350 Pennsylvania Avenue, NW  
Washington, DC 20004**

**Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850**

**Office of the Governor  
The Capitol  
Tallahassee, FL 32399-0001**

**Office of the Governor  
Georgia State Capitol  
Atlanta, GA 30334**

**Georgia Public Service Commission  
244 Washington Street, SW  
Atlanta, GA 30334**

**Idaho Public Utilities Commission  
472 W. Washington Street  
Boise, ID 83720-0074**

**Office of the Governor  
P.O. Box 83720  
Boise, Idaho 83720**

**Office of the Governor  
207 State House  
Springfield, Illinois 62706**

**Illinois Commerce Commission  
527 East Capitol Ave  
Springfield, IL 62701**

**Office of the Governor  
Statehouse  
Indianapolis, Indiana 46204**

**Indiana Utility Regulatory Commission  
PNC Center  
101 West Washington Street  
Suite 1500 East  
Indianapolis, IN 46204**

**Office of the Governor & Lt. Governor  
State Capitol  
1007 East Grand Ave.  
Des Moines, IA 50319**

**Iowa Utilities Board  
1375 E. Court Ave  
Room 69  
Des Moines, IA 50319**

**Office of the Governor  
Capitol, 300 SW 10th Ave., Ste. 241s  
Topeka, Kansas 666 12- 1590**

**Kansas Corporation Commission  
Commissioners, Utilities Division, Motor  
Carriers, Pipeline Safety and Energy  
1500 SW Arrowhead Road  
Topeka, KS 66604-4027**

**Office of the Governor  
700 Capital Avenue  
Suite 100  
Frankfort, KY 40601**

**Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, KY 40601**

**Louisiana Public Service Commission  
Galvez Building, 12th Floor  
602 North Fifth Street  
P.O. Box 91154  
Baton Rouge, LA 70821**

**Office of the Governor  
P.O. Box 94004  
Baton Rouge, LA 70804-9004**

**Office of the Governor  
Room 280  
Boston, MA 02133**

**Office of Consumer Affairs and Business  
Regulation  
10 Park Plaza, Suite 5170  
Boston, MA 02116**

**Office of the Governor  
State House, 100 State Circle  
Annapolis, MD 21401**

**Maryland Public Service Commission  
William D. Schaefer Tower  
6 St. Paul Street, 16th Fl  
Baltimore, MD 21202**

**Office of the Governor  
1 State House Station  
Augusta, ME 04333-0001**

**Maine Public Utilities Commission  
State House Station 18  
Augusta, ME 04333**

**Michigan Public Service Commission  
P.O. Box 30221  
Lansing, MI 48909**

**Office of the Governor  
P.O. Box 30013  
Lansing, Michigan 48909**

**Minnesota Public Utilities Commission  
121 7th Place East  
Suite 350  
Saint Paul, MN 55101**

**Office of the Governor  
130 State Capitol  
75 Rev. Dr. Martin Luther King Jr. Blvd.  
Saint Paul, MN 55155**

**Office of the Governor  
P.O. Box 139  
Jackson, MS 39205**

**Mississippi Public Utilities Commission  
Woolfolk Building  
501 North West Street  
Jackson, MS 39201**

**Missouri Public Service Commission  
Public Information Office  
Governor Office Building  
200 Madison Street  
PO Box 360  
Jefferson City, MO 65102-0360**

**Office of the Governor  
Room 216, State Capitol Building  
Jefferson City, Missouri 65 101**

**Office of the Governor  
Montana State Capitol Bldg.  
P.O. Box 200801  
Helena, MT 59620**

**Public Service Commission  
1701 Prospect Avenue  
P.O. Box 202601  
Helena, MT 59620**

**Nebraska Public Service Commission**  
1200 N Street, Suite 300  
Lincoln, NE 68508

**Office of the Governor**  
P.O. Box 94848  
Lincoln, NE 68509-4848

**Office of the Governor**  
State Capitol  
101 N. Carson Street  
Carson City, NV 89701

**Public Utilities Commission of Nevada**  
1150 E. William Street  
Carson City, NV 89701

**New Hampshire Public Utilities**  
Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429

**Office of the Governor**  
State House  
25 Capitol Street  
Concord, NH 03301

**Governor Chris Christie**  
P.O. Box Office of the Governor  
001  
Trenton, NJ 08625

**New Jersey Board of Public Utilities**  
44 S. Clinton Avenue  
Trenton, NJ 08625

**New Mexico Public Regulation Commission**  
1120 Pasco De Peralta  
P.O. Box 1269  
Santa Fe, NM 87501

**Office of the Governor**  
490 Old Santa Fe Trail  
Room 400  
Santa Fe, NM 87501

**Office of the Governor  
State Capitol  
Albany, NY 12224**

**New York State Public Service Commission  
Empire State Plaza  
Agency Building 3  
Albany, NY 12223-1350**

**North Carolina Utilities Commission  
430 North Salisbury Street  
Dobbs Building  
Raleigh, NC 27603-5918**

**Office of the Governor  
20301 Mail Service Center  
Raleigh, NC 27699-0301**

**North Dakota Public Service Commission  
600 E. Boulevard, Dept. 408  
Bismarck, ND 58505**

**Office of the Governor  
Dept. 101  
600 E. Boulevard Ave.  
Bismarck, ND 58505**

**Office of the Governor  
30th Floor  
77 South High Street  
Columbus, Ohio 43215-6108**

**Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215**

**Oklahoma Corporation Commission  
P.O. Box 52000  
Oklahoma City, OK 73152-2000**

**Office of the Governor  
State Capitol Building  
2300 N. Lincoln Blvd., Room 212  
Oklahoma City, Oklahoma 73105**



**Office of the Governor  
160 State Capitol  
900 Court Street  
Salem, Oregon 97301-4047**

**Public Utility Commission of Oregon  
550 Capitol St NE #215  
PO Box 2148  
Salem OR 97308-2148**

**Office of the Governor  
225 Main Capitol Building  
Harrisburg, Pennsylvania 17120**

**Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265**

**Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888**

**Office of the Governor  
State House, Room 115  
Providence, RI 02903**

**Public Service Commission of South  
Carolina,  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210**

**Office of the Governor  
1205 Pendleton Street  
Columbia, SC 29201**

**Public Utilities Commission  
Capitol Building, 1st floor  
500 East Capitol Avenue  
Pierre, SD 57501-5070**

**Office of the Governor  
500 E. Capitol Ave.  
Pierre, SD 57501**

**Governor's Office  
Tennessee State Capitol  
Nashville, TN 37243-0001**

**Tennessee Regulatory Authority  
502 Deaderick Street  
Nashville, TN 37243**

**Public Utility Commission of Texas  
1701 N. Congress Avenue  
PO Box 13326  
Austin, TX 78711-3326**

**Office of the Governor  
P.O. Box 12428  
Austin, Texas 78711 -2428**

**Office of the Governor  
109 State Street, Pavilion  
Montpelier, VT 05609-0101**

**Vermont Public Service Board  
112 State Street (Chittenden Bank Building)  
4<sup>th</sup> floor  
Montpelier, VT 05620-2701**

**Virginia State Corporation Commission  
Tyler Building,  
1300 E. Main Street  
Richmond, Virginia 23219**

**Office of the Governor  
Patrick Henry Building, 3rd Floor  
1111 East Broad Street  
Richmond, Virginia 23219**

**Office of the Governor  
PO Box 40002  
Olympia, WA 98504-0002**

**Washington Utilities and Transportation  
Commission  
PO Box 47250  
Olympia, WA 98504-7250**

**Office of the Governor  
1900 Kanawha Blvd, East  
Charleston, WV 25305**

**West Virginia Public Service Commission  
201 Brooks Street  
P.O. Box 812  
Charleston, WV 25323**

**Wyoming Public Service Commission  
Hansen Building  
215 Warren Avenue  
Suite 300  
Cheyenne, WY82002**

**Office of the Governor  
Governor's Office  
State Capitol, 200 West 24th Street  
Cheyenne, WY 82002-0010**

**Public Service Commission of Wisconsin  
610 North Whitney Way. P.O. Box 7854  
Madison, Wisconsin 53707-7854**

**Office of the Governor  
Madison Office  
P.O. Box 7863  
Madison, WI 53707**

**Department of Defense Chief Information  
Officer  
Attn: Military Assistant/Mobility Team  
The Pentagon  
Washington, D.C. 20301**

**Utah Division of Public Utilities  
Box 146751  
Salt Lake City, UT 84114-6751**

**Office of the Governor  
State Capitol Complex  
East Office Building, Suite E220  
PO Box 142220  
Salt Lake City, Utah 84114-2220**

**Hawaii Public Utilities Commission  
465 South King Street, Room 103  
Honolulu, Hawaii 96813**

**Office of the Governor  
Governor, State of Hawaii  
Executive Chambers  
State Capitol  
Honolulu, Hawaii 96813**

**Regulatory Commission of Alaska  
701 West 8th Avenue  
Suite 300  
Anchorage, AK 99501-3469**

**Office of the Governor  
Governor of Alaska  
P.O. Box 110001  
Juneau, AK 99811-0001**

**Puerto Rico Telecommunications  
Regulatory Board  
500 Ave. Roberto H. Todd  
(Pda. 1.8-Santurce)  
San Juan, PR 00907-3981**

**Governor of Puerto Rico  
Calle La Fortaleza  
San Juan, PR 00901**

**Virgin Islands Public Service Commission  
Barbel Plaza  
No. 8 Estate Ross, Charlotte Amalie  
P.O. Box 40  
St. Thomas, USVI 00804**

**Governor of U.S. Virgin Islands  
St. Thomas & Water Island  
21-22 Kongens Gade  
Charlotte Amalie  
St. Thomas, Virgin Islands 00802**

**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554**

In the Matter of	)	
	)	
Section 63.71 Application of	)	
	)	File No.
AT&T Alaska,	)	
AT&T Communications of Indiana, LLC,	)	
AT&T Communications of New York, Inc.,	)	
AT&T Communications of Texas, LLC	)	
AT&T Communications of Virginia, LLC,	)	
AT&T Corp.,	)	
BellSouth Telecommunications, LLC,	)	
BellSouth Long Distance,	)	
Illinois Bell Telephone Company,	)	
Indiana Bell Telephone Company, Inc.,	)	
Michigan Bell Telephone Company,	)	
The Ohio Bell Telephone Company,	)	
Pacific Bell Telephone Company,	)	
SBC Long Distance,	)	
Southwestern Bell Telephone Company,	)	
Teleport Communications of America, LLC,	)	
Teleport Communications Group, and	)	
Wisconsin Bell, Inc.	)	
	)	
For Authority Pursuant to Section 214 of	)	
The Communications Act of 1934, As Amended,	)	
To Discontinue the Provision of Service	)	

**SECTION 63.71 APPLICATION OF AT&T**

AT&T Services, Inc. on behalf of its affiliates, AT&T Alaska d/b/a AT&T Corp., AT&T Communications of Indiana, LLC d/b/a AT&T Corp., AT&T Communications of New York, Inc. d/b/a AT&T Corp., AT&T of Texas, LLC d/b/a AT&T Corp., AT&T Communications of Virginia, LLC d/b/a AT&T Corp., AT&T Corp., BellSouth Telecommunications, LLC d/b/a AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T South Carolina, AT&T

Mississippi, AT&T North Carolina, and AT&T Tennessee, BellSouth Long Distance d/b/a AT&T Long Distance Service, Illinois Bell Telephone Company d/b/a AT&T Illinois, Indiana Bell Telephone Company, Inc. d/b/a AT&T Indiana, Michigan Bell Telephone Company d/b/a AT&T Michigan, The Ohio Bell Telephone Company d/b/a AT&T Ohio, Pacific Bell Telephone Company d/b/a AT&T California and AT&T Nevada, SBC Long Distance d/b/a AT&T Long Distance, Southwestern Bell Telephone Company d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas, Teleport Communications of America, LLC d/b/a AT&T Corp., Teleport Communications Group d/b/a AT&T Corp., and Wisconsin Bell, Inc. d/b/a AT&T Wisconsin, collectively referenced herein as AT&T, applies for authority under Section 214(a) of the Communications Act, as amended ("the Act"), 47 U.S.C. § 214 and Section 63.71 of the Federal Communications Commission's ("Commission") rules, 47 C.F.R. § 63.71, to discontinue offering certain Operator Services throughout the United States and U.S. territories.

As required by Section 63.71(a) and (b) of the Commission's rules, AT&T is providing the following information:

**Name and Address of Carrier (47 C.F.R. §§ 63.71(a)(1), (b)(2)):**

AT&T Alaska d/b/a AT&T Corp.  
AT&T Communications of Indiana, LLC d/b/a AT&T Corp.  
AT&T Communications of New York, Inc. d/b/a AT&T Corp.  
AT&T Communications of Texas, LLC d/b/a AT&T Corp.  
AT&T Communications of Virginia, LLC d/b/a AT&T Corp.  
AT&T Corp.  
BellSouth Telecommunications, LLC d/b/a AT&T Southeast  
BellSouth Long Distance d/b/a AT&T Long Distance Service  
Illinois Bell Telephone Company d/b/a AT&T Illinois  
Indiana Bell Telephone Company, Inc. d/b/a AT&T Indiana  
Michigan Bell Telephone Company d/b/a AT&T Michigan  
The Ohio Bell Telephone Company d/b/a AT&T Ohio

Pacific Bell Telephone Company d/b/a AT&T California  
SBC Long Distance d/b/a AT&T Long Distance  
Southwestern Bell Telephone Company d/b/a AT&T Southwest,  
Teleport Communications of America, LLC d/b/a AT&T Corp.  
Teleport Communications Group d/b/a AT&T Corp.  
Wisconsin Bell, Inc. d/b/a AT&T Wisconsin

The address for these entities for purposes of this application is:

60 West Avenue, Room 405, Wayne, PA. 19087.

**Date of Planned Service Discontinuance (47 C.F.R. §§ 63.71(a)(2), (b)(2)):**

AT&T plans to discontinue this service to its retail customers on or after March 18, 2015, subject to Commission authorization of the discontinuance. In addition, AT&T plans to discontinue this service to wholesale customers that purchase these services pursuant to an agreement on or after June 4, 2016<sup>1</sup>, subject to Commission authorization pursuant to 47 C.F.R. § 63.71(c).

**Points of Geographic Areas of Service Affected (47 C.F.R. §§ 63.71(a)(3), b(2)):**

AT&T will discontinue this service throughout its geographic service areas throughout the United States<sup>2</sup> including the District of Columbia and the U.S. territories of Puerto Rico and the U.S. Virgin Islands.

**Brief Description of Type of Service Affected (47 C.F.R. §§ 63.71(a)(3), b(2)):**

AT&T is discontinuing the following Operator Services:

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<sup>1</sup> AT&T began providing its wholesale customers notice of these service changes in 2014, but out of an abundance of caution, AT&T is providing its wholesale customers additional time to address any applicable customer notification and/or legal/regulatory requirements.

<sup>2</sup> This proposed discontinuance of service does not apply to AT&T Corp.'s local residential customers in Maine, New Hampshire and Vermont. In these states, AT&T Corp. provides local services under an agreement with FairPoint Communications, and will continue to provide all Operator Services provided by FairPoint, until such time as FairPoint discontinues such services or until AT&T Corp no longer provides local residential services in those states. However, this proposed discontinuance applies to interstate Operator Service provided by AT&T Corp. to residential and business customers.

1. **Collect Calling** - a billing arrangement by which the charge for an operator assistance call may be reversed (charged to the called station) provided the charge is accepted at the called station.
2. **Person-to-Person Calling** - a service where the person originating an operator assistance call specifies to the Company operator a particular person to be reached, a particular mobile service point to be reached through a Mobile Telephone Service attendant, or particular PBX service point, department, or office to be reached.
3. **Billed to Third Party** - a billing arrangement by which an operator assistance call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated.
4. **Busy Line Verification (BLV)** - allows an operator to establish a "talking" connection to an apparently busy station line to determine if the station line is in working order.
5. **Busy Line Interruption (BLI)** - allows an operator to interrupt a voice conversation in progress on a line to advise the interrupted subscriber that the interrupting party has a need to reach the subscriber.
6. **International Directory Assistance** - allows customers to obtain telephone numbers for international locations where such information is available to AT&T.

AT&T is discontinuing these services because of low market demand. Operator assistance calls have been declining at a rate of about 18.0% per year for the last several



years. Indeed, AT&T's operator assistance traffic volumes have dropped by 93% since 2004, and on average, AT&T has experienced more than an 18.7% decline in the volumes of these services over the last two years. These services have declined in popularity over the years due to the growth of other communication methods, including mobile phones, text messaging, email, and other social media applications. In regards to International Directory Assistance, many international telecommunications carriers no longer provide operator assistance services, which makes AT&T's service obsolete in those countries.

Further, if an end user wishes to continue to use these services, they can obtain alternative services from other wireline interexchange carriers providing operator services. Equal access and toll presubscription continues to be available, therefore, customers can reach their preferred primary IXC operator by dialing 00, or can reach a different IXC using widely available dial around services such as 10XXX, 800 numbers, etc. For all of these reasons, the public convenience and necessity will not be impaired by the discontinuance of these services.

AT&T will continue to provide Sent Paid Calls (e.g., direct dial assistance), Emergency Call Assistance and Rate Quotes where these services are currently provided.

**Brief Description of the Dates and Methods of Notice to All Affected Customers (47 C.F.R. § 63.71(b)(3)):**

AT&T sent customer notification letters via U.S. mail as an attachment to each customer's monthly bill between September 28, 2015 and December 31, 2015. In addition, AT&T posted copies of its customer notifications in several locations on its website at [http://serviceguide.att.com/ACS/ext/pcn.cfm?type=SN\\_STSI](http://serviceguide.att.com/ACS/ext/pcn.cfm?type=SN_STSI),

<http://serviceguide.att.com/service/library/ext/aslstate.cfm?state=RI>,

<http://www.att.com/gen/public-affairs?pid=9700>,

[http://cpr.att.com/pdf/bsld/fc/inter\\_intl\\_res\\_cust\\_notice\\_trans.html](http://cpr.att.com/pdf/bsld/fc/inter_intl_res_cust_notice_trans.html), and

[http://cpr.att.com/pdf/sbclld/is/inter\\_res\\_cust\\_notice\\_trans.html](http://cpr.att.com/pdf/sbclld/is/inter_res_cust_notice_trans.html).

In addition, beginning on October 10, 2015, when an AT&T customer uses one of the Operator Services included in this proposed discontinuance of service, an AT&T operator informs the customer of the proposed discontinuance, and provides a phone number where the customer can obtain additional information.

Copies of this Application are being sent, first class U.S. Mail, to the public utilities commissions and governors of the affected states and territories, and also to the Special Assistant for Telecommunications to the Secretary of Defense, as required by 63.71(a) of the Commission's rules.

**Regulatory Classification of Carrier (47 C.F.R. § 63.71(b)(4)):**

AT&T offers these services through affiliates that are considered dominant as well as other affiliates that are considered non-dominant. For ease of administration, AT&T consents to this application being reviewed pursuant to the Commission's processes that are applicable to dominant carriers.

Questions about this application may be addressed to David Talbott, AT&T Services, Inc., Assistant Vice-President – Federal Regulatory, 1120 20<sup>th</sup> Street, NW, Suite 1000, Washington, DC 20036, (202) 457-3039.

**Conclusion:**

The public convenience and necessity will not be adversely affected by the discontinuance of these services because other providers continue to provide operator

services, and the majority of the market has already replaced these services with other communications services and/or applications. AT&T respectfully requests that the Commission approve its Section 63.71 Application to discontinue the Operator Services discussed herein.

Respectfully submitted,

By: /s/ Terri L. Hoskins

Terri L. Hoskins  
Christopher Heimann  
Gary L. Phillips  
David Lawson

AT&T Inc.  
1120 20<sup>th</sup> Street, N.W.  
Washington, D.C. 20036

(202) 457-3047

*Its Attorneys*

January 6, 2016

**ATTACHMENT A**  
**Customer Notices**



News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges MUST be paid in order to prevent interruption of basic local service.

CARRIER INFORMATION

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

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill.

PAYMENT OPTIONS

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.688.3288). Moves of Lifeline service must be placed via phone.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T South Carolina (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2018: Bill to a Third Number, Verification and Emergency Interrupt Service, Collect calls, Person to Person calls, Zero Minus (0-) Charging, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance.

ONLINE BILL SUPPORT

Register at att.com/managedmyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

Terms and Conditions

SERVICE INFORMATION

Your local services are provided by AT&T South Carolina (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill.

RETURNED CHECK

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

LATE CHARGE REMINDER

An additional charge at the rate of 1.5% may apply to any unpaid balance as of your next bill date.

BILL DISCREPANCY

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms



at&t



**News You Can Use**

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Louisiana (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Local Operator Verification/Interruption Service, Collect calls, Person to Person calls, Zero Minus (0-) Charging, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 963.71 Application of AT&T Louisiana and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.

**ONLINE BILL SUPPORT**

Register at [att.com/managementaccount](http://att.com/managementaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

**Terms and Conditions**

**RETURNED CHECK**

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

**SERVICE INFORMATION**

Your local services are provided by AT&T Louisiana (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

**LATE CHARGE REMINDER**

An additional charge pursuant to tariff or other terms of service may apply to any unpaid balance after your next bill date.

**BILL DISCREPANCY**

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.



News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$10.09. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

CARRIER INFORMATION

Our records show that you have not selected a primary local toll or long distance carrier. Please contact us if this does not agree with your records.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at att.com.

PAYMENT OPTIONS

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

SERVICE WITHDRAWAL

(Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Kentucky (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number; Local Verification/Interruption Service; Collect calls; Person to Person calls; Zero Minus (0-) Charging; and International Directory Assistance.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 563.71 Application of AT&T Kentucky and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V.I.T.Y.: 800.651.5111. Frank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.)

ONLINE BILL SUPPORT

Register at att.com/managedmyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

Terms and Conditions

SERVICE INFORMATION

Your local services are provided by AT&T Kentucky (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

RETURNED CHECK

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

LATE CHARGE REMINDER

A \$6.50 Late Payment Charge may apply to any unpaid current charges balance as of your next bill date.

BILL DISCREPANCY

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

x

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms

x

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**News You Can Use**

**COLLECTION POLICY**

If your final balance remains unpaid after the DUE BY date, it may become necessary to send your account for further collection activity. You may be held responsible for fees associated with the collection efforts, including attorney's fees, as permitted by law. If you have any questions, please contact us at 800.288.2020. AT&T appreciates your business and we look forward to doing business with you in the future.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**RE: YOUR ACCOUNT**

We noticed you made a change in your AT&T service. We invite you to call us at 877.377.2319 or visit att.com/deal4025 if you have any questions or want to learn about special offers for wireless, home phone, Internet and TV.

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

**SERVICE WITHDRAWAL**

(Pending state and regulatory approval where applicable; BellSouth Telecommunications, LLC d/b/e AT&T Georgia (AT&T) and BellSouth Long Distance, Inc. d/b/e AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Verification and Emergency, Interrupt Service, Collect calls, Person to Person calls, Zero Minus (0-) Charging, and International Directory Assistance.)

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**FINAL BILL VIDEO**

Need help reading your final bill? Visit att.com/finalbillvideo to view a helpful video.

**Terms and Conditions**

**RETURNED CHECK**

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**SERVICE INFORMATION**

Your local services are provided by AT&T Georgia (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicpublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

**LATE CHARGE REMINDER**

A \$5.50 Late Payment Charge may apply to an unpaid balance as of your next bill date.

**BILL DISCREPANCY**

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x

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**Plans and Services**

**Government Fees and Taxes - Continued**

No.	Description	Quantity	
1	Emergency 911 Service	1	1.75
<b>Total Government Fees and Taxes</b>			<b>5.55</b>

**Total Plans and Services 55.11**

**News You Can Use**

**PREVENT DISCONNECT**

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges MUST be paid in order to prevent interruption of basic local service. These charges, which do not include third-party charges, are already included in the Total Amount Due and are \$55.11. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

**CARRIER INFORMATION**

Our records show that you have not selected a primary local toll or long distance carrier. Please contact us if this does not agree with your records.

**ELECTRONIC PAYMENTS**

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at att.com.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

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**(SERVICE WITHDRAWAL)**

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Alabama (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Local Operator, Verification/Interruption Service, Collect calls, Person to Person calls, Zero-Minus (0-) Charging, and International Directory Assistance.

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**LATE CHARGE REMINDER**

A \$8.50 Late Payment Charge may apply to an unpaid balance as of your next bill date.

**SERVICE INFORMATION**

Your local services are provided by AT&T Alabama (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

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at&t



**News You Can Use**

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Florida (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Verification and Emergency Interrupt Service, Collect calls, Person to Person calls, Zero Minus (0-) Charging, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the §63.71 Application of AT&T Florida and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.

**Terms and Conditions**

**SERVICE INFORMATION**

Your local services are provided by AT&T Florida (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

**LATE PAYMENT REMINDER**

A Late Payment Charge of \$6.50 may apply to any unpaid balance.

**RETURNED CHECK**

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**LATE CHARGE REMINDER**

A \$6.50 Late Payment Charge may apply to an unpaid balance as of your next bill date.

**BILL DISCREPANCY**

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**Plans and Services**

**Local Calls**

Direct Dialed Calls	
Local Toll - Over 15 Miles	
1 Minute(s) / Flat Rate	.35
<b>Total for Direct Dialed Calls</b>	<b>.35</b>

Day Rate: Mon-Fri, 9am-11am, 2pm-8pm  
Evening Rate: Mon-Fri, 8am-9am, 11am-2pm, 8pm-9pm - 0% Discount  
Night/Wknd Rate: 8pm-8am, Sat/Sun/Holidays - 0% Discount

1 Call(s) made this month averaged \$.35 per call

**Local Saver Pack Unlimited**

52 Call(s) were placed this month

**Surcharges and Other Fees**

9-1-1 Emergency System	
Billed for Chicago	3.90
State Infrastructure Maintenance Fee	.12
State Additional Charges	.02
Infrastructure Maintenance Credit	.79CR
Federal Universal Service Fee	.98
IL Universal Service Fee	.19
IL Telecom Relay Svc and Eqp	.07
<b>Total Surcharges and Other Fees</b>	<b>4.49</b>

**Taxes**

Federal at 3%	.67
Illinois at 7%	1.64
Municipal Telecommunications Tax	1.64
<b>Total Taxes</b>	<b>3.95</b>

**Total Plans and Services 31.68**

**AT&T Messaging**

<b>Monthly Service - Oct 22 thro Nov 21</b>	
Unified Messaging	8.95
<b>Total AT&amp;T Messaging</b>	<b>8.95</b>

**News You Can Use**

**PREVENT DISCONNECT**

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**News You Can Use - Continued**

**LOCAL TOLL INFO**

Our records show that you have AT&T Illinois or a company that resells services of AT&T Illinois as your carrier for local toll service.

**LONG DISTANCE INFO**

Our records indicate that you have chosen not to have a long distance company.

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5 convenience charge. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**SERVICE WITHDRAWAL**

(Pending state and regulatory approval where applicable, Illinois Bell Telephone Company d/b/a AT&T Illinois (AT&T) and SBC Long Distance, LLC (d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the \$63.71 Application of AT&T Illinois and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.851.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.

**IL UNIVERSAL SVC FEE**

The IL Universal Service Fee will increase on 10/1/2015. This fee helps to maintain affordable rates for IL consumers in high-cost areas. Your current bill reflects this change. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at www.att.com/stoppaper using your checking account. It's easy, secure, and convenient!



**News You Can Use**

**News You Can Use - Continued**

**SERVICE INFORMATION**

Your local services are provided by AT&T Indiana (Indiana Bell Telephone Company Incorporated). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), AT&T Communications of Indiana, LLC (Intrastate), and/or AT&T Corp. (Interstate and International). You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an **ARBITRATION CLAUSE**. You should review the Terms on a regular basis.

**SERVICE WITHDRAWAL**

Pending state and regulatory approval where applicable, Indiana Bell Telephone Company d/b/a AT&T Indiana (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

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**MOVING SOON?**

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**News You Can Use - Continued**

**PAYMENT OPTIONS**

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**ELECTRONIC PAYMENTS**

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

**RATE NOTICE**

The monthly rate will increase by \$2 on 1/3/2016 for the following packages: Complete Choice® Basic, Complete Choice® Enhanced, ALL DISTANCE® and ALL DISTANCE® ONLINE. To learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**RATE NOTICE**

Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute out-of-state rates will increase from \$1.30 to \$1.50 on 1/1/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**RATE INCREASE**

The monthly rate for Automatic Callback, Call Control, Call Screening, Multi-Ring 1st Number, Repeat Dialing, Speed Calling 8 and Three-Way Calling will increase from \$9.50 to \$9.00 on 1/3/2016. You will not be impacted by this increase if you subscribe to these features as part of a package. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**ONLINE BILL SUPPORT**

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**MAKING PAYMENTS EASY**

AT&T offers several convenient ways to pay your bill. You can pay online at [att.com](http://att.com), use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

**CUSTOMER SUPPORT**

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Tagalog 800.956.8084; Russian 888.882.4839; Polish 800.417.1588. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.



**Plans and Services**

Taxes	
Federal at 3%	1.42
State at 6%	2.90
<b>Total Taxes</b>	<b>4.32</b>
<b>Total Plans and Services</b>	<b>57.29</b>

**AT&T Internet Services**

Notice: Charges appearing in this section are for services provided by AT&T Corp. and/or by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin, based upon your service address location.

For Billing Inquiries:  
 High Speed Internet (DSL): 877.722.3755  
 Web Hosting: 888.932.4678  
 ConnectTech: 888.354.1260  
 AT&T Wi-Fi contact information located at attwifi.com.

**Itemized Charges and Credits**

No.	Date	Description	
<b>Services for 22642382</b>			
1	10-12	AT&T HSI EXPRESS	42.00
		Service Date: 10/11/15-11/10/15	
		BROWN DAVID	
		HSI No. 313 371-0026	
		fuelmixer@sbcglobal.net	
<b>Total AT&amp;T Internet Services</b>			<b>42.00</b>

**News You Can Use**

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**LOCAL TOLL INFO**

Our records show that you have AT&T Michigan or a company that resells services of AT&T Michigan as your carrier for local toll service.

**LONG DISTANCE INFO**

Our records indicate that you have chosen not to have a long distance company.

**News You Can Use - Continued**

**(SERVICE WITHDRAWAL)**

Pending state and regulatory approval where applicable, Michigan Bell Telephone Company d/b/a AT&T Michigan (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third, Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

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**ELECTRONIC PAYMENTS**

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Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. We cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at www.att.com/stoppaper using your checking account. It's easy, secure, and convenient!



**AT&T Long Distance**

Message Regarding Terms & Conditions:  
To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/servicepublications](http://www.att.com/servicepublications) or call AT&T at the toll free number on your bill.

Invoice Summary  
(as of October 09, 2015)

<b>Current Charges</b>	
Service Charges	7.95
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	2.89
Taxes	.76
<b>Total Invoice Summary</b>	<b>11.60</b>

**Service Charges**

**Monthly Service Charges**

Type of Service	Period	Qty	
1. Nation Call 60 Prfd	10/07-11/08	1	7.95
<b>Total Monthly Service Charges</b>			<b>7.95</b>

**Total Service Charges 7.95**

**Surcharges and Other Fees**

2. Carrier Cost Recovery Fee	1.99
3. Federal Universal Service Fee	.90
<b>Total Surcharges and Other Fees</b>	<b>2.89</b>

**Taxes**

4. Federal	.00
5. State	.62
6. Municipal	.14
7. Non Home State	.00
<b>Total Taxes</b>	<b>.76</b>

**Total Invoice Charges 11.60**

**Total AT&T Long Distance 11.60**

**News You Can Use**

**PREVENT DISCONNECT**

Thank you for being a valued customer. It is important to inform you that all charges must be paid each month to keep your account current and prevent collection activities. In addition, please be aware that we are required to inform you of certain charges that MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$66.51.

**CARRIER INFO**

AT&T Long Distance, or a company that resells their service, is your long distance and local toll carrier.

**News You Can Use - Continued**

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT (800.668.3268). Moves of Lifeline service must be placed via phone.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5 convenience charge. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**ELECTRONIC PAYMENTS**

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

**(SERVICE WITHDRAWAL)**

(Pending state and regulatory approval where applicable, The Ohio Bell Telephone Company d/b/a AT&T Ohio (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 863.71 Application of AT&T Ohio and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111 or [att.com](http://att.com). Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087)

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at [www.att.com/stopper](http://www.att.com/stopper) using your checking account. It's easy, secure, and convenient.



Plans and Services

<b>Taxes</b>	
Federal at 3%	1.28
State at 5%	2.14
County at .5%	.21
Stadium at .1%	.04
<b>Total Taxes</b>	<b>3.65</b>
<b>Total Plans and Services</b>	<b>47.34</b>

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. It is important to inform you that all charges must be paid each month to keep your account current and prevent collection activities. In addition, please be aware that we are required to inform you of certain charges that MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$47.34.

LOCAL TOLL INFO

Our records show that you have AT&T Wisconsin or a company that resells services of AT&T Wisconsin as your carrier for local toll service.

LONG DISTANCE INFO

Our records indicate that you have chosen not to have a long distance company.

SERVICE WITHDRAWAL

(Pending state and regulatory approval where applicable, Wisconsin Bell, Inc. d/b/a AT&T Wisconsin (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line (Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 983.71 Application of AT&T Wisconsin and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.051.5111. Thank you, AT&T, 60 West Avenue, Room 406, Wayne, PA 19087.)

News You Can Use - Continued

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

PAYMENT OPTIONS

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5 convenience charge. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

SERVICE INFORMATION

Your local services are provided by AT&T Wisconsin (Wisconsin Bell, Inc.). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

RATE NOTICE

The Restoral of Service Fee for a Residence or Business line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at att.com or call 800.288.2020.

RATE NOTICE

Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute out-of-state rates will increase from \$1.30 to \$1.50 on 1/1/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

RATE NOTICE

The monthly rate for the following Primary and Additional Access Lines will increase on 1/3/2016. Access Area A and B from \$25 to \$26 and Access Area C from \$21 to \$24. Customers with certain Packages and Bundles will not be affected by the increase. For more information, visit us at att.com or call 800.288.2020.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at www.att.com/stoppaper using your checking account. It's easy, secure, and convenient.



News You Can Use

PAYMENT OPTIONS

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

RATE NOTICE

The Restoral of Service fee for a residence line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at att.com or call 800.288.2020.

RATE NOTICE

The monthly rate for Priority Call will increase from \$7.50 to \$9.00 on 1/3/2016. If you subscribe to this feature as part of a package, the rate you pay will not change. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

COLLECTION POLICY

If your final balance remains unpaid after the DUE BY date, it may become necessary to send your account for further collection activity. You may be held responsible for fees associated with the collection efforts, including attorney's fees, as permitted by law. If you have any questions, please contact us at 800.288.2020. AT&T appreciates your business and we look forward to doing business with you in the future.

RATE NOTICE

Your monthly rate for Residence Access Line Service will increase to \$26 on 1/3/2016. If you subscribe to one of our packages, you may not be impacted by this increase. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

SERVICE WITHDRAWAL

(Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Arkansas (AT&T) and SBC Long Distance, LLC (d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line (Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier, or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 563.71 Application of AT&T Arkansas and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire a reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY: 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.)

ONLINE BILL SUPPORT

Register at att.com/managermyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

MAKING PAYMENTS EASY

AT&T offers several convenient ways to pay your bill. You can pay online at att.com, use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

CUSTOMER SUPPORT

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Japanese 800.573.7573. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.

EASY ONLINE SUPPORT!

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit att.com/support for self help tools, FAQs and troubleshooting tips. Check out att.com/repair to view our simplified online repair experience or visit att.com/bill to find answers to your billing questions.

Terms and Conditions

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

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

TOLL AVAILABILITY

The long distance availability limit on your account is \$200.00

SERVICE INFORMATION

Your local services are provided by AT&T Arkansas (Southwestern Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.





**DIRECTV**

Taxes	
1. Sales Tax	6.81
<b>Total DIRECTV</b>	<b>92.80</b>

**News You Can Use**

**PREVENT DISCONNECT**

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, fees and surcharges, and any feature package, if applicable, MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$55.63. Also, neglecting to pay for other charges such as long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

**LONG DIST. PROVIDERS**

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

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT(800.668.3288). Moves of Lifeline service must be placed via phone.

**ELECTRONIC PAYMENTS**

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

**RATE NOTICE**

Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute Out-of-State rates will increase from \$1.30 to \$1.50 on 1/1/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

**SAVE WITH LIFELINE**

Eligible customers can receive a discount on their monthly local telephone service. You may qualify if you participate in one of the following programs: Medicaid, SNAP, TANF, General Assistance, SSI, LIEAP, National School Lunch free lunch program, Federal Public Housing/Section 8, Food Distribution Program or if your income is at or below 150% of the federal poverty level. Call 877.677.0250 for information.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**RATE NOTICE**

The Restoral of Service fee for a residence line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at [att.com](http://att.com) or call 800.288.2020.

**COLLECTION POLICY**

If your final balance remains unpaid after the DUE BY date, it may become necessary to send your account for further collection activity. You may be held responsible for fees associated with the collection efforts, except for attorney fees, as permitted by law. If you have any questions, please contact us at 800.288.2020. AT&T appreciates your business and we look forward to doing business with you in the future.

**SERVICE WITHDRAWAL**

(Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Kansas (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number; Busy Line; Verify/Interrupt; Collect calls; Person to Person calls; and International Directory Assistance Service.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the \$63.71 Application of AT&T (Kansas and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA. 19087.)

**ONLINE BILL SUPPORT**

Register at [att.com/managermyaccount](http://att.com/managermyaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

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**CUSTOMER SUPPORT**

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Japanese 800.573.7573. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.



## News You Can Use

### RATE NOTICE

Your monthly rate for Residence Access Line Service will increase to \$26 on 1/3/2016. If you subscribe to one of our packages, you may not be impacted by this increase. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

### SERVICE WITHDRAWAL

(Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Missouri (AT&T) and SBC Long Distance, LLC d/b/a (SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line) Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.)

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### ONLINE BILL SUPPORT

Register at [att.com/management](http://att.com/management) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

### MAKING PAYMENTS EASY

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### CUSTOMER SUPPORT

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### EASY ONLINE SUPPORT!

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit [att.com/support](http://att.com/support) for self help tools, FAQs and troubleshooting tips. Check out [att.com/repair](http://att.com/repair) to view our simplified online repair experience or visit [att.com/bill](http://att.com/bill) to find answers to your billing questions.

## Terms and Conditions

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

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

### SERVICE INFORMATION

Your local services are provided by AT&T Missouri (Southwestern Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.



## News You Can Use

### MOVING SOON?

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

### ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

### RATE NOTICE

Your monthly rate for Complete Choice® Basic, Complete Choice® Enhanced or ALL DISTANCE® will increase by \$2 on 1/3/2016. To learn more, visit us at [att.com](http://att.com) or call 800.288.2020.

### RATE NOTICE

Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute Out-of-State rates will increase from \$1.30 to \$1.50 on 1/1/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

### RATE INCREASE

The monthly rate for Selective Call Forwarding will increase from \$8.50 to \$9.00 on 1/3/2016. If you subscribe to this feature as part of a package, the rate you pay will not change. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

### RATE NOTICE

The per minute rate for In-State (Intrastate/IntraLATA) Local Toll Calls will increase from \$0.40 to \$0.45 on 1/3/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

### PAYMENT OPTIONS

Use the myAT&T App\* on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

### RATE NOTICE

The Restoral of Service fee for a residence line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at [att.com](http://att.com) or call 800.288.2020.

### RATE NOTICE

The monthly rate for Priority Call will increase from \$7.50 to \$9.00 on 1/3/2016. If you subscribe to this feature as part of a package, the rate you pay will not change. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

### RATE NOTICE

Your monthly rate for Residence Access Line Service will increase to \$26 on 1/3/2016. If you subscribe to one of our packages, you may not be impacted by this increase. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

### COLLECTION POLICY

If your final balance remains unpaid after the DUE BY date, it may become necessary to send your account for further collection activity. You may be held responsible for fees associated with the collection efforts, including attorney's fees, as permitted by law. If you have any questions, please contact us at 800.288.2020. AT&T appreciates your business and we look forward to doing business with you in the future.

### SERVICE WITHDRAWAL

(Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Oklahoma (AT&T) and SBC Long Distance, LLC) (d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line) (Verify/Interrupt Collect calls, Person to Person calls, and International Directory Assistance Service.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the \$63.71 Application of AT&T Oklahoma and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire a reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY: 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA. 19087.)

### ONLINE BILL SUPPORT

Register at [att.com/managemyaccount](http://att.com/managemyaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

### MAKING PAYMENTS EASY

AT&T offers several convenient ways to pay your bill. You can pay online at [att.com](http://att.com), use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

### CUSTOMER SUPPORT

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Japanese 800.573.7573. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.

### EASY ONLINE SUPPORT!

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit [att.com/support](http://att.com/support) for self help tools, FAQs and troubleshooting tips. Check out [att.com/repair](http://att.com/repair) to view our simplified online repair experience or visit [att.com/bill](http://att.com/bill) to find answers to your billing questions.



AT&T Long Distance

Important Information - Continued

Distance, access www.att.com/servicepublications or call AT&T at the toll free number on your bill.

Invoice Summary

(as of October 13, 2015)

Table with 2 columns: Description, Amount. Includes Current Charges (25.00), Service Charges, Credits and Adjustments (.00), Call Charges, Surcharges and Other Fees (4.68), Taxes (2.05).

Total Invoice Summary 31.73

Service Charges

Monthly Service Charges

Table with 3 columns: Type of Service, Period, Qty, Amount. Includes Uninitiated Call One (10/11-11/10, 1, 25.00).

Total Service Charges 25.00

Surcharges and Other Fees

Table with 2 columns: Description, Amount. Includes Carrier Cost Recovery Fee (1.89), Federal Universal Service Fee (2.13), State Cost-Recovery Fee (.07), TX Utility Gross Receipts Assessment (.02), Texas Universal Service (.47).

Taxes

Table with 2 columns: Description, Amount. Includes Federal Tax (.00), State and Local Taxes (2.05).

Total AT&T Long Distance 31.73

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, fees and surcharges, and any feature package, if applicable, MUST be paid in order to prevent interruption of basic local service.

LONG DIST. PROVIDERS

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

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill.

PAYMENT OPTIONS

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee.

SERVICE WITHDRAWAL

(Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Texas (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line, Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 83-71 Application of AT&T Texas and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire a reasonable substitute service.) AT&T Customer Service can be reached at the toll-free number on your bill or VTTY (800.851.5111). Thank you, AT&T, 80 West Avenue, Room 405, Wayne, PA, 19087.

ONLINE BILL SUPPORT

Register at att.com/managedmyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

Vertical text at the bottom of the page, likely a scanning artifact or bleed-through from the reverse side.



**AT&T Long Distance**

**Key to Calling Codes**

D Day                      Z Other

**Total Other AT&T Long Distance**                      .00

**News You Can Use**

**PREVENT DISCONNECT**

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges **MUST** be paid to avoid disconnection. Currently, for this account that amount is \$56.90. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

**CARRIER INFORMATION**

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

**ELECTRONIC PAYMENTS**

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

**LATE CHARGE REMINDER**

A flat \$8.50 Late Payment Charge may apply to any unpaid balance as of your next bill date. For more information, please visit us online at [att.com](http://att.com) or call 800.288.2020.

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit [att.com/bill](http://att.com/bill) to pay your AT&T bills electronically, or use our Interactive Voice Response system **FREE** of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT(800.688.3288). Moves of Lifeline service must be placed via phone.

**(SERVICE WITHDRAWAL)**

Pending state and regulatory approval where applicable, Nevada Bell Telephone Company d/b/a AT&T Nevada (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number; Busy Line Verify/Interrupt; Collect calls; Person to Person calls; and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 863.71 Application of AT&T (Nevada and AT&T Long Distance). Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or [1.800.651.5111](tel:18006515111). Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.

**MAKING PAYMENTS EASY**

AT&T offers several convenient ways to pay your bill. You can pay online at [att.com](http://att.com), use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

**ONLINE BILL SUPPORT**

Register at [att.com/managermyaccount](http://att.com/managermyaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

**EASY ONLINE SUPPORT!**

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit [att.com/support](http://att.com/support) for self help tools, FAQs and troubleshooting tips. Check out [att.com/repair](http://att.com/repair) to view our simplified online repair experience or visit [att.com/bill](http://att.com/bill) to find answers to your billing questions.

**CUSTOMER SUPPORT**

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Russian 888.882.4839; Polish 800.417.1588; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Japanese 800.573.7573; Tagalog 800.956.8084. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.



**News You Can Use**

**PAYMENT OPTIONS**

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. \*Compatible device and account registration required. Messaging and data charges may apply for download and usage.

**MOVING SOON?**

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

**SURCHARGE INCREASE**

The CA Universal LifeLine Telephone Service (ULTS) surcharge increased from 3.80% to 5.50% on 10/1/2015. If you have any questions, please call us at the number listed on the front of your bill.

**SERVICE WITHDRAWAL**

(Pending state and regulatory approval where applicable, Pacific Bell Telephone Company, d/b/a AT&T California (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt Collect calls, Person to Person calls, and International Directory Assistance Service.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public, convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, (Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554) (and include in your comments a reference to the 563.71 Application of AT&T (California and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill (or V/TTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087)

**CA LIFELINE REMINDER**

AT&T offers LifeLine Telephone Service for eligible low income customers. California LifeLine provides basic residential telephone service at discounted rates on Flat Rate and Measured Rate service. The Federal Lifeline program offers an additional benefit, Tribal Lands/Enhanced Lifeline. Tribal Lands/Enhanced Lifeline provides free monthly local access after credits are applied. To be eligible for Tribal Lands/Enhanced Lifeline, customers must live on federally recognized Tribal Lands. Additional service connection credits may also apply.

**ONLINE BILL SUPPORT**

Register at att.com/managementaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

**MAKING PAYMENTS EASY**

AT&T offers several convenient ways to pay your bill. You can pay online at att.com, use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

**EASY ONLINE SUPPORT!**

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit att.com/support for self help tools, FAQs and troubleshooting tips. Check out att.com/repair to view our simplified online repair experience or visit att.com/bill to find answers to your billing questions.

**CUSTOMER SUPPORT**

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Russian 888.882.4839; Polish 800.417.1588; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Japanese 800.573.7573; Tagalog 800.956.8084. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.

**Terms and Conditions**

**THREE PAYMENT OPTIONS:** Electronically through Automatic Payment Service or Online: AT&T eBill<sup>SM</sup>. At an Authorized Payment Location. Or mail to AT&T PO BOX 5025, Carol Stream, IL 60197-5025.

**BILLING QUESTIONS:** Call us at 800.288.2020, or write to: AT&T Residence Service, 2150 Webster Street, Room 401, Oakland, CA 94612; or AT&T Business Service, 14575 Presidio Square, Room CR, Houston, TX 77083; or visit att.com. If you have a complaint you cannot resolve with us, write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave, San Francisco, CA 94102 or at cpuc.ca.gov, or call 800.649.7570 or TDD 800.229.6846. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov or call 888.225.5322, or TTY 888.835.5322. Note: The CPUC handles complaints for both interstate and intrastate unauthorized carrier changes ("slamming"). The California consumer protection rules are available online at calphoneinfo.com.

**FEDERAL SURCHARGES:** The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

**TARIFF INFORMATION:** Call 1-888-319-8800 or visit our web site www.att.com/servicepublications.

**CALLER ID SELECTIVE & COMPLETE BLOCKING:** Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial \*67 (1167 - rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls except those you elect not to block. Dial \*82 (1182 - rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

**SERVICE INFORMATION**

Your local services are provided by AT&T California (Pacific Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.



News You Can Use

PAYMENT OPTIONS

Use the myAT&T App\* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020.

RE: YOUR ACCOUNT

We noticed you made a change in your AT&T service. We invite you to call us at 877.377.2319 or visit att.com/deal4025 if you have any questions or want to learn about special offers for wireless, home phone, Internet and TV.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

(SERVICE WITHDRAWAL)

(Pending state and regulatory approval, where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Mississippi (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Local Operator Verification/Interruption Service, Collect calls, Person to Person calls, Zero Minus (0-) Charging, and International Directory Assistance.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 363.71 Application of AT&T Mississippi and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY: 800.651.5111. Thank you.) (AT&T, 80 West Avenue, Room 405, Wayne, PA, 19087)

FINAL BILL VIDEO

Need help reading your final bill? Visit att.com/finalbillvideo to view a helpful video.

Terms and Conditions

SERVICE INFORMATION

Your local services are provided by AT&T Mississippi (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

RETURNED CHECK

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

LATE CHARGE REMINDER

A \$6.50 Late Payment Charge may apply to an unpaid current charges balance as of your next bill date.

BILL DISCREPANCY

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 80 days after the receipt of your AT&T bill.

x

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms

x

x



## News You Can Use

### SERVICE WITHDRAWAL

(Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T North Carolina (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Verification and Emergency, Interrupt Service, Collect calls, Person to Person calls, and International Directory Assistance.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 563.71 Application of AT&T North Carolina and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.)

### ONLINE BILL SUPPORT

Register at [att.com/managementaccount](http://att.com/managementaccount) to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

## Terms and Conditions

### LATE PAYMENT CHARGE

An additional charge at the rate of 6% may apply to any unpaid balance as of your next bill date.

### RETURNED CHECK

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

### BILL DISCREPANCY

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

### SERVICE INFORMATION

Your local services are provided by AT&T North Carolina (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.



## News You Can Use

### News You Can Use

#### ACCOUNT STATUS

Where allowed by law, AT&T may implement late payment interest of no more than 18% annually. Rates will vary based on state regulations. Interest will be calculated based upon daily balances and will be applicable for each day that a delinquent balance is outstanding. This charge will apply to all balances that are delinquent through such time that payment in full is received at AT&T. The late payment interest will be billed on a monthly basis. Accounts billed outside the US will not be charged LPI.

Where allowed by law, AT&T may implement a \$25 service fee for restoration of service where delinquency has caused an interruption. This fee will be applicable to each account that is being restored and will be included on your monthly billing statement.

Some products require electronic billing as their official bill media. When electronic billing is the official bill media, an informational statement may be sent containing some of the same information as the electronic bill. The informational statement is not your bill. However, if you choose to mail your payment instead of paying electronically, the informational statement has a tear-off that can be used to submit your payment.

#### JUST FOR YOUR BUSINESS

Make a statement - by not receiving one. View and download your bill details electronically via View Bills from the BusinessDirect website! This state-of-the-art online bill provides all the information that is necessary to manage your business. Pay, view and download your bill, in one easy step ... and it's FREE! For access to BusinessDirect, and View Bills, Please contact your Account Executive.

Where allowed by law, AT&T will charge a \$25 fee for any payment returned for insufficient funds, applied on your next invoice. AT&T values your business and thanks you for your cooperation in this matter.

#### REGULATORY NEWS

\*\*\*\*Important News About Your Account\*\*\*\*

You are requested to provide in writing to AT&T, within six months of this bill, any dispute with respect to the charges on this bill, unless a different notification period applies under your contract, State Tariff and/or Service Guide.

You can reach AT&T either by using the toll free number on your bill, or in writing at the remittance address listed on your bill.

[http://serviceguide.att.com/servicelibrary/business/ext/state\\_tariff\\_buss.cfm](http://serviceguide.att.com/servicelibrary/business/ext/state_tariff_buss.cfm)

If you receive service pursuant to a signed contract or other term agreement with AT&T and it is currently in effect, its terms will govern the provision of your AT&T service.

AT&T's standard contract for detariffed services not covered by a signed contract or term agreement, including expired contracts or term plans that are not renewed, can be found at: <http://www.att.com/business/agreement>. Important limits of liability apply, including: AT&T is not liable for indirect or consequential damages (such as your lost profits or other economic loss), and direct damages during any 12 months cannot exceed one month of your payments for affected service.

Additional terms, conditions, charges, penalties, and price change information for all detariffed business services can be viewed at <http://www.att.com/serviceguide/business>. If you do not have access to the Internet, please contact your AT&T Sales Representative or Customer

### News You Can Use

#### REGULATORY NEWS - Continued Care Center for information.

Federal regulation requires AT&T to inform our valued customers that basic local services will not be disconnected for the non-payment of non-regulated service charges. To avoid collection activity, please remember to pay all charges by the due date.

In addition, you may experience disconnection of your basic local service if payment is not received for the Long Distance portion of your bill except in the following states: Alabama, Arizona, California, Colorado, Hawaii, Idaho, Indiana, Iowa, Maryland, Michigan, Minnesota, Missouri, New Mexico, New York, New Jersey, North Carolina, North Dakota, Ohio, Oklahoma, Pennsylvania, Texas, Utah, Vermont, Virginia, Washington.

Connecticut Customers only: You may experience disconnection of your basic local service for the non-payment of Dial Tone and Directory Listing charges on your bill.

#### SERVICE WITHDRAWAL

Pending federal and state regulatory approval where applicable, on or after March 18, 2016, AT&T Corp. will discontinue the following services originating and terminating in the United States, the District of Columbia, Puerto Rico, the U.S. Virgin Islands and all international locations: Bill to a Third Number, Busy Line Verify / Interrupt, Collect, International Directory Assistance, and Person-to-Person.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the section 63.71 Application of AT&T Corp., AT&T Communications of Indiana, LLC, AT&T Communications of New York Inc., AT&T Communications of Texas, LLC, AT&T Communications of Virginia, LLC, AT&T Alaska and Teleport Communications Group. Comments information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY at 711. Thank you, AT&T, 60 West Avenue, Room 405 Wayne, P.A. 19087.

#### Attention Valued AT&T Customers:

If your invoice includes any back-billed charges, you have the right to pay these charges in full with your regular bill, or to call AT&T to make reasonable payment arrangements. You may choose to pay the back-billed amount in monthly installments equal to the number of back-billed months. Please take note that you must pay the full amount of your phone bill each month, including installments to repay back-billed charges, in order to avoid possible disconnection and other charges and penalties. If you are interested in using this payment method for any back-billed amount, please call AT&T on the toll-free number located on your bill.

#### DO NOT CALL

If your business makes outbound telephone solicitations, you must comply with federal do-not-call laws and regulations (47 C.F.R. 64.1200 and 16 C.F.R. 310) and any applicable state laws.

#### Attention Pennsylvania Customers:



### News You Can Use

#### MOVING SOON?

Stay connected with AT&T. Please visit us online at [att.com/move](http://att.com/move) or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

#### (SERVICE WITHDRAWAL)

(Pending state and regulatory approval where applicable, BellSouth Telecommunications, LLC d/b/a AT&T Tennessee (AT&T) and BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Local Operator Verification/Interruption Service, Collect calls, Person to Person calls, and International Directory Assistance.)

(The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 563.71 Application of AT&T Tennessee and AT&T Long Distance Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/T/Y 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA 19087.)

#### FINAL BILL VIDEO

Need help reading your final bill? Visit [att.com/finalbillvideo](http://att.com/finalbillvideo) to view a helpful video.

### Terms and Conditions

#### LATE CHARGE REMINDER

An additional charge at the rate of 2% may apply to an unpaid balance as of your next bill date.

#### SERVICE INFORMATION

Your local services are provided by AT&T Tennessee (BellSouth Telecommunications, LLC). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

#### RETURNED CHECK

An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

#### BILL DISCREPANCY

AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

**CERTIFICATE OF SERVICE**

I, **Lacretia Hill**, certify that I have, on January 6, 2016 served a copy of the foregoing Section 63.71 Application of AT&T by U.S. Mail postage prepaid to the addresses on the attached sheets.

/s/Lacretia Hill  
Lacretia Hill

**Alabama Public Service Commission  
100 N. Union Street  
Suite 850  
Montgomery, AL 36130**

**Office of the Governor  
State Capitol  
600 Dexter Avenue  
Montgomery, AL 36130**

**Arizona Corporation Commission  
Commissioners Wing  
1200 West Washington  
Phoenix, AZ 85007-2996**

**Office of the Governor  
1700 West Washington  
Phoenix, Arizona 85007**

**Arkansas Public Service Commission  
P.O Box 400  
Little Rock, AR 72203-0400**

**Office of the Governor  
Governor's Office  
State Capitol Rm. 250  
Little Rock, AR 72201**

**Office of the Governor  
Governor's Office  
State Capitol Building  
Sacramento, California 958 14**

**Michael R. Peevey  
President, California Public Utilities  
Commission  
Headquarters Office  
505 Van Ness Avenue  
San Francisco, CA 94 102-3298**

**Colorado Public Utilities Commission  
1560 Broadway  
Suite 250  
Denver, CO 80202**

**Office of the Governor  
136 State Capitol  
Denver, CO 80203-1792**

**Office of the Governor  
State Capitol  
210 Capitol Avenue  
Hartford, Connecticut 06106**

**Public Utilities Regulatory Authority  
Department of Energy and Environmental  
Protection  
Ten Franklin Square  
New Britain, CT 06051**

**Delaware Public Service Commission  
861 Silver Lake Boulevard  
Cannon Building, Suite 1000  
Dover, DE 19904**

**Office of the Governor  
Tatnall Building  
William Penn Street, 2<sup>nd</sup> Floor  
Dover, DE 19901**

**District of Columbia  
Public Service Commission  
1333 H Street, NW  
Suite 200, West Tower;  
Washington, DC 20005**

**Mayor Vincent Gray  
Office of the Mayor  
John A. Wilson Building  
1350 Pennsylvania Avenue, NW  
Washington, DC 20004**

**Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850**

**Office of the Governor  
The Capitol  
Tallahassee, FL 32399-0001**

**Office of the Governor  
Georgia State Capitol  
Atlanta, GA 30334**

**Georgia Public Service Commission  
244 Washington Street, SW  
Atlanta, GA 30334**

**Idaho Public Utilities Commission  
472 W. Washington Street  
Boise, ID 83720-0074**

**Office of the Governor  
P.O. Box 83720  
Boise, Idaho 83720**

**Office of the Governor  
207 State House  
Springfield, Illinois 62706**

**Illinois Commerce Commission  
527 East Capitol Ave  
Springfield, IL 62701**

**Office of the Governor  
Statehouse  
Indianapolis, Indiana 46204**

**Indiana Utility Regulatory Commission  
PNC Center  
101 West Washington Street  
Suite 1500 East  
Indianapolis, IN 46204**

**Office of the Governor & Lt. Governor  
State Capitol  
1007 East Grand Ave.  
Des Moines, IA 50319**

**Iowa Utilities Board  
1375 E. Court Ave  
Room 69  
Des Moines, IA 50319**

**Office of the Governor  
Capitol, 300 SW 10th Ave., Ste. 241S  
Topeka, Kansas 666 12- 1590**

**Kansas Corporation Commission  
Commissioners, Utilities Division, Motor  
Carriers, Pipeline Safety and Energy  
1500 SW Arrowhead Road  
Topeka, KS 66604-4027**

**Office of the Governor  
700 Capital Avenue  
Suite 100  
Frankfort, KY 40601**

**Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, KY 40601**

**Louisiana Public Service Commission  
Galvez Building, 12th Floor  
602 North Fifth Street  
P.O. Box 91154  
Baton Rouge, LA 70821**

**Office of the Governor  
P.O. Box 94004  
Baton Rouge, LA 70804-9004**

**Office of the Governor  
Room 280  
Boston, MA 02133**

**Office of Consumer Affairs and Business  
Regulation  
10 Park Plaza, Suite 5170  
Boston, MA 02116**

**Office of the Governor  
State House, 100 State Circle  
Annapolis, MD 21401**

**Maryland Public Service Commission  
William D. Schaefer Tower  
6 St. Paul Street, 16th Fl  
Baltimore, MD 21202**

**Office of the Governor  
1 State House Station  
Augusta, ME 04333-0001**

**Maine Public Utilities Commission  
State House Station 18  
Augusta, ME 04333**

**Michigan Public Service Commission  
P.O. Box 30221  
Lansing, MI 48909**

**Office of the Governor  
P.O. Box 30013  
Lansing, Michigan 48909**

**Minnesota Public Utilities Commission  
121 7th Place East  
Suite 350  
Saint Paul, MN 55101**

**Office of the Governor  
130 State Capitol  
75 Rev. Dr. Martin Luther King Jr. Blvd.  
Saint Paul, MN 55155**

**Office of the Governor  
P.O. Box 139  
Jackson, MS 39205**

**Mississippi Public Utilities Commission  
Woolfolk Building  
501 North West Street  
Jackson, MS 39201**

**Missouri Public Service Commission  
Public Information Office  
Governor Office Building  
200 Madison Street  
PO Box 360  
Jefferson City, MO 65102-0360**

**Office of the Governor  
Room 216, State Capitol Building  
Jefferson City, Missouri 65 101**

**Office of the Governor  
Montana State Capitol Bldg.  
P.O. Box 200801  
Helena, MT 59620**

**Public Service Commission  
1701 Prospect Avenue  
P.O. Box 202601  
Helena, MT 59620**



**Nebraska Public Service Commission  
1200 N Street, Suite 300  
Lincoln, NE 68508**

**Office of the Governor  
P.O. Box 94848  
Lincoln, NE 68509-4848**

**Office of the Governor  
State Capitol  
101 N. Carson Street  
Carson City, NV 89701**

**Public Utilities Commission of Nevada  
1150 E. William Street  
Carson City, NV 89701**

**New Hampshire Public Utilities  
Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429**

**Office of the Governor  
State House  
25 Capitol Street  
Concord, NH 03301**

**Governor Chris Christie  
P.O. Box Office of the Governor  
001  
Trenton, NJ 08625**

**New Jersey Board of Public Utilities  
44 S. Clinton Avenue  
Trenton, NJ 08625**

**New Mexico Public Regulation Commission  
1120 Pasco De Peralta  
P.O. Box 1269  
Santa Fe, NM 87501**

**Office of the Governor  
490 Old Santa Fe Trail  
Room 400  
Santa Fe, NM 87501**

**Office of the Governor  
State Capitol  
Albany, NY 12224**

**New York State Public Service Commission  
Empire State Plaza  
Agency Building 3  
Albany, NY 12223-1350**

**North Carolina Utilities Commission  
430 North Salisbury Street  
Dobbs Building  
Raleigh, NC 27603-5918**

**Office of the Governor  
20301 Mail Service Center  
Raleigh, NC 27699-0301**

**North Dakota Public Service Commission  
600 E. Boulevard, Dept. 408  
Bismarck, ND 58505**

**Office of the Governor  
Dept. 101  
600 E. Boulevard Ave.  
Bismarck, ND 58505**

**Office of the Governor  
30th Floor  
77 South High Street  
Columbus, Ohio 43215-6108**

**Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215**

**Oklahoma Corporation Commission  
P.O. Box 52000  
Oklahoma City, OK 73152-2000**

**Office of the Governor  
State Capitol Building  
2300 N. Lincoln Blvd., Room 212  
Oklahoma City, Oklahoma 73105**

**Office of the Governor  
160 State Capitol  
900 Court Street  
Salem, Oregon 97301-4047**

**Public Utility Commission of Oregon  
550 Capitol St NE #215  
PO Box 2148  
Salem OR 97308-2148**

**Office of the Governor  
225 Main Capitol Building  
Harrisburg, Pennsylvania 17120**

**Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265**

**Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888**

**Office of the Governor  
State House, Room 115  
Providence, RI 02903**

**Public Service Commission of South  
Carolina,  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210**

**Office of the Governor  
1205 Pendleton Street  
Columbia, SC 29201**

**Public Utilities Commission  
Capitol Building, 1st floor  
500 East Capitol Avenue  
Pierre, SD 57501-5070**

**Office of the Governor  
500 E. Capitol Ave.  
Pierre, SD 57501**

**Governor's Office  
Tennessee State Capitol  
Nashville, TN 37243-0001**

**Tennessee Regulatory Authority  
502 Deaderick Street  
Nashville, TN 37243**

**Public Utility Commission of Texas  
1701 N. Congress Avenue  
PO Box 13326  
Austin, TX 78711-3326**

**Office of the Governor  
P.O. Box 12428  
Austin, Texas 78711 -2428**

**Office of the Governor  
109 State Street, Pavilion  
Montpelier, VT 05609-0101**

**Vermont Public Service Board  
112 State Street (Chittenden Bank Building)  
4<sup>th</sup> floor  
Montpelier, VT 05620-2701**

**Virginia State Corporation Commission  
Tyler Building,  
1300 E. Main Street  
Richmond, Virginia 23219**

**Office of the Governor  
Patrick Henry Building, 3rd Floor  
1111 East Broad Street  
Richmond, Virginia 23219**

**Office of the Governor  
PO Box 40002  
Olympia, WA 98504-0002**

**Washington Utilities and Transportation  
Commission  
PO Box 47250  
Olympia, WA 98504-7250**

**Office of the Governor  
1900 Kanawha Blvd, East  
Charleston, WV 25305**

**West Virginia Public Service Commission  
201 Brooks Street  
P.O. Box 812  
Charleston, WV 25323**

**Wyoming Public Service Commission  
Hansen Building  
215 Warren Avenue  
Suite 300  
Cheyenne, WY82002**

**Office of the Governor  
Governor's Office  
State Capitol, 200 West 24th Street  
Cheyenne, WY 82002-0010**

**Public Service Commission of Wisconsin  
610 North Whitney Way. P.O. Box 7854  
Madison, Wisconsin 53707-7854**

**Office of the Governor  
Madison Office  
P.O. Box 7863  
Madison, WI 53707**

**Department of Defense Chief Information  
Officer  
Attn: Military Assistant/Mobility Team  
The Pentagon  
Washington, D.C. 20301**

**Utah Division of Public Utilities  
Box 146751  
Salt Lake City, UT 84114-6751**

**Office of the Governor  
State Capitol Complex  
East Office Building, Suite E220  
PO Box 142220  
Salt Lake City, Utah 84114-2220**

**Hawaii Public Utilities Commission  
465 South King Street, Room 103  
Honolulu, Hawaii 96813**

**Office of the Governor  
Governor, State of Hawaii  
Executive Chambers  
State Capitol  
Honolulu, Hawaii 96813**

**Regulatory Commission of Alaska  
701 West 8th Avenue  
Suite 300  
Anchorage, AK 99501-3469**

**Office of the Governor  
Governor of Alaska  
P.O. Box 110001  
Juneau, AK 99811-0001**

**Puerto Rico Telecommunications  
Regulatory Board  
500 Ave. Roberto H. Todd  
(Pda. 1.8-Santurce)  
San Juan, PR 00907-3981**

**Governor of Puerto Rico  
Calle La Fortaleza  
San Juan, PR 00901**

**Virgin Islands Public Service Commission  
Barbel Plaza  
No. 8 Estate Ross, Charlotte Amalie  
P.O. Box 40  
St. Thomas, USVI 00804**

**Governor of U.S. Virgin Islands  
St. Thomas & Water Island  
21-22 Kongens Gade  
Charlotte Amalie  
St. Thomas, Virgin Islands 00802**

**414 West Soledad Avenue  
Suite 207 GCIC Building  
PO Box 862  
Hagatna, Guam 96910**

**Office of the Governor of Guam  
Ricardo J. Bordallo Governor's Complex  
Adelup, Guam 96910**

**Office of the Governor of the Northern  
Mariana Islands  
Juan A. Sablan Memorial Bldg. Capital Hill,  
Caller Box 10007, Saipan, MP 96950**

**Commonwealth Public Utilities Commission  
in the Commonwealth of the Northern  
Mariana Islands, Capitol Hill, Caller Box  
10007, Saipan, MP 96950.**

**Office of the Governor of American Samoa  
A.P. Lutali Executive Office Building  
Pago Pago  
American Samoa  
96799**

**American Samoa  
Public Service Commission  
P.O. Box 73  
Level 2, FMFM II Government  
American Samoa  
96799**