
ATTACHMENTS A - E

Important information about your telephone service

Beginning July 1, 2003, your bill will include a 99 cent per month Regulatory Assessment Fee. This fee will help AT&T recover the following costs: interstate access charges; regulatory compliance and proceedings costs and property taxes. This fee applies for each month in which you have any AT&T charges on your bill. This fee is not a tax or charge required by the government. For more information, please call 1-800-854-9940 or visit us at www.att.com/reg.

This Company is a utility regulated by the Public Service Commission of West Virginia.



FAQs

AT&T Regulatory Assessment Fee

:: FAQs

1. Why do I have to pay this fee?
2. What does each customer pay?
3. How will I be assessed the Regulatory Assessment Fee if my bill contains multiple months?
4. If I don't have any AT&T charges in a month, will I still receive this charge?
5. How does this fee appear on AT&T customers telephone bill?
6. Are there any options that I can sign up for where the Regulatory Assessment Fee would not apply?
7. How much money is AT&T making on this?
8. Why didn't you notify me of this fee?
9. Does the Regulatory Assessment Fee count towards my Usage Minimum of \$5.00?
10. Is the Universal Connectivity Charge percentage assessed on the Regulatory Assessment Fee?
11. Does the Regulatory Assessment Fee apply to each phone line?
12. I have two homes. Can I combine my bills to avoid being charged the Regulatory Assessment Fee twice?

Questions & Answers

Q1. Why do I have to pay this fee?

A1. The Regulatory Assessment Fee will help AT&T recover the costs associated with interstate access charges, property taxes, and the expenses associated with regulatory proceedings and compliance. In the competitive environment we are in, we cannot continue to absorb these costs.

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Q2. What does each customer pay?

A2. The Regulatory Assessment Fee is 99 cents per month. This fee applies for each month in

which you have any AT&T charges on your bill.

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Q3. How will I be assessed the Regulatory Assessment Fee if my bill contains multiple months?

A3. The Regulatory Assessment Fee applies for each month in which you have any AT&T charges on your bill. For example, if you receive an AT&T bill covering three months, and for two of the three months you have AT&T charges, you will receive two fees.

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Q4. If I don't have any AT&T charges in a month, will I still receive this charge?

A4. If you do not have any AT&T charges in any given month, you will not be assessed the fee for that month.

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Q5. How does this fee appear on AT&T customers telephone bill?

A5. The Regulatory Assessment Fee appears as a separate line item on your bill. This fee appears in the "Other Charges and Credits" section of the Long Distance portion of your bill.

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Q6. Are there any options that I can sign up for where the Regulatory Assessment Fee would not apply?

A6. Yes. Customers enrolled in AT&T Local Service are not subject to the Regulatory Assessment Fee ([click here to see if AT&T Local is available in your area](#)). Also, if you are a low income customer and are enrolled in AT&T's Lifeline program, you are not subject to the Regulatory Assessment Fee. Please call 1-888-549-2803 to see if you qualify for AT&T's Lifeline program.

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Q7. How much money is AT&T making on this?

A7. The purpose of this charge is intended to recover our costs. The fee will help AT&T recover costs associated with interstate access charges, property taxes, and the expenses associated with regulatory proceedings and compliance.

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Q8. Why didn't you notify me of this fee?

A8. AT&T notified customers in their bills.

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Q9. Does the Regulatory Assessment Fee count towards my Usage Minimum of \$5.00?

A9. No

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Q10. Is the Universal Connectivity Charge percentage assessed on the Regulatory Assessment Fee?

A10. Yes

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📌 Important Information for customers with more than one phone line

Q11. Does the Regulatory Assessment Fee apply to each phone line?

A11. If each phone line is maintained as a separate account, each bill you receive for those accounts will be subject to the fee. However, if they are consolidated onto one bill, the charges will be combined, and the fee will apply only to that bill. Please call 1-800-787-2177 (Alaska customers call 1-800-252-7266) and we will combine your calling charges onto one long distance bill.

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Q12. I have two homes. Can I combine my bills to avoid being charged the Regulatory Assessment Fee twice?

A12. If you have two homes with separate AT&T residential phone bills, please call 1-800-222-0300 and a representative will exempt your secondary residence from the Regulatory Assessment Fee, if billing capability permits.

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One Sprint. Many Solutions.™

PO Box 569670 Dallas, TX 75356-9670



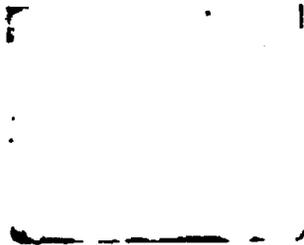
Dear Valued Sprint Customer:

Beginning in September 2003, your bill will include a 99 cent monthly Carrier Cost Recovery Charge each month you have any Sprint long distance charges or usage activity on your bill. This charge will help Sprint recover various costs, including the costs of administering relay services for deaf and hard-of-hearing consumers, the North American Numbering Plan, other regulatory compliance items, and certain property taxes. This charge is not a tax or otherwise required by the government.

Upon implementation of this new charge, Sprint will no longer assess the Carrier Property Tax charge.

If you have any questions about your account, please call the Customer Service number on your invoice.

Thank you for your continued loyalty to Sprint. We look forward to helping you with all your communication needs.



Verizon Wireless News**Increase In Regulatory Charge**

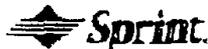
Beginning March 1, 2004, our Regulatory Charge, which helps defray Verizon Wireless' ongoing costs of complying with various regulatory mandates, will increase from \$0.05 to \$0.45 per month to help defray the costs of complying with the FCC's local number portability requirements. The Regulatory Charge is not a tax, is our charge and is subject to change from time to time. For more information please refer to your Customer Agreement regarding this change.

Do Not Call Registry

The Federal Communications Commission and the Federal Trade Commission recently enacted regulations to enable consumers to register their home and/or mobile phone numbers on the National Do Not Call Registry, "Registry," in an effort to stop calls to those numbers from telemarketers. Note that certain types of calls, including calls from companies with which consumers have an existing business relationship, are not covered by the regulations. To register phone numbers or to obtain more information about the Registry, go to www.donotcall.gov or call 1-888-382-1222.

Adjustment

Due to a billing error, you did not receive all of your Unlimited Nights and Weekends promotional allowance minutes on your October and/or November bill. We corrected the billing error and applied a credit to your account in the Adjustments section of this month's bill. We apologize for any inconvenience this may have caused.



Sprint PCS®

Helpful information about your PCS Invoice and PCS Service from Sprint

EXPLANATION OF TERMS ON YOUR INVOICE

For additional information, simply visit us at www.sprintpcs.com - sign on to manage your account and click the "My Invoice" button.

Summary of Individual Phone Charges (page 2): An excellent summary of all charges related to each PCS Phone on your account.

- Monthly Service Charges - The recurring charge for your PCS Service Plan and other services that are billed one month in advance.
Additional Usage Charges - The column will show additional voice or roaming minutes or PCS Vision kilobytes/megabytes usage over your plan.
Other Charges - Charges that are not included in the Monthly Service Charges section will appear here if applicable.
Promotions, Credits and Adjustments - Special offers or pricing promotions appear as credits on your invoice.
Taxes - These include applicable federal, state, city, and county taxes.
Service Charges and Fees - The surcharges in this section generally recover the costs incurred by Sprint in complying with various federal and state mandates.

ANYTIME / NIGHT AND WEEKEND MINUTES

Please note that most PCS Service Plans are made up of both Anytime (peak) and Night and Weekend (off-peak) minutes with specific law allotted for each. The cost of a call is determined by your rate plan and Night and Weekend calls typically cost less than peak calls made during business hours.

HOW TO REACH PCS CUSTOMER SOLUTIONS

We are making every attempt to simplify your invoice so that it's easy to understand. Still have questions? Here's how to contact us:

Table with 5 columns: By using your PCS Phone, Via the Internet, By Phone, By Mail, To Receive Payment. Includes contact info for PCS Customer Solutions, website, phone numbers, and mailing address in Kansas City, MO.

TTY USERS ACCESS TO PCS CUSTOMER SOLUTIONS

Please contact a TRS agent (dial 711) and request that he/she dial 1-888-727-4889. PCS Customer Solutions assistance can also be made via the Internet at www.sprintpcs.com.

ADDITIONAL PAYMENT OPTIONS

A number of convenient payment options are available to fit your lifestyle. In addition to making your payment, you may also sign up for Auto Pay on our Web site or by calling 72 on your PCS Phone along with having the ability to make a one-time payment through www.sprintpcs.com or 73 on your PCS Phone.

The Terms and Conditions of PCS Service sometimes change. For the most current version, please visit our Web site at www.sprintpcs.com or dial 72 for PCS Customer Solutions.

This invoice is due and payable upon presentation and is paid due if unpaid after the due date shown on page one of this invoice. Please mail your check or money order payable to Sprint in U.S. dollars. Do not send cash. Payment is past due if we do not receive it by the due date shown on your invoice. Any payment for services and equipment not made by the due date will incur late charges (the total paid at the time of the payment plus the amount due by law). Sprint may also begin procedures to terminate service to you. You will be informed of any court proceedings unless prohibited by law or the Terms and Conditions of Service. If any check sent to Sprint in payment for services is returned unpaid by your bank, you will be charged 5% of the highest amount allowed by applicable law, for each returned check. Please provide your name and account number on any correspondence to Sprint. We will respond to your letter as soon as possible.

If you have a dispute about any charges on your invoice, you must notify us within 15 days of the date of the invoice or you will be deemed to have accepted the invoice. Initial notice of any dispute may be made by calling PCS Customer Solutions at 1-888-211-4727. You do not have to pay the disputed amounts while we investigate them; however, the amounts not in dispute are still due and payable by the due date. Puerto Rico Customers - You may obtain a copy of the Sprint Customer Complaint Resolution procedure by visiting one of the Sprint Stores in Puerto Rico or by contacting PCS Customer Solutions. This invoice constitutes notice that your service is subject to discontinuation if payment is not received by the due date. California Customers - To receive any service or financing option, you should contact PCS Customer Solutions at the toll-free number listed above. Sprint rates for wireless services are not regulated by either federal or state regulators. However, should you be unable to receive any service or financing option directly with Sprint, you may contact the Consumer Services Division of the California Public Utilities Commission, 685 Van Ness Avenue, San Francisco, CA 94102.



Sprint is actively working toward solving our nation's solid waste problem. This invoice is printed on recyclable paper.



Account Number



Amount Due

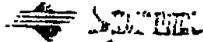
For name changes sign on to www.sprintpcs.com. Click on Contact Us - Email us > Enter your Email address > Click on Topic > Choose Other > Enter name change & reason (Marriage, Divorce, Misspelled). For change of address sign on to the above Web site or complete this form. Please PRINT in Blue or Black ink.

MAILING ADDRESS _____

CITY _____ STATE _____ ZIP _____

HOME PHONE _____ BUSINESS PHONE _____

JVIN19



Sprint PCS

Account Summary

www.sprintpcs.com

Customer	Account Number	Invoice Period	Invoice Date	Page
		Aug 11 - Sep 10	Sep 11, 2003	2 of 11

Summary of Individual Charges (Individual Usage Summaries begin on page 3)					
Individual Information	Monthly Service Charges	Additional Usage Charges	Other Charges	Taxes */ Surcharges & Fees	Total
	59.99	38.05	0.00	7.40	103.44
	10.00	30.05	0.00	4.94	44.99
	10.00	0.00	0.00	4.02	14.02
Total Current Charges	79.99	66.10	0.00	16.36	\$162.45

* See below for a breakdown of Taxes, and Surcharges & Fees if applicable

Additional Billing Information
Detail of Taxes, and Surcharges & Fees

Description	Charges
Taxes	
Federal Tax	4.75
West Virginia State Wireless 911 Surcharge	1.96
Austin City District Tax	0.00
Austin City Sales Tax - Services & Usage	0.00
Texas State Sales Tax - Services & Usage	0.00
Texas State Wireless 911 Surcharge	0.00
Surcharges	
Federal Universal Service Fund	0.00
Federal Access Charge	0.00
Federal Numbering And Portability	0.00
Texas State Universal Svc Fund Surcharge	0.00
Texas State Special Fee	0.00
	16.36