

APPENDIX D

Page Two

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Important Information

- 2. This is where we communicate with you on a variety of items
- 3. If you have a joint bill your wireless service, any message they have for you will appear here.
- 4. Your total wireless charges are listed here for your convenience. The account number is also included for reference
- 5. The actual wireless messages appear below the total charges message

Previous Charges and Credits:

This section is not a part of the current charges, however the total charge or credit is part of the total due.

- 6. This is the total amount due from your previous bill
- 7. Listing of any payments made, includes date, type of payment and amount
- 8. Total of Payments applied to the previous balance
- 9. This subsection lists any adjustments made to the previous balance
- 10. Some adjustments are just made to the account instead of particular item
- 11. Some adjustments are made to a particular product type and charge type. Typically the charge types are Monthly, One time Charges, and Usage.
- 12. Any adjustments to Surcharges and Taxes maybe rolled up to single line items
- 13. If an adjustment is receive from the wireless carrier to their previous invoice it is reflected as a "Wireless Adjustment". You will not see detail for this in the Wireless section of the bill
- 14. Total Adjustments applied to your previous balance
- 15. Previous Balance. This amount maybe either a charge amount, zero or a credit balance. If it is a credit amount (indicated by "CR " after the amount) please disregard the "Please Pay Immediately" notations

Monthly Recurring Charges: This section details your monthly charges in advance. If you have a bundle this is a duplicate presentation of the summary bundle on page one of the bill

- 16. AT&T U-verse bills you one month in advance for your service, So if your bill cycle is the 12th of each month, your bill will reflect monthly charges through the 11th of the following month
- 17. AT&T applies promotions two ways, this item shows the product and promotion description on a single line. Note: The charge amount reflects the normal charge minus the discount.
- 18. AT&T also applies promotion as a separate line item, again we show the product and promotion description: Note the charge amount is only the discount provided by the promo
- 19. U-verse splits it's monthly rates into two types. If you have more than one primary product (TV, Internet Access, and or Wireless) you have a bundle with its' own subtotal

Important Information:

RESIDENTIAL GATEWAY
The Residential Gateway is the central component for AT&T U-verse services. Make sure the Residential Gateway air vents are not blocked and keep liquids away.

RETURN OF LEASED EQUIPMENT
Please be advised you must return all AT&T U-verse leased equipment within 21 calendar days from the disconnect date to avoid being assessed a fee for each unreturned piece of equipment. This equipment includes the Residential Gateway and/or Set Top Box(es).

THANK YOU FOR PURCHASING AT&T U-VERSE SERVICES
It is our pleasure to provide you with the latest technology for your home entertainment and communication needs. We will continue to enhance our offerings and share that information with you as new services become available.

The following message(s) apply to your Wireless service
Your total Wireless charges for account number 11111111 are \$90.55

Thank You for Choosing AT&T Wireless Service

Previous Charges and Credits

Previous Balance				125.63
Payments Applied to Balance Due				
	Date Applied	Payment Method	Check Number	Amount
1.	03/02/2004	Customer Check	4675	49.50 CR
Total Payments Applied to Balance Due				49.50 CR
Adjustments Applied to Balance Due				
2.	Account Adjustment			5.00 CR
3.	AT&T U-verse TV Monthly Recurring Charge Adjustment			4.00 CR
4.	AT&T U-verse TV One Time Charge Adjustment			2.00 CR
5.	AT&T U-verse TV Usage Adjustment			3.00 CR
6.	Government Fees & Tax Adjustment			1.00 CR
7.	Surcharge Adjustment			1.00 CR
8.	Wireless Adjustments			5.00 CR
Total Adjustments Applied to Balance Due				21.00 CR
Previous Balance - Past Due, Please Pay Immediately				55.13

Monthly Recurring Charges

Monthly Recurring Charges are billed in advance

Type of Service	Charge Period	Amount
9 AT&T U-verse TV U300 (50% Off Introduction)	12/12/08 - 01/11/09	39.50
10 AT&T U-verse TV U300 (\$10 Off)	12/12/08 - 01/11/09	10.00 CR
11 AT&T Yahoo! Broadband Express	12/12/08 - 01/11/09	25.00
12 Wireless Monthly Service Charges Acct 987654321		71.98
Total AT&T U-verse Bundle Charges		126.48
Additional AT&T U-verse Monthly Charges		
14 Additional Box Fee	12/12/08 - 01/11/09	5.00
15 HBO	12/12/08 - 01/11/09	14.00
Total Additional AT&T U-verse Monthly Charges		19.00

Total AT&T U-verse Services Monthly Recurring Charges 145.48

20. U-verse splits it's monthly rates into two types. The additional monthly charges subsection are for any non primary products ((TV, Internet Access, and or Wireless) such as HBO or additional Set Top Box fees

21. This represents the total of all your U-verse monthly service charges

Prorated Charges: Since AT&T bills your monthly rate one month in advance, any-time an item that has a monthly rate or credit is added or removed, a partial month charge or credit will be created.

1. You will be told if the product is being added or removed by an activity description before the product
2. You will be told if a promotion is being added or removed by an activity description before the promotion
3. The date range of the billing activity is reflected
4. The display of products will follow the same layout as the regular "Monthly Charges" but will only appear if there are charges or credits to reflect
5. Your Total Prorated Charges. Note this does not include Wireless Prorated charges as they are included as part of the wireless monthly charges.

One Time Charges: This section will display all charges that do not carry a regular monthly charge such as installation, repair, equipment charges.

6. The date the charge was incurred
7. Installation and Activation Charges and their subtotal
8. equipment Charges and subtotal
9. Any other one time charges that are not associated with installation, activation or equipment. If you carry any balance from your wireless account from prior to combining with U-verse the amount is transferred to your U-verse account here.
10. Total of all U-verse One Time Charges

Usage Charges: These are charges that you may have incurred by using your products, but are not included as part of the monthly rate.

11. Date and description of the event. Note that adult content will carry either a studio name or "adult content" for the description
12. Sample of a Video on Demand charge
13. The total of your wireless usage will display by wireless account here. Additional details will be available in the wireless section of the bill.

Credit and Adjustments:

15. These are adjustments made during the previous bill cycle, but are applied to the current balance.

Prorated Charges

Type of Service	Prorated Period	Amount
16. add -AT&T U-verse TV U300 add - (50% Off Introduction)	12/03/08 - 12/11/08	10.53
17. add -AT&T U-verse TV U300 add - (\$10 Off)	12/03/08 - 12/11/08	2.67 CR
18. add -AT&T Yahoo! Broadband Express	12/03/08 - 12/11/08	6.67
Total AT&T U-verse Bundle Prorated Charges		14.53
Additional AT&T U-verse Prorated Charges		
20. add-Additional Box Fee	12/03/08 - 12/11/08	1.33
21. add -HBO	12/07/08 - 12/11/08	2.33
Total Additional AT&T U-verse Prorated Charges		3.67

Total AT&T U-verse Prorated Charges

18.20

One Time Charges

Description	Date	Amount
Installation/Activation Charges		
22. Triple Pack Installation (Discounted)	12/02/08	0.00
Total AT&T U-verse Installation/Activation Charges		0.00
Equipment		
23. U-verse TV IR Remote	12/02/08	20.00
Total AT&T U-verse Equipment Charges		20.00
Other One Time Charges		
24. Previous balance for your Wireless Acct 9876543211	12/05/08	45.98
25. Package Change Fee	12/06/08	5.00
Total AT&T U-verse Other One Time Charges		45.98

Total AT&T U-verse One Time Charges

65.98

Usage Charges

IPVideo	Date	Movie/Event	Amount
Video On Demand			
26.	12/05/08	Titanic	3.00
Total Video on Demand Charges for IPVideo			3.00

Wireless

27. Wireless Usage Charges Account 987654321		2.80
Total Usage for Wireless		2.80

Total AT&T U-verse Usage Charges

5.80

Credits and Adjustments

14

Type of Credit	Date of Credit	Amount
15 28. Credit - Acct. Adjustment	12/04/08	3.00 CR

Total Credits and Adjustments

3.00 CR

Surcharges

- 1. Any applicable surcharges are listed in
- 2. Your total Wireless Surcharges & Assessments per wireless account are displayed here. Details are in the wireless section of your bill

Government Fees and Taxes

- 3. Fees and Taxes are summarized by type in this section.
- 4. Your total Wireless Federal and State & Local Tax per wireless account are displayed here. Details are in the wireless section of your bill
- 5. This is the end of the U-verse section of your bill. Your wireless charges will begin on a new page

Surcharges

Description	Amount
29. Surcharge	1.50
30. Wireless Surcharges & Assessments Acct 9876543211	1.00

Total Surcharges

2.50

Government Fees and Taxes

Description	Amount
31. Federal Excise Tax	0.34
32. State/Local Sales Tax	0.99
33. Municipal Charge	0.67
34. Wireless Federal Tax Account 987654321	4.68
35. Wireless State & Local Tax Account 987654321	10.09

Total Government Fees and Taxes

16.77

Wireless Services header: The account number for your wireless service is listed. If you have more than one wireless account billed to your U-verse service, each accounts invoice is seperated by this header

Account level summary: Your wireless charges and minutes are first presented as a summary. This will be followed with a regular charge and minutes used per line detail section. Finally an optional call detail section is presented to detail out individual call charges and minutes

1. Each of your wireless numbers presents with a summary of charges less taxes
2. Taxes are summaries at the account level, for wireless number level details see the individual wireless number charge detail sections
3. Your wireless service FYI messages appear here.

Shared Minutes Used: A summary of how you used your minutes

4. First you minutes summary per wireless numbers is shown then a summary of your roll-over minutes

AT&T Wireless Services Account 987654321

For your information, Wireless details are included below. Your total Wireless charges are reflected in the AT&T U-verse billing sections.

Charges for Wireless

Summary of Charges for Account 98765432111:

Summary of Charges for 210-112-3256:

Monthly Service Charges	15.99
Other Charges and Credits	0.56
Surcharges and Assessments	0.50

Summary of Charges for 210-112-8945:

Monthly Service Charges	55.99
Usage Charges	2.80
Other Charges and Credits	0.56
Surcharges and Assessments	0.50

Charges (before taxes)

Federal Tax	4.68
State and Local Taxes	10.09

As a participant of the combined bill program, your wireless charges will now appear on your residential account. The bill date for your wireless charges may have changed. This may initially result in a partial monthly charge or credit for your wireless services. Thank you for participating in the combined bill program.

Group Summary of Totals

Note: The following information summarizes only the shared plan services for your account. For additional information and details relating to all other services for a subscriber, please refer to the subscriber's individual pages.

Shared Minutes Used

Group 800766 FT 9 PN 900R SKNW

Wireless Number:	210-112-3256
Period	12/06-1/4
Monthly Service	19.99
Rollover Minutes	463.00
Other Shared Minutes	177.00
Billed Minutes	285.00
Billed Charges	0.00
Wireless Number:	210-112-8945
Period	12/06-1/4
Monthly Service	69.99
Rollover Minutes	567.00
Other Shared Minutes	238.00
Billed Minutes	471.00
Billed Charges	2.80

Total Monthly Service	89.98
Total Rollover Minutes	1,030.00
Total Other Shared Minutes	415.00
Total Billed Minutes	756.00
Total Billed Charges	2.80

Summary of Rollover Minutes: Group 800766

Previous Rollover Balance (**)	508
Rollover Minutes Used	-130
Unused Package Minutes Added to Rollover	0
Rollover Minutes Expired (*)	0
Current Rollover Balance	378

(*) Unused Package Minutes Expire After 12 Billing Periods

Detailed Charges: This page reflects the details of your wireless service. This example is the charges for the first wireless number on this account

Monthly Service Charges for 210-112-3256		
Service from 04/29/08 through 05/28/08		
1	Including: Call Waiting Including: Caller ID Including: IMMEDIATE CALL FORWARD Including: MESSAGE NOTIFICATION Including: NO ANSWER CALL FORWARD Including: ONNET-Preferred Network Including: Octel Voice Mail Including: THREE-WAY CALLING	0.00
2	Including: INTERNATIONAL LD Including: Toll Domestic	0.00
3	Including: INTERNATIONAL LD Including: Toll Domestic	0.00
4	Charge for Wireless Direct Bill	0.00
5	Charge for Additional Line	19.99
6	Charge for Text Messaging Including: M2M MESSAGING Including: Text Messaging	0.00
7	Charge for Preferred Roam Area	0.00
8	Charge for \$.79 Roam Rate	Free
9	Mobile To Mobile	0.00
10	Discount	4.00 CR
Total Monthly Service Charges		15.99
Usage Usage for 210-112-3256		
FT 9 PN 900R 5KNW		
163 Calls, 03/29/08 through 04/28/08		
Free minutes used from 5000 Night/Wknd Mins		
11	Free Nwknd 177.0 min X 0.00	0.00
12	Free Combd 463.0 min X 0.00	0.00
Total Minutes 640.0		
Unlimited M2M Mins		
151 Calls, 03/29/08 through 04/28/08		
13	Billed Daytime 242.0 min X 0.00	0.00
14	Billed Nwknd 43.0 min X 0.00	0.00
Total Minutes 285.0		
Total Charges For M2M MINUTES		0.00
Total Charges For Unlimited M2M Mins		0.00
Total Usage Charges		0.00
Other Charges and Credits for 210-112-3256		
15	Regulatory Cost Recovery Fee	0.56
Total Other Charges and Credits		0.56
Surcharges and Assessments for 210-112-3256		
16	9-1-1 Service Fee	0.50
Total Surcharges and Assessments		0.50
Taxes for 210-112-3256		
17	Federal Excise Tax	0.54
18	Federal Universal Service Charge	0.52
19	Texas Universal Service	0.68
20	Texas Infrastructure Fund Reimbursement	0.22
21	State Sales Tax	1.12
22	Local Sales Tax	0.19
Total Taxes		3.27

Detailed Charges: This page reflects the details of your wireless service. This example is the charges for the second wireless number on this account

Monthly Service Charges for 210-112-8945		
Service from 04/29/08 through 05/28/08		
23	Charge for FT 9 PN 900R 5KNW	0.00
	Including: Call Waiting	
	Including: Caller ID	
	Including: IMMEDIATE CALL FORWARD	
	Including: MESSAGE NOTIFICATION	
	Including: NO ANSWER CALL FORWARD	
	Including: ONNET-Preferred Network	
	Including: Octel Voice Mail	
	Including: THREE-WAY CALLING	
24	Charge for Detailed Airtime	0.00
25	Charge for Wireless Domestic LD	0.00
	Including: INTERNATIONAL LD	
	Including: Toll Domestic	
26	Charge for Wireless Roam LD	0.00
	Including: INTERNATIONAL LD	
	Including: Toll Domestic	
27	Charge for Wireless Direct Bill	0.00
28	Charge for Additional Line	19.99
29	Charge for Primary Line	50.00
30	Charge for Text Messaging	0.00
	Including: M2M MESSAGING	
	Including: Text Messaging	
31	Charge for Preferred Roam Area	0.00
32	Charge for \$.79 Roam Rate	0.00
33	Mobile To Mobile	0.00
34	Discount	10.00 CR
35	Discount	4.00 CR
	Total Monthly Service Charges	55.99

Usage Usage for 210-112-8945		
FT 9 PN 900R 5KNW		
309 Calls, 03/29/08 through 04/28/08		
Free minutes used from 5000 Night/Wknd Mins		
	Free Nwknd 238.0 min X 0.00	0.00
	Free Combd 567.0 min X 0.00	0.00
	Total Minutes 805.0	
Unlimited M2M Mins		
227 Calls, 03/29/08 through 04/28/08		
	Billed Daytime 343.0 min X 0.00	0.00
	Billed Nwknd 100.0 min X 0.00	0.00
	Total Minutes 443.0	
	Total Charges For M2M MINUTES	0.00
	Total Charges For Unlimited M2M Mins	0.00
	Total Usage Charges	0.00

Data Services		
Text Messaging		
28 Calls, 03/29/08 through 04/28/08		
Text Messaging		
	Billed Messages 28 msg X 0.10	2.60
	Total Messages 28.00	2.60
	Total Data Services Charges	2.60

Other Charges and Credits for 210-112-8945		
36	Regulatory Cost Recovery Fee	0.56
	Total Other Charges and Credits	0.56

Surcharges and Assessments for 210-112-8945		
37	9-1-1 Service Fee	0.50
	Total Surcharges and Assessments	0.50

Taxes for 210-112-8945		
38	Federal Excise Tax	1.84
39	Federal Universal Service Charge	1.78
40	Texas Universal Service	2.45
41	Texas Infrastructure Fund Reimbursement	0.77
42	State Sales Tax	4.01
43	Local Sales Tax	0.65
	Total Taxes	11.50

Detail of Usage Charges for 210-112-8945								
FT 9 PN 900R 5KNW								
Calls While in Shared Group 800766								
Item	No.	Date	Time	Place Called	Number	ESN	Min	Amount
	44	12/19	0931A	WETMORE TX	512 495-8966	7878	30 DT	0.00
	45	12/19	1025A	INCOMING CL	512 574-6459	7878	190 DT	0.00

Remaining Call details omitted from this example