

FILE

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BEFORE THE  
PUBLIC UTILITIES COMMISSION OF OHIO

2013 MAY -3 PM 4:15

PUCO

In the Matter of the Complaint of Robert  
P. Madison International, Inc.,

Complainant,

v.

The Ohio Bell Telephone Company dba  
AT&T Ohio

Respondent.

Case No. 13-1135-TP-CSS

COMPLAINT

Now comes Robert P. Madison International, Inc., pursuant to Ohio Revised Code §§ 4905.22, 4905.26, and 4927.21, for its complaint against The Ohio Bell Telephone Company dba AT&T Ohio, and in support of its request for relief, states as follows:

**PARTIES**

1. Complainant, Robert P. Madison International, Inc. ("RPMI"), is a professional corporation organized and existing under the laws of the State of Ohio with its principal place of business in Cleveland, Ohio. RPMI is an architectural and engineering firm.

2. Respondent, The Ohio Bell Telephone Company dba AT&T Ohio ("AT&T"), is a corporation organized and existing under the laws of the State of Ohio with its principal place of business in Cleveland, Ohio. AT&T is a "telephone company" within the meaning of R.C. § 4905.03(A) and is, therefore, within the Commission's jurisdiction, pursuant to, among others, R.C. §§ 4905.04 and 4927.04.

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document delivered in the regular course of business.  
Technician \_\_\_\_\_ Date Processed MAY 03 2013

## **BACKGROUND**

3. At all times relevant to this Complaint, RPMI's primary office is and has been located at 2930 Euclid Avenue, Cleveland, Ohio ("Primary Office").

4. At all times relevant to this Complaint, AT&T provided local exchange and other services to RPMI at its Primary Office.

5. On or about June 8, 1989, RPMI entered into a 36-month equipment lease with AT&T or its affiliate/predecessor for an AT&T Spirit Telephone System (the "Telephone System"). A copy of the Equipment Agreement and General Lease Agreement are attached hereto as Exhibits 1 and 2, respectively, and are incorporated herein by reference.

6. The Telephone System was installed and was utilized by RPMI at its temporary field office located in the Marion Building, 1276 W. 3rd St., Cleveland, Ohio ("Temporary Field Office").

7. AT&T provided local exchange and other services to RPMI at its Temporary Field Office.

8. On or about November 1, 1989, AT&T installed a circuit at RPMI's Temporary Field Office. A copy of the Time and Material Invoice reflecting the circuit installation is attached hereto as Exhibit 3 and incorporated herein by reference.

9. In 1994, RPMI closed its Temporary Field Office, returned the leased Telephone System to AT&T, and cancelled all telephone services provided by AT&T to the Temporary Field Office.

10. Unbeknownst to RPMI, AT&T continued to charge RPMI for telephone services associated with the Temporary Field Office from 1994 through approximately January 2013.

11. RPMI was unaware of the charges it was incurring for telephone services associated with the Temporary Field Office, as such charges are not listed, itemized, or otherwise explained on AT&T's monthly invoices to RPMI.

12. A copy of an illustrative AT&T bill to RPMI, for the period October 23, 2012 to November 22, 2012, is attached hereto as Exhibit 4 and incorporated herein by reference.

13. Beginning in October 2012, RPMI contacted AT&T to inquire about ways to reduce its monthly telephone charges; however, AT&T was not able to direct RPMI to the proper account manager until January 2013.

14. On or about January 9, 2013, in a phone conversation with Roman Barraza, AT&T Account Manager, RPMI learned for the first time that AT&T had been improperly billing RPMI for telephone service at the Temporary Field Office for approximately 18 years.

15. AT&T finally terminated the charges associated with service to the Temporary Field Office on or about January 11, 2013.

16. Upon information and belief, and according to Mr. Barraza, AT&T had been charging RPMI approximately \$300 per month from at least January 1995 through January 2013 for telephone service associated with the Temporary Field Office.

17. Upon information and belief, and according to Mr. Barraza, the continuing charges for service associated with the Temporary Field Office were included in the "Monthly Charges" identified on RPMI's bills, as listed on page 1 of Exhibit 4.

18. RPMI's bills, including Exhibit 4, did not clearly or conspicuously disclose the fact that AT&T was continuing to charge any fees associated with the Temporary Field Office after services at that location were terminated.

19. Upon learning of the overbilling, RPMI attempted informal resolution with AT&T, but no resolution was achieved.

**COUNT ONE**  
**Unlawful Service Charges**

20. RPMI incorporates the allegations set forth in the preceding paragraphs as if fully set forth herein.

21. From approximately January 1995 until January 2013, AT&T billed RPMI for services not provided to RPMI.

22. All of the charges associated with service at the Temporary Field Office imposed by AT&T after RPMI requested termination of its services at the Temporary Field Office violated Ohio law, the Commission's rules, Commission Orders and/or the applicable Tariff(s).

23. The bills issued by AT&T to RPMI from approximately January 1995 to January 2013 failed to clearly and/or conspicuously disclose the information that RPMI needed to contest the charges associated with the Temporary Field Office, as required by O.A.C. 4901:1-6-17.

24. The bills issued by AT&T to RPMI from approximately January 1995 to January 2013 failed to provide a clear, plain language description of the services purportedly rendered by AT&T to RPMI, as required by O.A.C. 4901:1-6-17.

25. The charges billed from approximately January 1995 to January 2013 by AT&T for services associated with the Temporary Field Office were unlawful.

**COUNT TWO**  
**Unjust and Unreasonable Service Charges**

26. RPMI incorporates the allegations set forth in the preceding paragraphs as if fully set forth herein.

27. All of the charges associated with service at the Temporary Field Office imposed by AT&T after RPMI requested termination of its services at the Temporary Field Office were unjust and unreasonable.

28. The bills issued by AT&T to RPMI from approximately January 1995 to January 2013 failed to clearly and/or conspicuously disclose the information that RPMI needed to contest the charges associated with the Temporary Field Office, as required by O.A.C. 4901:1-6-17.

29. The bills issued by AT&T to RPMI from approximately January 1995 to January 2013 failed to provide a clear, plain language description of the services purportedly rendered by AT&T to RPMI, as required by O.A.C. 4901:1-6-17.

30. The charges billed by AT&T to RPMI from approximately January 1995 to January 2013 for services associated with the Temporary Field Office were unjust and unreasonable.

**COUNT THREE**  
**Violation of Truth-in-Billing Requirements**

31. RPMI incorporates the allegations set forth in the preceding paragraphs as if fully set forth herein.

32. The bills issued by AT&T to RPMI from approximately January 1995 to January 2013 failed to clearly and/or conspicuously disclose the information that RPMI needed to contest the charges associated with the Temporary Field Office.

33. The bills issued by AT&T to RPMI from approximately January 1995 to January 2013 failed to provide a clear, plain language description of the services purportedly rendered by AT&T to RPMI and, as a result, were misleading.

34. The bills issued by AT&T to RPMI from approximately January 1995 to January 2013 violated O.A.C. 4901:1-6-17.

## PRAYER FOR RELIEF

WHEREFORE, Robert P. Madison International, Inc., requests that the Commission:

- a. Issue an Order declaring the charges imposed by AT&T on RPMI for service associated with the Temporary Field Office during and after January 1995 to be unlawful;
- b. Issue an Order declaring the charges imposed by AT&T on RPMI for service associated with the Temporary Field Office during and after January 1995 to be unjust and unreasonable; and/or
- c. Issue an Order declaring the bills issued by AT&T on RPMI for service associated with the Temporary Field Office during and after January 1995 to be in violation of O.A.C. 4901:1-6-17;
- d. Assess the maximum civil forfeitures permitted by law; and/or
- e. Order any other relief that the Commission deems appropriate.

/s/ Christine E. Watchorn

Laura C. McBride (#0080059)

Christine E. Watchorn (#0075919)

Ulmer & Berne LLP

88 East Broad Street, Suite 1600

Columbus, Ohio 43215

(614) 229-0034

(614) 229-0035 fax

lmcbride@ulmer.com

cwatchorn@ulmer.com

*Attorneys for Robert P. Madison International, Inc.*



Customer Name <b>ROBERT R MADSON INTERNATIONAL</b>	AT&T Information Systems Inc.	Contract No. <b>GC 1301814</b>
Billing Address <b>2930 EUCLID AVENUE</b>	Contact <b>EDWARD J PRZYMSKY</b>	Transaction Description
City <b>CLEVELAND OH 44115</b>	Telephone No. <b>216-838-6320</b>	
Customer ID# (optional)	Branch Code <b>GREENSELL</b>	Approximate Instal./Deliv. Date

[illegible]

**T&M WIRING NOTICE:** As stated in paragraph 5 on the reverse hereof, "Time and Materials" (T&M) wire charges rather than the flat rate wire charges quoted above may apply. If flat rate wire charges are not specified above, T&M wire charges shall apply for AT&T-provided wire.

Advance-Payment Schedule For Equipment		Post-Warranty Maintenance		Attached Page(s)	
\$ _____	By Contract Execution Date	\$ _____	_____ Duration In Years  <input type="checkbox"/> Monthly Payment Plan  <input type="checkbox"/> Prepayment Plan	Subtotals	4455.00 287.00
\$ _____	Plus  By Install./ Deliv. Date	\$ _____	_____ Prepayment Amount Due on Invoice	Shipping Chg.	25.00 -
				Service Chg.	
				Other Chgs.	
				Credits	( 782.50 ) ( ) ( ) ( )
				Grand Totals	3497.50 287.00

REMARKS: \*OPEN DOSE TRICE-A-M PROGRESS

CUSTOMER'S SIGNATURE ACKNOWLEDGES THAT CUSTOMER HAS READ AND UNDERSTANDS THE TERMS AND CONDITIONS ON THE FRONT AND REVERSE SIDES OF THIS AGREEMENT. CUSTOMER'S SIGNATURE ALSO ACKNOWLEDGES AUTHORIZATION FOR AT&T TO REQUEST CREDIT INFORMATION FROM ANY CREDIT REPORTING AGENCY OR SOURCE. ACCEPTANCE BY AT&T IS SUBJECT TO CREDIT APPROVAL.

Customer AT&T Information Systems Inc.

By: [Signature] (Authorized Customer Representative's Signature) (Date) \_\_\_\_\_

\* Constructive - 11/1/80 (Typed or Printed Name)

John J. [Signature] (Title) ACCOUNTS OFFICE

Accepted by: \_\_\_\_\_ (Authorized Signature)

\_\_\_\_\_  
(Typed or Printed Name)

\_\_\_\_\_  
(Date)

**Exhibit 1**

**Equipment Removal** - Term: **3Yr** - On termination of a TermPlan, the Customer shall make arrangements to remove the equipment from the premises. The Customer's failure to do so shall be cause for termination of the TermPlan and the Customer shall be liable for removal of the equipment. The Customer shall be responsible for removal of the equipment. The Customer shall be responsible for removal of the equipment. The Customer shall be responsible for removal of the equipment.

THIS IS THE ENTIRE AGREEMENT BETWEEN THE PARTIES WITH RESPECT TO THE FULFILLMENT OF THE SOFTWARE AND SERVICES PROVIDED HEREUNDER AND SUPERSEDES ALL OTHER AGREEMENTS, PROPOSALS OR UNDERSTANDINGS, WHETHER WRITTEN OR ORAL.





## General Lease Agreement

LESSOR: AT&amp;T Credit Corporation, 44 Whippany Road, Morristown, NJ 07962-1983

Schedule No. Conditional Approval Items/Remarks

Lease No.

LESSEE: ROBERT P. MANSON INTERNATIONAL

Billing Street Address/City/State/Zip

2930 EUCLID AVENUE

Form of Business (e.g. corporation, partnership)

CORPORATION

Equipment Location (If Different From Lessee's Above Noted Address) Street Address/City/State/Zip

CLEVELAND, OHIO 44115

Sales/Use Tax Exempt No.

SELLER:

(Description of Equipment to be leased)

AT&amp;T SPIRIT TELEPHONE SYSTEM

(Lessee may select either Option A or B, but not both.)

☒ Option A—Lessee selects a Fair Market Value purchase option and a Fair Rental Value renewal option. State and Local Government entities may select only Option A and must execute Exhibit A hereto.

☐ Option B—Lessee selects a Fixed Price Purchase option of \$\_\_\_\_\_ or \_\_\_\_\_% of the Total Purchase Price, and a Fixed Price Renewal option of \_\_\_\_\_ Rental Payments (Fixed Price Renewal Payment) for a Renewal Term of 12 months.

Rental Payment Period

Total Purchase Price (including installation and other one-time charges)

\$3784.50

Advance Rent

\$134.61

Rental Payment

134.61

Length of Initial Term

36 MONTHS

Commencement Date

Latest Commencement Date

1. **AGREEMENT.** Lessor leases to Lessee and Lessee leases from Lessor the equipment described above and the equipment described in any schedule (Schedule) that incorporates this General Lease Agreement (Agreement) by reference. A Schedule shall incorporate this Agreement by reference by listing the above-referenced Lease No. therein. The lease of equipment described in this Agreement and the lease of equipment described in each Schedule shall constitute separate leasing transactions. Each such transaction shall be referred to herein as a lease. Any such Schedule shall be governed by the terms of this Agreement, as well as by the terms set forth in such Schedule. All equipment subject to a lease shall be referred to collectively herein as equipment (Equipment).

2. **ASSIGNMENT OF RIGHTS AND OBLIGATIONS.** Lessee assigns to Lessor all of Lessee's rights and interests in and to the equipment described in the applicable purchase order, contract and other documents (collectively, Purchase Documents) that Lessee has entered into with Seller (as specified in the applicable lease) regarding the purchase of such Equipment. If Seller is not an affiliate of Lessor, Lessee shall obtain any consent required for such assignment. If Lessee has not entered into any Purchase Documents with respect to the Equipment described in a lease, Lessee authorizes Lessor to issue a purchase order to Seller for such Equipment; such purchase order shall also be subject to §§ 3 and 4 hereof. (Hereafter, all references to sections shall refer to sections of this Agreement unless otherwise indicated). Except for the obligation to pay Seller for the Equipment (if any) if the Equipment is accepted by Lessee pursuant to §§ 3 and 4, and such assignment shall not include any of Lessee's obligations under any such Purchase Documents or purchase order. Lessee shall at all times be liable to Seller to perform all of the obligations of the purchaser under any such Purchase Documents or purchase order. Provided no Event of Default (as defined in § 19) has occurred, Lessor hereby assigns to Lessor for the Term (as defined in § 5) of a lease the right to enforce in Lessee's name all representations, warranties and seller's remedies made by Seller in the Purchase Documents or purchase order (as applicable) and to retain any recovery resulting from such enforcement efforts. If Seller is not an affiliate of Lessor, Lessee shall also obtain the written consent of Seller that, upon any return of the Equipment to Lessor, Seller will either: (i) assign any applicable licenses relating to the use of any software, technical information, confidential business information and other documents to the Equipment (collectively, Software Licenses) to Lessor; and permit Lessor to reassign such Software Licenses to any subsequent user of the Equipment; or (ii) issue a new Software License to any subsequent user of the Equipment subject to Seller's then-current licensing agreement and fees. Lessee shall at all times remain liable to Seller as the licensee under the Software License, and Lessor shall have no obligations thereunder, unless and until such license is assigned to Lessee in accordance with this Agreement.

3. **DELIVERY, ACCEPTANCE.** Lessee shall cause Equipment described in a lease to be delivered to Lessee at the Equipment Location (as specified in the lease) and shall promptly inform Lessor of the date of delivery. If Lessee has not delivered a written rejection notice (Rejection Notice) to Lessor within 10 days of the date of delivery of such Equipment, on the day immediately following the end of such period (Acceptance Date), Lessee shall be deemed to have irrevocably accepted the Equipment for lease under this Agreement; provided, however, no Rejection Notice shall be valid unless it complies with the notice provisions set forth in § 26, and includes Lessee's name, the above-referenced Lease No., the applicable Schedule No., the Total Purchase Price (as specified in the lease) and the reason(s) for rejection. If Lessee issues a Rejection Notice, (a) Lessor and Lessee shall be relieved of all obligations or liability under the lease; (b) Lessor shall retain any Advance Rent (as specified in the lease) as liquidated damages for loss of a bargain and not as a penalty; and (c) Lessee shall be responsible for fulfilling the obligations of the purchaser under the applicable Purchase Documents.

4. **PURCHASE OF EQUIPMENT; LATE ACCEPTANCE AND ADJUSTMENT.** Provided that no Event of Default has occurred, and that Lessee has supplied Lessor with any additional assurances or documents that Lessor may reasonably request, including any conditional approval items described on the face of any lease, Lessor shall purchase the Equipment described in a lease from Seller and issue such Equipment to Lessee if Lessee accepts such Equipment pursuant to § 3. If Lessee accepts such Equipment after the Latest Commencement Date (as specified in the applicable lease), Lessee authorizes Lessor to increase the Rental Payment (as specified in the applicable lease) to reflect any increase in Lessor's lease rates; provided however, Lessor shall not be obligated to purchase such Equipment if there has been a material adverse change in Lessee's business or financial condition.

5. **TERM.** The initial term (Term) of each lease shall begin within 30 days of the Acceptance Date, on a date selected by Lessor (Commencement Date), and will continue for the period specified in the applicable lease. Lessee authorizes Lessor to insert the Commencement Date in the lease. Any renewal term of a lease (Renewal Term) shall begin on the expiration of, as applicable, the Initial Term or any preceding Renewal Term (collectively, Term). Notwithstanding the foregoing, if Lessee is a tax-exempt entity as defined in Section 1361(b)(2) of the Code (as defined in § 22), the Term of a lease in which Option A has been selected shall not be extended or renewed beyond 60 months after the Commencement Date.

6. **RENT; ADVANCE RENT; LATE CHARGES.** Lessee shall pay Lessor the first Rental Payment and such other charges as are required in the applicable lease for the Equipment on or before the Commencement Date of the lease, and shall pay Lessor the remaining periodic Rental Payments on or before the corresponding day of each Rental Payment Period thereafter for the Term of such lease. All Rental Payments will be sent to Lessor's above-referenced address or to such other address as Lessor shall direct Lessee in writing. Lessee shall also pay Advance Rent (as specified in the applicable lease) to Lessor when it signs the lease. Such Advance Rent shall be refunded, without interest, to Lessee if (and only if) Lessor declines to sign the applicable lease. Advance Rent shall be credited to Lessee's first Rental Payment under the lease, and any additional Advance Rent shall be credited to Lessee's final Rental Payment under the lease.

Payments hereunder, Lessee agrees to pay Lessor a late charge of the greater of \$5.00, or five (5) days of any Rental Payment (or other amount due under the applicable lease) that is not paid within 10 days of its due date, plus interest at the rate of 1 1/2% per month on any such amounts (or such lesser rate as is the maximum rate allowable under applicable law).

7. **INVOICE ADJUSTMENTS.** The Total Purchase Price and Rental Payment on any lease are estimates, and if the final invoice from Seller specifies a Total Purchase Price that is greater or lesser than such estimated Total Purchase Price, Lessee hereby authorizes Lessor to adjust the Total Purchase Price and Rental Payment on such lease to reflect the final invoice amount (Final Invoice Amount). If the Final Invoice Amount exceeds the estimated Total Purchase Price by more than 15%, Lessor will notify Lessee and obtain Lessee's prior written approval of the aforementioned adjustments; provided, however, that such written approval shall not be required when such adjustments are caused by an Equipment or order change or system reconfigurations requested or caused by Lessee. 8. **INSURANCE.** At its own expense, Lessee shall provide and maintain the following insurance: (i) insurance against the loss, theft, damage or destruction to the Equipment for the full replacement value thereof, naming Lessor as a loss payee; and (ii) public liability and third party property damage insurance, naming Lessee as an additional insured. Such insurance shall be in a form, amount and with companies reasonably satisfactory to Lessor, and shall contain the insurer's agreements: (a) to give Lessor 30 days' prior written notice before cancellation or material change thereof; and (b) to pay to Lessee the proceeds of insurance described in this § 8 regardless of any act, omission or breach by Lessee. Lessee shall deliver to Lessor the insurance policies or other evidence thereof acceptable to Lessor on or before the Commencement Date of a lease, and at such other times as Lessor may reasonably request. If Lessee fails to provide to Lessor a certificate for the insurance described in § 8(b) or other evidence thereof acceptable to Lessor, then Lessor shall have the right, but not the obligation, to have such insurance placed at Lessee's expense. Lessee's expense shall include, without limitation, the cost of such insurance and any customary charges or fees associated with the placement, maintenance or service of such insurance (collectively, Insurance Service Amount). Lessee shall pay the Insurance Service Amount in equal installments allocated to each remaining Rental Payment (with interest on such allocations up to the maximum rate allowable under applicable law), and Lessee authorizes Lessor to adjust the Total Purchase Price to include the Insurance Service Amount. If insurance is placed hereunder, Lessee shall cooperate with Lessor's insurance agent in connection with the placement and the processing of any claims. Nothing in this Agreement shall create any insurance relationship of any type whatsoever between Lessor and any other person or party. Nothing contained herein shall require Lessor to secure or maintain in force any insurance, in any amounts or upon any specific terms and conditions. Lessor reserves the right to terminate any such insurance coverage which Lessor may arrange; and Lessor may allow any such insurance coverage to lapse without incurring any liability to Lessee. In the event that Lessor replaces or renews such insurance coverage, Lessor shall not be obligated to provide replacement or renewal coverage under the same terms, costs, limits or conditions as the previous coverage.

9. **TAXES.** Lessee shall be liable for and shall reimburse Lessor for (or pay directly, but only if instructed by Lessor) all taxes (Taxes). Taxes include, but is not limited to, all license and registration fees, sales tax, personal property, government charges, penalties, fines or interest fees, and assessments that may be imposed by any taxing authority on the Equipment, or its purchase, ownership, delivery, possession, operation, rental, return to Lessor or its purchase by Lessee, whether such Taxes are imposed upon Lessor, Lessee, the Equipment, the Agreement or any lease; provided, however, that Lessee shall not be liable for any such Taxes imposed on or measured by Lessor's net income or tax preference items. If Lessee is required to make any report or return with respect to such Taxes, Lessee shall promptly advise Lessor thereof in writing and shall cooperate with Lessor to ensure that such reports are properly filed and accurately reflect Lessor's interests.

10. **USE OF EQUIPMENT.** At its own expense, Lessee shall: (a) maintain a maintenance agreement for the Equipment, acceptable to Lessor; (b) maintain the Equipment in good operating order and in the same condition and appearance as when delivered, subject only to ordinary wear and tear; (c) make all alterations or additions to the Equipment that may be required by Seller or legally necessary; and (d) make no other alterations or additions to the Equipment (except for alterations or additions that will not impair the value, performance or useful life of the Equipment and that are readily removable without damage to the Equipment). All parts that Lessee replaces and any alterations or additions that Lessee makes to the Equipment (except as permitted by § 10(d)) shall become Lessor's property. Lessor, or Lessor's agent, has the right to inspect the Equipment and applicable maintenance records at any reasonable time. Lessee shall use the Equipment in connection with its business purposes and in accordance with Seller's operating instructions. Without Lessor's prior written consent, Lessee shall not move the Equipment from the Equipment Location (as specified in the applicable lease). If Lessor supplies Lessee with labels to indicate Lessor's ownership of the Equipment, Lessee shall affix such labels to the Equipment pursuant to Lessor's instructions.

11. **PERSONAL PROPERTY; LIENS AND ENCUMBRANCES; TITLE.** The Equipment shall remain personal property, whether or not affixed or attached to real property or any improvements thereon. Except for the interests of Lessor, Lessee shall keep the Equipment free and clear of all liens, liens and encumbrances of any nature whatsoever. Except as expressly set forth in the applicable lease, the Equipment shall at all times remain the property of Lessor, and Lessee shall have no right, title or interest therein. 12. **RISK OF LOSS.** Lessee shall bear the entire risk of loss, theft or damage to the Equipment regardless of the cause (collectively, Loss). Lessee shall advise Lessor in writing within 10 days of any such Loss.

LESSOR AND LESSEE HAVE ENTERED INTO THIS AGREEMENT INTENDING TO BE BOUND BY THE TERMS AND CONDITIONS SET FORTH ON THE FRONT AND BACK OF THIS AGREEMENT AND ON ALL SCHEDULES WHICH INCORPORATE THIS AGREEMENT BY REFERENCE. IMPORTANT LIMITATIONS OF LIABILITY AND OF WARRANTIES ARE CONTAINED ON THE REVERSE SIDE. ALL LEASES HEREUNDER SHALL BE NONCANCELLABLE NET LEASES.

ROBERT P. MANSON INTERNATIONAL

Lessee  
By: ☒ [Signature]  
Lessee Authorized Signature

Print Name &amp; Title

Date

AT&amp;T CREDIT CORPORATION

By: [Signature]  
Lessor Authorized Signature

Print Name &amp; Title

Date

LESSEE'S COPY

Exhibit 2

[Illegible text block]

[Illegible text block]

Customer Name MADISON & MADISON		Tel/Ckt No. (216) 861-8195		FSAC ID 4C2020		Page 1 of 1	
P.O. No.		Serial No. 002596270		City CLEVELAND		State OH	
IL 0097740120		Service Address 2930 EUCLID AVE		Zip Code 44115		Work Complete called to: <input type="checkbox"/> FSAC <input type="checkbox"/> Mktg. <input type="checkbox"/> No One	
Customer's Pre-Authorization For Billable Work		Print Name Robert P. MADISON, Jr.		Customer's Signature <i>Robert P. Madison, Jr.</i>		Date 11-89	
(Name)							

### Billing Information — Time

[illegible]

\*IN QUARTER HOUR INCREMENTS SUBJECT TO ONE OR TWO HOUR MINIMUM. (TWO HOUR MINIMUM APPLIES TO MAINTENANCE OF DATA AND COMPUTER PRODUCTS.)

### Description of Work Performed For Above Jobs

[illegible]

### Material Usage

[illegible]

Technician's Name/BMIS Code <b>RICHARD L. BALOGH</b>	Technician's Signature <i>R. L. Balogh</i>	Date <b>10/31/89</b>
I HEREBY CERTIFY THAT AT&T PROVIDED THE SERVICE AND MATERIALS IDENTIFIED ABOVE. I HAVE READ AND RECEIVED A COPY OF THIS DOCUMENT. I UNDERSTAND THAT THE SERVICES ARE PROVIDED PURSUANT TO TERMS AND CONDITIONS STATED ON THE REVERSE SIDE.		
Customer's Name (print) <b>Robert P. MADISON Int</b>	Customer's Signature <i>Robert P. Madison</i>	Date <b>11-1-89</b>

**CUSTOMER COPY - RETAIN THIS DOCUMENT**

### Exhibit 3

## BILLABLE TIME AND/OR MATERIAL

### TERMS AND CONDITIONS

The following are the terms and conditions under which AT&T Information Systems Inc. (AT&T) will perform maintenance, moves, changes and/or disconnection services indicated on the reverse hereof. Charges will apply for such services unless AT&T has agreed to perform the services under another agreement between AT&T and Customer.

1. **Invoices and Payments:** An invoice for services will equal the sum of: time (in quarter hour increments or portion thereof with a one or two hour minimum), applicable material charges, and taxes.

Payment is due thirty (30) days from the invoice date.

2. **Materials:** When performing services under this Agreement, AT&T may use at its discretion new or remanufactured materials, including parts or products. In those cases where new or remanufactured products or parts are no longer available, AT&T may use, at its discretion, used parts or products. All materials removed but replaced with AT&T materials become the property of AT&T. For equipment owned by the Customer, all materials used in replacement shall become Customer's property.

3. **Warranty:** AT&T warrants to the Customer that parts or products (in the case of an exchange) used or supplied under this Agreement will work properly for a period of 90 days from the date of completion of services under this Agreement. If Customer notifies AT&T within the warranty period that a part or product used or supplied under this Agreement fails to work properly, AT&T shall repair or replace (at AT&T's option) such part or product at no expense to the Customer. Subsequent repair or replacement of the part(s) or product(s) does not extend the warranty. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. CUSTOMER'S SOLE AND EXCLUSIVE REMEDY SHALL BE AT&T'S OBLIGATION TO REPAIR OR REPLACE AS SET FORTH ABOVE.

4. **LIMITATION OF LIABILITY:** NEITHER AT&T, ITS AFFILIATES, PARENT CORPORATION NOR SUBCONTRACTORS SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS) SUSTAINED OR INCURRED IN CONNECTION WITH SERVICES PERFORMED OR MATERIALS SUPPLIED UNDER THIS AGREEMENT, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, INCLUDING NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, AND WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN; AND, EXCEPT FOR PERSONAL INJURY CAUSED BY THE NEGLIGENCE OF AT&T, NEITHER AT&T, ITS AFFILIATES, PARENT CORPORATION NOR SUBCONTRACTORS SHALL BE LIABLE FOR DIRECT DAMAGES IN EXCESS OF \$50,000.00. NO ACTION OR PROCEEDING AGAINST AT&T, ITS AFFILIATES, PARENT CORPORATION OR SUBCONTRACTORS MAY BE COMMENCED MORE THAN TWO (2) YEARS AFTER SERVICES ARE COMPLETED.

5. **PROOF OF WARRANTY:** THIS DOCUMENT IS THE CUSTOMER'S PROOF OF WARRANTY AND SHOULD BE PRESENTED TO THE AT&T TECHNICIAN PRIOR TO PERFORMANCE OF ANY WARRANTY SERVICE.



at&t

ROBT P MADISON INTL  
2930 EUCLID AVE  
CLEVELAND, OH 44115-2416

Page 1 of 8  
Account Number [REDACTED]  
Billing Date Nov 22, 2012

Web Site att.com

Invoice Number 216861819511

## Monthly Statement

Oct 23 - Nov 22, 2012

### Bill-At-A-Glance

Previous Bill	2,263.35
Payment - Thank You!	2,263.35 CR
Adjustments	.00
Balance	.00
Current Charges	1,085.74

**Total Amount Due \$1,085.74**

Amount Due in Full by Dec 11, 2012

### Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services 1,012.07

1-800-860-3000

Repair Service:

1-800-727-2273

Telecommunications Relay System:

1-800-750-0750

AT&T Long Distance 48.15

1-800-660-3000

USBI 25.52

1-888-472-8724

**Total of Current Charges 1,085.74**

*OK # 3885*

### News You Can Use Summary

- PREVENT DISCONNECT
- WALK-IN BILL PAYMENT
- PAYMENT & INQUIRIES
- LONG DISTANCE INFO
- LISTINGS

See "News You Can Use" for additional information.

### Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	10-24	Payment		1,145.42
2	11-10	Payment		1,117.93
Totals			.00	2,263.35

### Plans and Services

#### Monthly Service - Nov 22 thru Dec 21

Monthly Charges	813.90
Federal Access Charge	72.93
<b>Total Monthly Service</b>	<b>886.83</b>

#### Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item No.	Description	Quantity	USOC	Monthly Rate	Amount Billed
Date:	Nov 1, 2012				
Order Number	Q1101028156				

Adjustment for Charges Previously Billed

1. Telecommunications Relay Serv.	.25 CR
-----------------------------------	--------

#### Local Calls

##### Local Calling Plus

Calling Area C

Minutes - Initial - 8:00am-9:00pm - Mon thru Fri

1 Minute(s) billed at \$.0406 each

Total Usage for Calling Area C .04

Total Local Calling Plus Charges .04

807 Call(s) were placed with your Measured Line

730 Call(s) were allowed

1 Call(s) were placed with your Measured Line

219 Call(s) were allowed

#### Pay Per Use Services

No.	Date	Time	Number	
Call(s) Charged to 216 861-8195				
Automatic Call Back				
1	11-20	115P	301 655-5583	3.00
Total Call(s) Charged to 216 861-8195				3.00

#### Call(s) Charged to 216 861-8195

##### Automatic Call Back

2	10-26	1108A	301 338-3181	3.00
Total Call(s) Charged to 216 861-8195				3.00
Total Pay Per Use Services				6.00
Total Local Calls				6.04

Local Services provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin based upon the service address location.

GO GREEN - Enroll in paperless billing.

Printed on Recyclable Paper

Exhibit 4

Return bottom portion with your check in the enclosed envelope.

att.com



at&t

ROBT P MADISON INTL  
2800 EUCLID AVE  
CLEVELAND, OH 44115-2416

Page 2 of 8  
Account Number [REDACTED]  
Billing Date Nov 22, 2012

Invoice Number 216861819511

### Plans and Services

#### Information Charges

411 and 555-1212

6 Call(s) made to 1-411

6 Call(s) billed at \$1.99 each

11.94

#### Local Toll

No.	Date	Time	Place Called	Number	Code	Min
-----	------	------	--------------	--------	------	-----

Calls Charged to 216 861-8784

411 and 555-1212

1 Call(s) billed at \$1.99 each

#### Local Toll - Continued

Calls Charged to 216 861-5616

411 and 555-1212

2 Call(s) billed at \$1.99 each





at&t

ROBT P MADISON INTL  
2930 EUCLID AVE  
CLEVELAND, OH 44115-2416

Page 3 of 8  
Account Number [REDACTED]  
Billing Date Nov 22, 2012

Invoice Number 216861819511

## Plans and Services

### Local Toll - Continued

Calls Charged to 216 861-8327  
411 and 555-1212

3 Call(s) billed at \$1.99 each

### Surcharges and Other Fees

9-1-1 Emergency System	
Billed for Cuyahoga County	1.56
Federal Universal Service Fee	16.51
Telecommunications Relay Service	.65
<b>Total Surcharges and Other Fees</b>	<b>18.72</b>

### Taxes

Federal at 3%	17.25
Sales at 7.75%	71.55
<b>Total Taxes</b>	<b>88.80</b>

**Total Plans and Services** 1,012.97

## 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 November 06, 2012)

<b>Current Charges</b>	
Service Charges	41.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	3.70
Taxes	3.45
<b>Total Invoice Summary</b>	<b>48.15</b>

### Service Charges

#### Monthly Service Charges

Type of Service	Period	Qty	
1. Account Codes MRC	11/07-12/08	1	10.00
2. BUS BOT 700MIN II 1Y	11/07-12/08	1	31.00
<b>Total Monthly Service Charges</b>			<b>41.00</b>

**Total Service Charges** 41.00

### Call Charges - Oct 7th thru Nov 6th

Calls for 216-861-0784

#### Domestic

chester henderson

No.	Date	Time	Place Called	Number	Code	Min	Amount
3	10-12	342P	COLUMBUS	OH 614 469-5737	D	2:32	.00

**Subtotal Domestic Calls for chester henderson** .00

### Invoice Billing - Continued

robert madison

No.	Date	Time	Place Called	Number	Code	Min	Amount
4	10-17	1128A	NORWALK	OH 419 668-3580	D	1:07	.00

**Subtotal Domestic Calls for robert madison** .00

sandra madison

No.	Date	Time	Place Called	Number	Code	Min	Amount
5	10-12	1023A	WESTERV	OH 614 818-4882	D	13:48	.00
6	10-17	224P	FREDECKS	OH 330 895-2515	D	13:59	.00
7	11-01	1011A	AKRON	OH 330 572-2100	D	0:34	.00
8	11-01	1012A	AKRON	OH 330 572-2100	D	1:10	.00
9	11-05	237P	AKRON	OH 330 572-2100	D	2:07	.00

**Subtotal Domestic Calls for sandra madison** .00

**Total Domestic Calls for 216-861-0784** .00

**Total Calls for 216-861-0784** .00

Calls for 216-861-8616

#### Domestic

chester henderson

No.	Date	Time	Place Called	Number	Code	Min	Amount
10	10-08	203P	KALAHAZOO	IL 268 349-1521	D	2:22	.00
11	10-08	242P	WESTERV	OH 614 882-0790	D	1:44	.00
12	10-08	244P	WESTERV	OH 614 882-0790	D	4:46	.00
13	10-08	312P	PITTSBURGH	PA 412 343-8833	D	8:24	.00
14	10-12	417P	DENVER	CO 303 839-2985	D	3:03	.00
15	10-16	1016A	BETHESDA	MD 301 655-5583	D	18:42	.00
16	10-17	340P	BETHESDA	MD 301 655-5583	D	0:30	.00
17	10-20	1017A	BETHESDA	MD 301 655-5583	D	14:14	.00
18	10-29	020A	BETHESDA	MD 301 655-5583	D	0:30	.00
19	10-29	1128A	MADISON	IN 812 701-1391	D	0:52	.00
20	10-29	1242P	MADISON	IN 812 701-1391	D	8:50	.00
21	10-29	256P	BETHESDA	MD 301 655-5583	D	25:44	.00
22	11-01	924A	BETHESDA	MD 301 655-5583	D	2:17	.00
23	11-01	1009A	CAPITOLHTS	MD 301 336-3181	D	44:18	.00
24	11-02	1222P	CAPITOLHTS	MD 301 336-3181	D	0:30	.00
25	11-02	1223P	BETHESDA	MD 301 655-5583	D	14:41	.00

**Subtotal Domestic Calls for chester henderson** .00

kevin madison

No.	Date	Time	Place Called	Number	Code	Min	Amount
26	10-19	350P	AKRON	OH 330 761-2867	D	8:21	.00
27	10-22	1248P	RO CANTON	OH 330 497-6700	D	1:36	.00
28	11-01	104P	AKRON	OH 330 761-2867	D	2:52	.00

**Subtotal Domestic Calls for kevin madison** .00

robert klann

No.	Date	Time	Place Called	Number	Code	Min	Amount
29	10-23	1107A	DAYTON	OH 937 256-3229	D	1:22	.00
30	10-25	910A	DAYTON	OH 937 256-3229	D	0:56	.00
31	10-26	1131A	ELGIN	IL 847 841-0593	D	3:12	.00

**Subtotal Domestic Calls for robert klann** .00



ROBT P MADISON INTL  
2930 EUCLID AVE  
CLEVELAND, OH 44115-2418

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Account Number [REDACTED]  
Billing Date Nov 22, 2012

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### AT&T Long Distance

#### Invoice Billing - Continued

robert madison

No.	Date	Time	Place Called	Number	Code	Min	Amount
1	10-23	245P	ATLANTA	GA 404 482-2408	D	35:42	.00
2	11-02	1248P	ATLANTA	GA 404 492-2406	D	6:31	.00
3	11-05	207P	WASHINGTON	DC 202 726-4128	D	3:15	.00

Subtotal Domestic Calls for robert madison .00

sandra madison

No.	Date	Time	Place Called	Number	Code	Min	Amount
4	10-08	1231P	AKRON	OH 330 864-2100	D	2:54	.00
5	10-08	358P	AKRON	OH 330 572-2100	D	3:31	.00
6	10-10	1124A	COLUMBUS	OH 614 746-1651	D	5:52	.00
7	10-10	218P	WOOSTER	OH 330 345-8558	D	5:38	.00
8	10-10	227P	WOOSTER	OH 330 345-8558	D	11:42	.00
9	10-10	243P	COLUMBUS	OH 614 746-1651	D	4:47	.00
10	10-10	258P	WOOSTER	OH 330 345-8558	D	2:29	.00
11	10-10	418P	FREDECKSBG	OH 330 695-2515	D	0:30	.00
12	10-11	922A	AKRON	OH 330 572-2100	D	0:40	.00
13	10-11	947A	FREDECKSBG	OH 330 695-2515	D	3:58	.00
14	10-11	1004A	FREDECKSBG	OH 330 695-2515	D	0:30	.00
15	10-11	1142A	WOOSTER	OH 330 263-5258	D	1:02	.00
16	10-11	318P	FREDECKSBG	OH 330 695-2515	D	0:51	.00
17	10-11	403P	MILWAUKEE	WI 414 214-0444	D	6:58	.00
18	10-12	851A	AKRON	OH 330 858-1718	D	2:18	.00
19	10-12	1007A	FREDECKSBG	OH 330 695-2515	D	10:08	.00
20	10-12	1148A	WOOSTER	OH 330 263-5258	D	1:08	.00
21	10-15	425P	AKRON	OH 330 572-2100	D	4:17	.00
22	10-16	251P	AKRON	OH 330 572-2100	D	10:05	.00
23	10-16	318P	FREDECKSBG	OH 330 695-2515	D	8:31	.00
24	10-16	408P	FREDECKSBG	OH 330 695-2515	D	0:30	.00
25	10-17	152P	AKRON	OH 330 572-2100	D	0:50	.00
26	10-17	513P	AKRON	OH 330 572-2100	D	4:42	.00
27	10-18	1011A	WOOSTER	OH 330 263-5258	D	0:30	.00
28	10-18	225P	WOOSTER	OH 330 345-8558	D	5:15	.00
29	10-22	252P	COLUMBUS	OH 614 746-1651	D	2:16	.00
30	10-22	311P	WOOSTER	OH 330 264-8068	D	2:00	.00
31	10-22	318P	COLUMBUS	OH 614 746-1651	D	0:30	.00
32	10-23	1217P	AKRON	OH 330 572-2212	D	0:30	.00
33	10-23	1232P	WOOSTER	OH 330 345-8558	D	0:30	.00
34	10-23	133P	AKRON	OH 330 315-3730	D	0:39	.00
35	10-23	338P	AKRON	OH 330 572-2100	D	1:47	.00
36	10-23	338P	AKRON	OH 330 572-2141	D	0:30	.00
37	10-23	356P	AKRON	OH 330 572-2100	D	0:47	.00
38	10-24	1052A	AKRON	OH 330 572-2100	D	7:19	.00
39	10-24	117P	AKRON	OH 330 472-0807	D	0:30	.00
40	10-24	134P	WOOSTER	OH 330 201-0612	D	0:30	.00
41	10-24	153P	AKRON	OH 330 572-2212	D	3:02	.00
42	10-24	215P	AKRON	OH 330 315-3730	D	10:52	.00
43	10-24	420P	AKRON	OH 330 572-2100	D	3:02	.00
44	10-24	438P	AKRON	OH 330 572-2212	D	0:30	.00
45	10-25	923A	FREDECKSBG	OH 330 695-2515	D	8:18	.00
46	10-26	248P	WOOSTER	OH 330 263-5258	D	3:00	.00
47	10-29	1015A	AKRON	OH 330 633-6735	D	0:36	.00
48	10-29	1016A	AKRON	OH 330 633-6735	D	1:00	.00
49	10-29	113P	WESTERV	OH 614 818-4082	D	0:53	.00
50	10-29	120P	COLUMBUS	OH 614 679-4032	D	4:40	.00

#### Invoice Billing - Continued

No.	Date	Time	Place Called	Number	Code	Min	Amount
51	10-29	125P	WOOSTER	OH 330 263-5258	D	7:29	.00
52	10-29	223P	WOOSTER	OH 330 263-5258	D	2:00	.00
53	10-29	358P	AKRON	OH 330 858-1716	D	0:54	.00
54	10-29	404P	AKRON	OH 330 858-1716	D	0:34	.00
55	11-01	854A	AKRON	OH 330 572-2104	D	0:30	.00
56	11-02	1130A	AKRON	OH 330 572-2212	D	15:07	.00
57	11-02	218P	AKRON	OH 330 572-2100	D	6:29	.00
58	11-05	340P	AKRON	OH 330 572-2212	D	7:46	.00
59	11-05	500P	AKRON	OH 330 572-2212	D	3:29	.00
60	11-05	506P	AKRON	OH 330 572-2100	D	0:30	.00
61	11-05	508P	AKRON	OH 330 572-2212	D	0:30	.00
62	11-06	916A	AKRON	OH 330 572-2100	D	2:28	.00
63	11-06	141P	AKRON	OH 330 858-1716	D	2:13	.00

Subtotal Domestic Calls for sandra madison .00

sanira kazazic

No.	Date	Time	Place Called	Number	Code	Min	Amount
64	10-18	1232P	LORAIN	OH 440 860-2777	D	0:30	.00
65	10-18	418P	LORAIN	OH 440 860-2777	D	0:55	.00

Subtotal Domestic Calls for sanira kazazic .00

Total Domestic Calls for 216-861-5616 .00

Total Calls for 216-861-5616 .00

Calls for 216-861-8196

Domestic

tom toth

No.	Date	Time	Place Called	Number	Code	Min	Amount
66	10-16	218P	PROVIDENCE RI	401 434-4585	D	4:31	.00

Subtotal Domestic Calls for tom toth .00

Total Domestic Calls for 216-861-8196 .00

Total Calls for 216-861-8196 .00

Calls for 216-861-8327

Domestic

chester henderson

No.	Date	Time	Place Called	Number	Code	Min	Amount
67	10-12	205P	BETHESDA	MD 301 656-5583	D	2:08	.00
68	10-12	348P	COLUMBUS	OH 614 395-8081	D	1:07	.00
69	10-29	1228P	BETHESDA	MD 301 656-5583	D	0:30	.00
70	10-29	1255P	MADISON	IN 812 701-1391	D	1:22	.00
71	10-29	356P	BETHESDA	MD 301 656-5583	D	5:16	.00
72	11-01	1123A	CAPITOLMTS	MD 301 338-3181	D	7:17	.00
73	11-02	1014A	ATLANTA	GA 404 492-2408	D	0:31	.00

Subtotal Domestic Calls for chester henderson .00







ROBT P MADISON INTL  
2930 EUCLID AVE  
CLEVELAND, OH 44115-2416

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Account Number [REDACTED]  
Billing Date Nov 22, 2012  
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### AT&T Long Distance

#### Invoice Billing - Continued

kevin madison

No.	Date	Time	Place Called	Number	Code	Min	Amount
1	11-02	1258P	AKRON	OH 330 866-4865	D	1:33	.00

Subtotal Domestic Calls for kevin madison .00

robert klann

No.	Date	Time	Place Called	Number	Code	Min	Amount
2	10-17	206P	ELGIN	IL 847 841-0593	D	5:52	.00
3	10-18	421P	AVON	OH 440 685-4480	D	1:07	.00
4	10-19	212P	ELGIN	IL 847 841-0593	D	2:50	.00

Subtotal Domestic Calls for robert klann .00

robert madison

No.	Date	Time	Place Called	Number	Code	Min	Amount
5	11-05	141P	NWYRCYZND1	NY 212 870-4502	D	1:11	.00

Subtotal Domestic Calls for robert madison .00

sandra madison

No.	Date	Time	Place Called	Number	Code	Min	Amount
6	10-08	1243P	PAINESVL	OH 440 360-0832	D	2:30	.00
7	10-08	317P	AKRON	OH 330 572-2212	D	0:51	.00
8	10-12	338P	NORTHINGTN	OH 614 842-2022	D	1:25	.00
9	10-15	1143A	WOOSTER	OH 330 283-5236	D	0:30	.00
10	10-15	1144A	WOOSTER	OH 330 283-5258	D	0:53	.00
11	10-15	149P	COLUMBUS	OH 614 879-4932	D	0:30	.00
12	10-16	1048A	FREDECKSBG	OH 330 695-2515	D	32:59	.00
13	10-16	348P	AKRON	OH 330 572-2100	D	1:42	.00
14	10-22	238P	WOOSTER	OH 330 345-6566	D	12:04	.00
15	10-23	234P	WOOSTER	OH 330 345-6558	D	11:25	.00
16	10-23	253P	CANTON	OH 330 265-8516	D	0:30	.00
17	10-23	263P	AKRON	OH 330 572-2212	D	20:32	.00
18	10-23	319P	WESTERVL	OH 614 818-4862	D	4:51	.00
19	10-24	1102A	WOOSTER	OH 330 749-3363	D	0:30	.00
20	10-24	218P	WOOSTER	OH 330 201-0612	D	8:25	.00
21	10-25	1002A	FREDECKSBG	OH 330 695-2515	D	0:30	.00
22	10-25	1009A	FREDECKSBG	OH 330 695-2515	D	2:28	.00
23	10-25	138P	AKRON	OH 330 572-2212	D	1:38	.00
24	10-29	1131A	FREDECKSBG	OH 330 695-2515	D	1:53	.00
25	10-29	1244P	WESTERVL	OH 614 818-4862	D	0:39	.00
26	11-05	227P	SYRACUSE	NY 315 443-0205	D	0:30	.00
27	11-05	228P	SYRACUSE	NY 315 443-0262	D	0:31	.00
28	11-05	308P	SYRACUSE	NY 315 443-1670	D	4:47	.00

Subtotal Domestic Calls for sandra madison .00

Total Domestic Calls for 216-861-8327 .00

Total Calls for 216-861-8327 .00

Total Call Charges .00

#### Surcharges and Other Fees

29. Federal Regulatory Fee .46

#### Invoice Billing - Continued

30. Federal Universal Service Fee	3.24
Total Surcharges and Other Fees	3.70

#### Taxes

31. Federal	.00
32. State	2.44
33. Municipal	1.01
34. Non Home State	.00
Total Taxes	3.45

#### \*\*\*\*\* ACCOUNT CODE CHARGE SUMMARY REPORT \*\*\*\*\*

This is a Summary Report ONLY of Account Code charges appearing on previous pages. These are NOT additional charges to your bill.

chester henderson

	Calls	Hr:Min:Sec	Amount
Domestic	1	0:02:31	0.00
Domestic	16	2:29:24	0.00
Domestic	7	0:18:07	0.00
Total for	24	2:50:03	\$0.00

chester henderson



# at&t

ROBT P MADISON INTL  
2890 EUCLID AVE  
CLEVELAND, OH 44115-2416

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Account Number [REDACTED]  
Billing Date Nov 22, 2012

Invoice Number 216861819511

## AT&T Long Distance

### Invoice Billing - Continued

kevin madison

	Calls	Hr:Min:Sec	Amount
Domestic	3	0:12:47	0.00
Domestic	1	0:01:33	0.00
Total for kevin madison	4	0:14:20	\$0.00

robert klamm

	Calls	Hr:Min:Sec	Amount
Domestic	3	0:05:29	0.00
Domestic	3	0:08:48	0.00
Total for robert klamm	6	0:15:17	\$0.00

robert madison

	Calls	Hr:Min:Sec	Amount
Domestic	1	0:01:08	0.00
Domestic	3	0:45:27	0.00
Domestic	1	0:01:10	0.00
Total for robert madison	5	0:47:45	\$0.00

sandra madison

	Calls	Hr:Min:Sec	Amount
Domestic	5	0:31:36	0.00
Domestic	60	3:23:00	0.00
Domestic	23	1:53:35	0.00
Total for sandra madison	88	5:48:12	\$0.00

sanira kazazic

	Calls	Hr:Min:Sec	Amount
Domestic	2	0:01:24	0.00
Total for sanira kazazic	2	0:01:24	\$0.00

tom toth

### Invoice Billing - Continued

	Calls	Hr:Min:Sec	Amount
Domestic	1	0:04:30	0.00
Total for tom toth	1	0:04:30	\$0.00
Total	130	10:01:33	\$0.00

Account Code  
Activity

Total Invoice Charges 48.15

### Key for Calling Codes:

A Anytime	B Collect	C Calling Card
D Day	E Evening	F Call Forwarding
H Third Number	I Special Intrastate	L Late Night
M Multiple Rate Period	N Night/Weekend	P Person to Person
O Operator Completed - Dial Rates Apply	S Station to Station	T Discount Overseas
R Standard Overseas	Y Economy Overseas	3 Three Way
X Conference		

Total AT&T Long Distance 48.15

## 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 \$1,085.74.

### LONG DISTANCE INFO

Our records indicate that you have selected multiple local toll and long distance companies for the lines on which a selection has been made.

### WALK-IN BILL PAYMENT

Effective 12/1/2012, the convenience fee charged by AT&T Authorized/Contracted Payment Agents on wireline customer payments will increase to \$2.00. This fee, which must be paid in cash, is separate from the AT&T monthly bill and is paid to the payment vendor for processing bill payment transactions. Other payment options that do not require a convenience fee include payments via automatic debit from a bank account, online payment, pay-by-phone IVR transaction, a mailed check, or payments at an AT&T Company-Owned Retail Store.

### LISTINGS

Effective 01/03/2013, rates will increase for the following Directory Listings Products: Additional Listings, Alternate Call Listings, Cross Reference Listings, Foreign Additional Listings, and Night, Sunday and Holiday Listings from \$3.00 to \$3.50. For more information, please visit us on line at [www.att.com](http://www.att.com) or call the toll free number on your bill. Thank you for choosing AT&T.





at&t

ROBT P MADISON INTL  
2530 EUCLID AVE  
CLEVELAND, OH 44115-2416

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Account Number [REDACTED]  
Billing Date Nov 22, 2012

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#### News You Can Use

##### News You Can Use - Continued

##### **PAYMENT & INQUIRIES**

Allow 5 days when paying by mail. You may also pay at an authorized agent or by calling 1.800.660.2626 to Charge by Phone. Nonpayment of toll or non-regulated services may result in disconnection or restriction of such services and/or collection action. For problems with your business service, please call us at 1.800.480.9098.

If your complaint is not resolved after you have called AT&T, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1.800.686.7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

**USBI**ROBT P MADISON INTL  
2930 EUCLID AVE  
CLEVELAND, OH 44115-2416Page 8 of 8  
Account Number [REDACTED]  
Billing Date Nov 22, 2012**Questions? 1-888-472-8724**

Invoice Number 216861819511

**Important Information**

Reminder: Nonpayment of long distance/toll charges may result in the restriction of long distance/toll services and referral to a collection agency.

This portion of your bill is provided as a service to the company identified above. Please review all charges carefully - they may include those of a service provider not shown on a previous bill. If you have any questions or concerns, call the telephone number shown above.

**Current Charges****Itemized Charges and Credits**

No.	Date	Description	
<b>NATIONWIDE LD SVC, INC.</b>			
1	10-22	FEDERAL UNIVERSAL SERVICE FUND FEE	.73
2	11-01	NATIONWIDE LD SVC, INC. BUS. MULTILINE	12.87
		Billing question? Call 1-800-853-7409	
		www.billview.com	
		Provider not affiliated with AT & T	
3	11-01	NATIONWIDE LD SVC MONTHLY FEE	4.95
		Billing question? Call 1-800-853-7409	
		www.billview.com	
		Provider not affiliated with AT & T	
4	11-01	CARRIER ASSESSED - USE RECOVERY FEE	2.97
Total for NATIONWIDE LD SVC, INC.			21.52
Total Itemized Charges and Credits			21.52

**Long Distance**

No.	Date	Time	Place Called	Number	Code	Min	
<b>NATIONWIDE LD SVC, INC.</b>							
<b>Itemized Calls</b>							
1	10-19	358P	ELGIN	IL 847 841-0593	D	8	.90
2	11-07	1155A	AKRON	OH 330 962-3635	D	1	.18
3	11-14	304P	AKRON	OH 330 572-2100	D	3	.54
4	11-14	324P	AKRON	OH 330 572-2100	D	3	.54
Total Itemized Calls							2.16
Total for NATIONWIDE LD SVC, INC.							2.16

**Key for Calling Codes:**

D Day

Total Long Distance Charges 2.16

**Taxes**

Sales at 7.75% 1.64

Total USBI 25.52

