

NO FILE

18

Mardi Morantz
P.O. Box 132425 15-1929-TP-CSS
Columbus, Ohio 43213

November 17, 2015

Ms. Nicole Moore
Manager Investigations
Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, Ohio 43215

Re: Formal Complaint;


Dear Nicole;

Enclosed is my complaint - 2 copies and one original. However I only included one copy of the Exhibits. The out of pocket expenses to do this complaint has gotten expensive. And keep in mind I am paying much more on the internet than I thought and I am trying to do it without a loan from the church.

Though I have paralegal experience, preparing this complaint was difficult because of my aging mind. Thus, I invite you to read it to see if I made obvious errors. Also, so you can see where my facts are different than the November 5 letter and also how I think I was able to prove that it was more likely than not, that I had a three year agreement.

I am really looking forward to June, 2016 when all agreements with A T & T internet expire and we finally won't have these problems. I wonder if A T & T tried to wear down other people who had three year agreements. When one lives in a supportive living environment they cannot choose their internet provider.

Sincerely



Mardi Morantz

RECEIVED-DOCKETING
2015 NOV 18 PM 1:18
PUCO

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Technician Am Date Processed 11/18/15



Public Utilities
Commission

15-1929-TP-CSS
Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

Marcia (Mondelle) J. Morantz
Customer Name (Please Print) P.O. Box 132425
Customer Address

Columbus Ohio 43213
City State Zip

Against

6142 3646 7608 1
Account Number

no mch accepted

[Redacted]
Customer Service Address (if different from above)

AT&T and its subsidiaries
Utility Company Name

[Redacted] [Redacted]
City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

see formal complaint included

RECEIVED-DOCKETING CR.
2015 NOV 18 PM 1:50
PUCO

Marcia Morantz
Signature

unlisted
Customer Telephone Number

see
Advocacy/C G att.net
to contact.

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PUCO FORMAL COMPLAINT

Required Inclusions

1. Mardi Morantz (sometimes Mardelle is used as the first name):
P.O. Box 1 32425, Columbus 43213, [REDACTED] (unlisted)
2. A T & T 6142 3646 7670 81 [REDACTED]
[REDACTED]
3. I am a customer of A T & T for phone and Internet
4. As explained in "Statement of Facts" on page 2 of this document the legal basis is:
 - a. Was there a long term agreement which got amended 2-3 times with AT & T for Internet service? It is agreed that all purchases with a company is some sort of contract. But if I had a long term contract with A T & T and they breached it, then they are liable for actual damages.
 - b. Was their actions in violation of Ohio's Consumer Protection Act in:
 - (1). AT&T not keeping that three year agreement they had for me even if they stopped giving them.?
 - (2) Offering a rate of \$29/month and then not allowing me to have it
 - c. Did the last written order which was dated July 21, 2015 which stated that my internet rate was to be \$29/month for 12 months the rate I was to pay or was A T & T employees allowed to arbitrarily cancel that rate and insist I pay what they call "standard" rate of \$34?
5. What I would like as resolution:
 - a. an internet rate from June, 2015 through May, 2016 that is consistent with the intent of the agreements. This rate is to retroactively be applied to my statement (P 31)

b. An alternate is the \$29/month rate through May, 2016 without any penalty if I cancel service then. Even though this is \$2/month less, I don't like it as well because it doesn't conform to the May, 2013 agreement.

Statement of Facts (Evidence) Until the letter from Nicole Moore (Exhibit I), A T&T acknowledged that there was an agreement that specified the rates for my internet service

1. In May, 2013 Morgan Pavol (then a social worker at Catholic Social Services) arranged my phone and internet services at Maplewood. He was a witness to the three year agreement, In contrast to Ms. Moore's statement that the \$28 was a reduced rate, it actually was \$3 higher than what I was paying six months earlier (Exhibit II). This was because Morgan had to speak to Amanda Grant or her supervisor in Indianapolis (A T & T) to get the three year agreement. At the time I asked for three year agreement, it was because it was thought that I would not need Internet after June, 2016. Exhibit III also proves that the \$28 was not a 12 month promotional rate. Note that A T & T indicates promotional rates on the form they send customers if it exists. Also note that one can check that May, 2013 order of 110347702

2. In my June, 2014 invoice (Exhibit IV) I received notice that A T & T wanted to change my rate. I called them and they specifically told me that they were canceling 3 year agreements but per the law, they could amend the agreement so I would pay \$26 through May, 2015 and then \$30 for the third year which would come out to the same \$28. I agreed to the amendment. At that time I wrote the CO763130382 on the invoice. It turned out that the AT&T employee changed my phone system and PUCO had to get me back on what I had. But the internet remained at what we agreed.

3. I noticed that the invoice I received in July, 2015 had a rate of \$30.35 with no explanation (Exhibit V). Also the \$14.25 "good will" credit was charged back to me. This credit was a result of A T & T taking six months to re-instate me on Lifeline after giving me no notice that I was to be removed. So I called the disability unit of A T & T because AT&T changed their system for their general number (2020)

and I couldn't use it.. They agreed to investigate and get back to me but they didn't. So on July 28, I called the PUCO who gave me a number to A T & T's appeals office. I reached Deb who agreed to:

a. Give me back the \$14.25 credit.

b. Told me my rate would be \$31 and not \$30²⁵ through June, 2016. I explained the agreement was only through May and she said I would not be penalized if I stopped service at the end of May, 2016. She also agreed to give me a credit of \$12 so that the actual rate would be \$30/month as agreed in June, 2014. Deb and I had a lengthy discussion about why I wanted to keep agreements even though there could be less expensive rates out there. **I think she will remember this in a hearing which I will ask her to be present.**

4. A few days after the July 28, 2015 I noticed outages with the internet service. I called the same number PUCO gave me on July 28 so that this could be combined with the billing issue. Instead, the person answering the phone insisted that she handle that issue. A day later Cassandra Dyson(?) contacted me and decided that she didn't like the agreement I had with Deb. That she wanted me to talk to a lower level billing specialist. This never happened because A T & T has some policy where they can't call in the mornings so all calls were in the afternoon when I was not home. The service issue was resolved about a week after I called it in.

5. Around July 29, I received that July 21 notice for \$29. (Exhibit VI). The PUCO letter (Exhibit I) says that this was the notice for \$34. This is not true. Exhibit VI was the last specific rate notice I received.

6. After Ms. Dyson contacted me, I contacted PUCO and got an informal grievance which they said would be about two weeks.

7. In the invoice I received in mid-August, the internet rate was \$31 (Exhibit VII) but there was indication that some customers would receive a rate increase in September. I notified PUCO that I was on an agreement and that cannot apply to me. Note that it also said that I was receiving a special rate because I had a wireless phone rate. I never had a wireless phone plan except for the "Pay as You go" with tracfone since 2001.

8. In the invoice I received mid September (Exhibit VIII), it looked like A T & T went back three months and increased the internet rate. No explanation.

Even if A T & T decided to increase my rate, that was to begin in September – not June

9. The Informal Complaint took 10 weeks – until October 20, 2015. There appeared to be many errors especially no documents were looked at. So I requested the informal complaint to be re-opened.

10. On November 5, Ms. Dyson called me. She admitted there was an agreement but that she wanted to break it. I asked her to look at the July 21 order for a rate of 12 months at \$29 and she refused to let me have it. She agreed to give me back the \$14.25 after I showed her where it was added back on. I then left messages with Nicole Moore (PUCO) telling her that I would be going Formal Complaint followed by Small Claims Court case (if needed).

Arguments

That I had a long term agreement on the internet rates. I contend that since I had a long term agreement then A T & T is breaching the contract every time they canceled/modified the agreement though I agreed to the first few modifications. A breach means that I would be entitled to essentially what I asked for – an average of \$28/month from June, 2013 through May, 2016. This means that the rate for the third year would be \$31 since I got that \$12 credit because Deb said that she could only give me \$31 for the period ending June, 2016 (I wanted May, but Deb couldn't do that). Recall I paid \$28 the first year and \$26 the second year. Thus the third year would be \$30 but Deb couldn't get me that rate. Also note, that I received the \$31 rate in August which appeared to be like Deb said – through May, 2016.

In a civil claim, all the Plaintiff has to do is show that it is more likely than not that I had a three year agreement. The most obvious tilt to the claim of agreement was that it wasn't until November 5, 2015 that anyone told me that there wasn't one. And many A T & T staff told me that they existed and that I had one. Three year agreements may not be the rule by they existed. And given my situation of May, 2013, it makes sense that I would have asked for a three year agreement.

The offer of \$29 in July, 2015 – (Exhibit VI) could be an offer. I believe in following agreements so I really want to pay the \$30 over the \$29 but the attorneys I consulted said I had a better case for the \$29 **because Ms. Dyson had no justification to not allow me to get this rate that I was offered.** This would be similar as if a grocery refused me the sale rate for no reason. **And it is against the Consumer Protection Law.**

Conclusion - The documents and probable testimony from Morgan Pavol and ATT staff including Deb shows that I had a three year agreement. This is a \$60 issue. A T & T is spending more than that to argue it. \$60 is much for me and so is the principle that agreements needs to be kept. If for some reason my personal situation changes and I can still use internet after June, 2016 – A T & T is free to charge whatever rate that want and thus can recoup the \$60.

Exhibit I



**Public Utilities
Commission**

John Kasich, Governor
Andre T. Porter, Chairman

Commissioners
Asim Z. Haque
Lynn Slaby
M. Beth Trombold
Thomas W. Johnson

November 5, 2015

Mardelle J. Morantz
PO Box 132425
Columbus, OH 43213

CASE ID: MMOR072815R2

Dear Ms. Morantz:

I am in receipt of your correspondence regarding your concerns with AT&T. As mentioned in my email to you on October 22, additional follow-up questions were sent to the company.

The company was asked for clarification regarding the \$14.25 credit that showed on your June 11 billing statement, which was then reversed on the July 10 statement. We asked for additional information regarding your agreement in 2013 with AT&T, as well as your conversation with the Office of the President in July 2015. Finally, we asked about your October billing statement to determine why you were being billed \$51.

AT&T advised that the credit of \$14.25 was issued on June 11, 2015, and appeared on your June 2015 billing statement. This credit was offered as a courtesy after you contacted the company and disputed your credits for Lifeline. The company advised that you contacted them again on June 11 and requested removal of the credit, which is why the reversal appeared on your July 2015 billing statement. AT&T did confirm that they spoke to you today and re-issued the credit of \$14.25 to revolve your concerns with the Lifeline credit. Please allow one to two billing cycles for this credit to appear on your billing statement.

Through speaking with AT&T they have explained in greater detail what occurred with your original agreement in 2013. They advised that they did not offer a three year agreement. Your internet service was installed on June 13, 2013, with a twelve month promotional discount for \$28 per month. When this expired, the company added another 12 month discount in June 2014 for a rate of \$26 per month. Your rate of \$26 per month expired on June 18, 2015. When this occurred, your internet charges became \$31 per month, which was the standard rate for all customers.

I asked for clarification regarding your conversation with Deb at AT&T since there appears to be conflicting information as to what was discussed. I have been informed that this conversation took place on July 28, 2015. The company explained to you that \$31 was your standard monthly rate for internet service and they have no record of agreeing to this rate for a twelve month term. You were given a credit of \$12 to satisfy the price increase, which was included on your September 10, 2015 billing statement. Additionally, the company has advised that they

Exhibit I page 052

offered you a promotional discount for basic internet service for \$14.95 per month for twelve months, which you declined.

The new standard rate for internet charges increased to \$34 per month on August 18, 2015. This rate is applicable to all AT&T customers and there is no term agreement associated with this rate. It will be in effect until AT&T determines another price increase is necessary. This is also why you received two order summaries; one showing \$31 per month and the other showing \$34 per month. You questioned why your September bill showed internet charges of \$35.21. This total includes the standard monthly rate of \$34, plus the pro-rated charges for internet services when the price increase took effect in August.

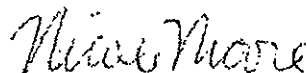
You also stated your October billing statement showed internet charges of approximately \$51. Please be advised that your October billing statement accurately reflects internet services as \$34 per month. This can be found by viewing the "Billing Summary" portion of your bill.

Finally, it has been discussed with you on numerous occasions that we do not get involved in personnel matters with regulated utilities. However, I did question the telephone number they would be calling you from to verify if it would show as "unknown" as you indicated in a previous email. AT&T has advised that any time they contact a customer, it will show as "ATT" on caller ID.

Please be advised that all of the documentation you have provided since filing your informal complaint has been reviewed by PUCO staff. Our investigation as part of the informal complaint process has been closed. Should you wish to pursue your complaint further, you have the option of filing a formal complaint. Detailed information regarding this process was provided to you on October 20.

Going forward, any utility matters you wish to bring to the attention of the PUCO must be placed in writing and sent via US postal mail. Correspondence should be mailed to: PUCO, Attn: Investigation and Audit Division, 180 E. Broad St., Columbus, OH 43215. Or, you may fax your correspondence to (614) 752-8351.

Sincerely,



Nicole Moore
Chief, Investigation and Audit Division
Service Monitoring and Enforcement Department

Exhibit II

MARDELLE J MORANTZ
PO BOX 225
REYNOLDSBURG, OH 43068-0225

Page 1 of 2
Account Number 614 501-4663 158 1
Billing Date Oct 7, 2012

Web Site att.com

at&t

Sep 8 - Oct 7, 2012

Bill-At-A-Glance

Previous Bill	105.32 CR
Payment Received 9-19 - Thank You!	55.00 CR
Adjustments	.00
Balance	160.32 CR
Current Charges	23.12
Balance	\$137.20 CR
Payment is Not Required	
FINAL BILL	

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services	1.88 CR
1-800-288-2020	
Repair Service:	
1-800-572-4545	
Automated Billing/Payment Arrangements:	
1-866-223-2720	
AT&T Internet Services	25.00
1-877-722-3755	
Total of Current Charges	23.12

News You Can Use Summary

- PREVENT DISCONNECT
 - KEEP YOUR SERVICE!
 - ELECTRONIC PAYMENTS
 - COLLECTION POLICY
 - MOVING SOON?
 - PAYMENT & INQUIRIES
 - CALLING CARDS
 - PAYMENT OPTIONS
 - WE'LL MISS YOU!
 - SERVICE INFORMATION
 - UNIVERSAL SVC FEE
- See 'News You Can Use' for additional information.

Plans and Services

Additions and Changes to Service

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

Item No.	Description	Quantity	Monthly Rate	Amount Billed
	Credit for Services Billed in Advance, Disconnected on Oct 4, 2012			
1.	Unlimited Residence Service	1	7.55	50 CR
2.	Telecommunications Relay Serv.	1	.05	.00
3.	Lifeline Discount	1	9.43	.63
4.	Line Charge	1	9.20	.61 CR
5.	Non-Published Service	1	2.70	.18 CR
6.	Caller Identification	1	9.99	.67 CR
7.	9-1-1 Emergency System	1	.12	.01 CR
8.	Federal Access Charge	1	5.60	.37 CR
	Total Additions and Changes to Service			1.71 CR

Taxes

Federal at 3%	.05 CR
Sales at 6.75%	.17 CR
Total Taxes	.17 CR

Total Plans and Services

1.88 CR

AT&T Internet Services

For Billing Inquiries:

High Speed Internet (DSL): 1.800.288.2020
Web Hosting: 1.888.932.4678
ConnectTech: 1.888.354.1260
AT&T Yahoo! Web Hosting: 1.866.722.9932
AT&T Wi-Fi contact information located at attwifi.com.

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.

Itemized Charges and Credits

No.	Date	Description	Amount
		Services for 33956022	
1	09-24	AT&T HSI BASIC	25.00
		Service Date: 09/23/12-10/22/12	
		MARDELLE J MORANTZ	
		HSI No. 614 501-4663	
		advocacylic24@att.net	
		Total AT&T Internet Services	25.00

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

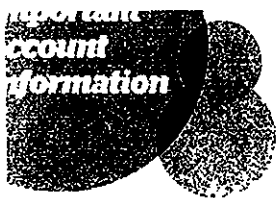


Exhibit III



dsl
MARDI MORATZ
PO BOX 225
REYNOLDSBURG, OH 43068-0225
[Barcode]

May 22, 2013



Welcome!

Dear Mardi Moratz,

Thank you for choosing AT&T High Speed Internet service! From speed, to features, to special content, AT&T High Speed Internet service helps you get the most out of your online experience.

This letter is to confirm the order you recently placed for AT&T High Speed Internet service and contains important service and billing information.

What's Next?

Please review your **Order Summary** to ensure that it is correct and accurately reflects your order. Please also review the enclosed "Important Information."

Then it's as easy as 1-2-3!

1 Service Activation

Your service must be activated before you can install your equipment and connect to the Internet. Please check your Service Activation Date (listed in the box to the right). It may take until 8 P.M. on your Service Activation Date for your service to be active.

You can check your order status online at att.com/orderstatus

2 Installation

Since you did not order any equipment with your AT&T High Speed Internet service and are using your own/existing equipment, you can begin installing your equipment and complete the easy registration process once your service is activated on your Service Activation Date. Please refer to the guide in the welcome kit (sent separately) for instructions on installing your equipment and registering your service. Also, please note that if you have voice service on your DSL line, you will need to install filters.

3 Registration

During registration you'll be presented with the Terms of Service, which you must accept in order to complete registration and use the service.

**AT&T High Speed Internet
Telephone/Account #:
6142364676**

Note: You will need this during registration.

**Service Activation Date:
05-29-2013, by 8 P.M.**

Order #: 110347702

Need Help?

For 24/7 assistance with AT&T products and services:

- Email or Live Chat:
att.com/support

- Call 1.877.722.3755

For non-AT&T products and services, you can purchase support from AT&T ConnectTech.

AT&T ConnectTech®

For added security and support, our experts will help you connect, manage, and resolve issues related to:

- Virus protection/removal
- Operating Systems (e.g. - Windows®, Mac OS X)
- Non-AT&T email applications like Microsoft® Outlook, etc.
- and more

For rates and detail, visit:
att.com/connecttech

**Go Paperless and
Simplify Your Life**

Your Order Summary

Please Read Carefully

Exhibit III

Page 2 of 2

THIS IS NOT A BILL

The following summarizes your AT&T High Speed Internet order and any applicable changes. Please confirm this information is accurate and call us at 1.877.722.3755 if there are any discrepancies.

Note: If you purchased AT&T High Speed Internet service as part of a package, the other components will be confirmed separately.

Service/Plan Info

Service/Plan: AT&T High Speed Internet Basic \$28.00 per month*

Contract term: N/A

Equipment

N/A

Installation

Self Installation

No Charge

Other

Other Charges:

Connection Charge

N/A

Early Termination fee

N/A

Rebates & Rewards:

*DSL price includes 150 GB of data/mo. \$10 charge per each additional 50 GB. For more information, go to att.com/internet-usage. Telephone access (including local, long distance or 800/888 facility charges) and other charges and taxes may apply, even during any applicable free promotional periods. Other terms and conditions may apply. Taxes and additional fees are extra.

For more information about AT&T's broadband Internet access service, please visit att.com/broadbandinfo.



Exhibit IV

MARCI MORANTZ
PO BOX 132425
COLUMBUS, OH 43213-9425

Page 1 of 2
Account Number 07236704381
Billing Date Jun 10, 2014
Web Site att.com

Monthly Statement

May 11 - Jun 10, 2014

Bill-At-A-Glance

Previous Bill	23.46
Payment Received 5-19 - Thank You!	64.00CR
Adjustments	.00
Balance	40.54CR
Current Charges	59.67
Total Amount Due	\$19.13
Amount Due in Full by	Jul 2, 2014

Billing Summary

Phone and Services	31.67
Repair Service:	
1-800-572-4545	
Automated Billing/Payment Arrangements:	
1-800-660-2626	
AT&T Internet Services	28.00
1-877-722-3755	
Total of Current Charges	59.67

News You Can Use Summary

PREVENT DISCONNECT • CARRIER INFO
PAYMENT OPTIONS • ELECTRONIC PAYMENTS
SERVICE INFORMATION • MOVING SOON?
SERVICE CHANGE • PAYMENT & INQUIRIES
MAKING PAYMENTS EASY • ONLINE BILL SUPPORT
CUSTOMER SUPPORT • EASY ONLINE SUPPORT

See "News You Can Use" for additional information.

Plans and Services

Monthly Service - Jun 10 thru Jul 9

Line Charge	11.70
Non-Published Service	3.20
Caller Identification	9.99
Unlimited Residence Service	7.55
Federal Access Charge	5.75
Total Monthly Service	38.19

Surcharges and Other Fees

9-1-1 Emergency System	.12
Billed for Franklin County	.05
Telecommunications Relay Service	9.57CR
Lifeline Discount	9.40CR
Total Surcharges and Other Fees	9.40CR

Taxes

Federal at 3%	.86
Sales at 7%	2.02
Total Taxes	2.88

Total Plans and Services

31.67

AT&T Internet Services

For Billing Inquiries:

High Speed Internet (DSL): 1.877.722.3755

Web Hosting: 1.888.932.4678

ConnectTech: 1.888.354.1260

AT&T Wi-Fi contact information located at attwifi.com.

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.

PRICE CHANGE NOTICE

Attention Valued AT&T High Speed Internet Members:

Thank you for choosing AT&T. To continue providing you with high quality service, your monthly rate will increase \$3 or \$3.05 for your AT&T High Speed Internet plan. This change will be reflected in your July 2014 bill. For more specific plan information, please go to att.com/dslupdate or call 866.417.6819.

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.

LOT 63130382



Exh. 16.7C

MARDI MORANTZ
PO BOX 132425
COLUMBUS, OH 43213-9425

Page 2 of 3
Account Number 614288-1000-280-1
Billing Date Jul 10, 2015

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

Services for 37631434

1 06-15 AT&T HSI BASIC
Service Date: 06/14/15-07/13/15
MARDI MORANTZ
HSI No. 614 236-4676
advocacyllc24@att.net

30.35

Total AT&T Internet Services

30.35

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 \$0.00.

CARRIER INFO

MCI, or a company that resells their service, is your long distance and local toll carrier.

RATE INCREASE

The Federal Universal Service Fee (supports telecommunication needs of low-income households, consumers living in high-cost areas, schools, libraries and rural hospitals), and the Federal Subscriber Line Charge increased on 7/1/2015. Lifeline customers will continue to receive credit for the Federal Subscriber Line Charge. Your current bill reflects the change. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill.

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.

News You Can Use - Continued

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.

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.

RATE NOTICE

The monthly rate for Non-Published Listings will increase from \$3.70 to \$4.45 on 8/1/2015. For more information, please visit us online at att.com or call us at 800.288.2020.

SERVICE INFORMATION

Your local services are provided by AT&T Ohio (The Ohio 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.

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 residential service, please call us at 1.800.288.2020.

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). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1.877.742.5822 (toll free) from eight a.m. to five p.m. weekdays, or at http://www.pickocc.org.

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!





View and pay your AT&T bill
online to save time and postage
while helping the environment.

Your Order Summary

Please Read Carefully

Exhibit VI
page 2062

THIS IS NOT A BILL

The following summarizes your AT&T High Speed Internet order and any applicable charges. Please confirm this information is accurate and call us at 1.877.722.3755 if there are any discrepancies.

Note: If you purchased AT&T High Speed Internet service as part of a package, the other components will be confirmed separately.

Service/Plan Info

Service/Plan:	AT&T High Speed Internet Basic	\$29.00 per month for 12 month(s), then \$34.00 per month*
Contract term:	N/A	

Equipment

N/A

Installation

Self Installation	No Charge
-------------------	-----------

Other

Other Charges:

Connection Charge	N/A
Early Termination fee	N/A

Rebates:

For questions about mail-in rebates: visit www.att.com/rewardcenter or call 1.877.258.1427.

*DSL price includes 150 GB of data/mo. \$10 charge per each additional 50 GB. For more information, go to att.com/internet-usage. Telephone access (including local, long distance or 800/888 facility charges) and other charges and taxes may apply, even during any applicable free promotional periods. Other terms and conditions may apply. Taxes and additional fees are extra.



Page 2 of 3
Account Number ~~622-222-2001~~
Billing Date Aug 10, 2015

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MAROI MORANTZ
PO BOX 132425
COLUMBUS, OH 43213-9425

Page 2 of 3
Account Number 614 236-4676 708 1
Billing Date Sep 10, 2015

Exhibit VNI

AT&T Internet Services

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	
Services for 37631434			
1	08-15	AT&T HSI BASIC Service Date: 07/21/15-08/13/15	23.87CR
2	08-15	AT&T HSI BASIC Service Date: 07/28/15-08/13/15	15.95CR
3	08-15	AT&T HSI BASIC Service Date: 08/14/15-09/13/15 MARDI MORANTZ HSI No. 614 236-4676 advocacylic24@att.net	34.00
4	08-15	AT&T HSI BASIC Service Date: 07/21/15-08/13/15	22.33
5	08-15	AT&T HSI BASIC Service Date: 07/28/15-08/13/15	18.70
Total Services for 37631434			35.21
Total Itemized Charges and Credits			35.21
Total AT&T Internet Services			35.21

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 \$0.00.

CARRIER INFO

MCI, or a company that resells their service, is your long distance and local toll carrier.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.669.3288). 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.

News You Can Use - Continued

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 Ohio (The Ohio 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.

PAYMENT & INQUIRIES

Allow 5 days when paying by mail. You may also pay at an authorized agent or by calling 1.800.669.2626 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 residential service, please call us at 1.800.288.2020.

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). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1.877.742.5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

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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!

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.



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