

NC
FILE

09-235-TP-CSS

19

LAW OFFICES OF
JOHN F. POTTS
NATIONAL CITY BANK BUILDING
405 MADISON AVENUE, SUITE 1010
TOLEDO, OHIO 43604-1207

RECEIVED-DOCKETING DIV

2009 MAR 16 PM 2:49

PUCO

FACSIMILE:
(419) 255-1105
(419) 241-1122

ADMITTED TO PRACTICE
IN MICHIGAN AND OHIO

TELEPHONE: (419) 255-2800
INTERNET: jfp@ameritech.net

March 13, 2009

VIA OVERNIGHT DELIVERY

ATTN: DOCKETING DIVISION
Public Utilities Commission of Ohio
180 E Broad Street
Columbus, OH 43215

RE: Formal Complaint Against AT&T

Dear Docketing Division:

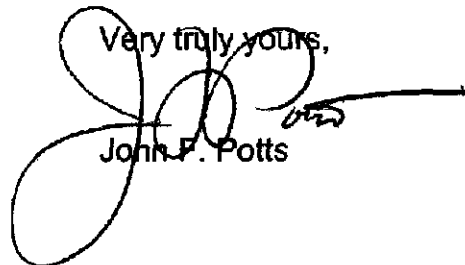
Enclosed is the original and twelve (12) copies of a Complaint against AT&T. Please return the extra copies to me after they have been file stamped by your office.

AT&T has arbitrarily put \$7,745.96 in unspecified "adjustments" on my January and February, 2009 telephone bills which I do not owe and which I am disputing. AT&T is now threatening to disconnect my telephone service if I do not pay these unspecified "adjustments" in full by March 20, 2009. The details are set forth in the enclosed Complaint.

All current charges for telephone service at my law office are paid in full. I am requesting that AT&T be prevented from disconnecting the telephone service at my law office until this Complaint is resolved so long as I continue to make timely payments on the current telephone bill for my law office as I have been.

Your prompt attention to this matter is request.

Very truly yours,



John F. Potts

JFP/jra
Enclosures

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician SM Date Processed MAR 16 2009



The Public Utilities
Commission of Ohio

09235-TP-CSS
Case Number

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

Formal Complaint Form

JOHN F. POTTS
Customer Name

405 MADISON AVE. SUITE 1010
Customer Address

TOLEDO OH 43604
City State Zip

Against

419-255-2800-448-1
Account Number

SAME

Customer Service Address (if different from above)

AT&T
Utility Company Name

City State Zip

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

SEE COMPLAINT AND EXHIBITS ATTACHED HERETO AND INCORPORATED HEREIN BY REFERENCE.

RECEIVED-DOCKETING DIV
2009 MAR 16 PM 2:49
PUCO


Signature JOHN F. POTTS

(419) 255-2800
Customer Telephone Number

COMPLAINT

1. I am an attorney at law and maintain telephone service at my law office with AT&T under account number 419-255-2800-448-1.
2. On January 25, 2009, AT&T rendered a bill claiming it was owed \$2,128.51 in unspecified "adjustments". A copy of this Monthly Statement is attached herewith as EXHIBIT A. I had never previously received a bill from AT&T for the amount of this alleged "adjustment".
3. When I spoke with AT&T by telephone and inquired about this "adjustment", I was informed that at some undetermined time in the past, AT&T had billed a credit card of some other unidentified customer for charges that were supposed to have billed to me and AT&T just recently discovered this alleged error.
4. I responded by pointing out that my bookkeeper had once given me a bill from AT&T that referred to debiting a credit card and that, upon receiving that bill, I had immediately called AT&T informing them that I had not authorized any telephone charges to be billed to any credit card and instructed AT&T not to pay any of my telephone charges by credit card.
5. The AT&T representative acknowledged that I had, in fact, made such a call, before any charges were actually billed to a credit card, but that, contrary to my instructions, AT&T had charged some of my phone service bill to an unidentified customer's credit card anyway. This had been done by AT&T with full knowledge that I had informed them it was not my credit card and had instructed them not to charge any of my phone service to any credit card. However, the representative informed me that I was obligated to pay the amount of \$2,128.51 in two (2) installments, the first one being

due immediately.

6. I explained to the AT&T representative that if AT&T had undertaken to charge some other customer's credit card for my telephone service after I complained about their doing so and after I had specifically instructed them not to do so, AT&T's decision to proceed with doing so was not a mistake, but constituted a deliberate decision on the part of AT&T for which I was not responsible. The representative admitted that AT&T had acted in the manner I described but nonetheless claimed that it was a mistake and that I was responsible to pay the \$2,128.51 in question in two (2) monthly installments with the first due immediately. I informed the representative that I did not owe it, that I had never received any previous bill for that amount, and that I would be contacting the P.U.C.O.

7. I then contacted the P.U.C.O. and made a complaint that was assigned case number JPOT0133090J. I informed the P.U.C.O. representative I did not believe I owed AT&T an additional \$2,128.51, but that if AT&T had in fact, provided service to me and charged some other customer's credit card for it after I had instructed AT&T not to do so, I would be willing to pay that amount off at the rate of \$50.00 per month, purely out of sense of moral obligation.

8. I was subsequently contacted by a different representative of AT&T who informed me that AT&T had considered writing the \$2,128.51 off because it was an error on the part of AT&T but that AT&T had decided not to do so and were requiring me to pay off the \$2,128.51 at the rate of approximately \$300.00 per month. I informed the representative that I had expressly instructed AT&T not to charge any of my phone service to a credit card. The representative acknowledged that I had instructed AT&T

not to charge my phone service to a credit card, but told me it was my fault that AT&T did so because I did not call more than once to be sure AT&T had actually followed the instructions not to charge my phone bill to anyone's credit card.

9. I informed the AT&T representative that because AT&T had apparently made a deliberate decision to apply some other customer's credit card to payment of my phone service after I had expressly instructed AT&T not to do so, AT&T is bound by its election, but, if phone service had actually been provided to me which I had not paid for, I would agree to pay the \$2,128.51 off at the rate of \$50.00 per month, purely out of sense of moral obligation. My offer to make installment payments in that amount was refused.

10. I then called the P.U.C.O. to complain again about the billing "adjustment" imposed by AT&T in the amount of \$2,128.51.

11. On February 25, 2009, AT&T sent me a Monthly Billing Statement adding \$5,617.45 in additional unspecified "adjustments" to the amount owed, bringing the total amount of unspecified "adjustments" to \$7,745.96. A copy of said Monthly Billing Statement is attached hereto as EXHIBIT B. I have never previously received a bill from AT&T for the amount of this alleged "adjustment".

12. The amount of the \$5,617.45 "adjustment" is not owing and appears to have been arbitrarily imposed in an effort to extort payment of the previous "adjustment" in the amount of \$2,218.51 which is not owing.

13. The conduct of AT&T is imposing the "adjustment" in the amount of \$2,128.51 and another "adjustment" the additional amount of \$5,617.45 (for a total of \$7,745.96 in "adjustments") is arbitrary, unjustified, and contrary to law.

14. The conduct of AT&T as discussed in the various paragraphs of this Complaint is in violation of Ohio Administrative Code Section 4901:1-5-07 (A) which provides as follows:

Telecommunications provider's bills shall be accurate and readable, and provide a description of all services rendered and all billed charges. Customer bills shall be rendered at regular monthly intervals unless the customer and the company agree otherwise.

AT&T has violated the above quoted regulation by not providing accurate billings on a monthly basis for the amounts which AT&T is now arbitrarily and unjustifiably attempting to collect as "adjustments", and by not providing a description of what services, if any, were rendered for the amount of the alleged "adjustments".

15. The conduct of AT&T as described in the various paragraphs of this Complaint is in violation of Ohio Administrative Code Section 4901:1-5-07 (B)(2) and (4) which provide as follows:

(B) Telecommunications provider's bills shall accurately identify all charges, fees, and taxes so they are clear and not misleading and consistent with the requirements of 47 C.F.R. 64.2401, as effective on the date referenced in paragraph (F) of rule 4901:1-5-02 of the Administrative Code. Bill content shall include the following information:

* * *

(2) A brief, clear, accurate description of all services rendered and charges due, including but not limited to current charges, past due amounts, late fees, and credits.

* * *

(4) The date the bill was issued, the beginning and end dates for which the service was provided and the date the payment is due.

AT&T has violated the above quoted regulation by not presenting a brief, clear, and accurate description of the services rendered for the charges labeled "adjustments" and by not setting forth the beginning and end dates for which any service was allegedly provided for the amounts billed as "adjustments", and by inaccurately billing me for amounts I do not owe.

16. The acts and conduct of AT&T as described in the various paragraphs of this Complaint are also in violation of 47 C.F.R. §64.2401(b) which provides as follows:

Descriptions of billed charges. Charges contained on telephone bills must be accompanied by a brief, clear, non-misleading, plain language description of the service or services rendered. The description must be sufficiently clear in presentation and specific enough in content so that customers can accurately assess that the services for which they are billed correspond to those that they have requested and received, and that the costs assessed for those services conform to their understanding of the price charged.

AT&T has violated the above quoted regulation by arbitrarily and unjustifiably setting forth large monetary amounts as "adjustments" on my bill without any description of the services rendered and without any content specific enough to allow an accurate assessment that these unspecified "adjustments" correspond to any service requested or received. Said "adjustments" in fact, do not correspond to the understanding of the customer, and are otherwise false and misleading.

17. The acts and conduct of AT&T as described in the various paragraphs of this Complaint are in violation of 47 U.S.C. Section 201 (b) which provides, in pertinent part, all charges and practices by a communication carrier such as AT&T "shall be just and reasonable" and that any charge or practice "that is unjust or unreasonable is declared to be unlawful".

18. The acts and conduct of AT&T described in the various paragraphs of this complaint and the EXHIBITS attached hereto are unlawful and in violation of above cited statute and the above cited regulations because the Monthly Statements, copies of which are attached hereto, and the Monthly Statements previously rendered by AT&T on account number 419-255-2800-448-1 are not accurate and are not just and reasonable, and, in fact, are false and misleading, and the conduct of AT&T in attempting to impose and collect said "adjustments" is unjust and unreasonable.

19. The conduct of AT&T as described in the various paragraphs of this Complaint is otherwise unlawful and in violation of applicable statutes and regulations.

20. All of my current charges properly owed to AT&T have been paid in full and are not in arrears.

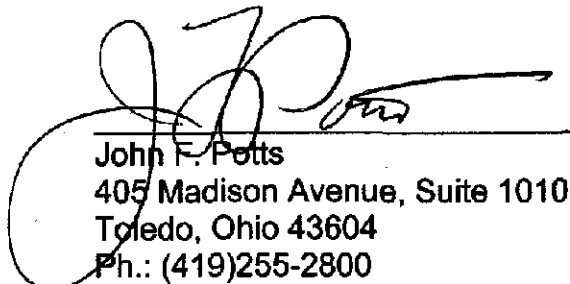
21. On March 8, 2009, AT&T issued a "Disconnection Notice" notifying me that my telephone service will be disconnected on March 20, 2009, if \$7,745.96 is not paid by that date. A copy of said Disconnection Notice is attached hereto as EXHIBIT C.

22. I do not owe AT&T an additional \$7,745.96 and the imposition of said charges and the threat to disconnect my telephone are wrongful, in violation of law and the applicable statutes and regulations.

WHEREFORE, AT&T should be required to remove the \$7,745.96 in alleged "adjustments" from my account, cease efforts to enforce collection of same, and AT&T should be prevented and prohibited from disconnecting or otherwise interfering with my

telephone service under account number 419-255-2800-448-1 for non-payment of the \$7,745.96 "adjustments" which are disputed and which I am not legally obligated to pay.

Respectfully Submitted,

A handwritten signature in black ink, appearing to be "J. Potts", is written over a horizontal line. The signature is stylized with a large loop on the left and a long horizontal stroke on the right.

John F. Potts
405 Madison Avenue, Suite 1010
Toledo, Ohio 43604
Ph.: (419)255-2800
Fax: (419)255-1105
E-mail: jfplaw@ameritech.net



at&t

POTTS JOHN F ATTY
405 MADISON AVE STE 1010
TOLEDO, OH 43604-1276

Page 1 of 4
Account Number 419 255-2800 448 1
Billing Date Jan 25, 2009

Web Site att.com

Invoice Number 419255280001

Monthly Statement

Dec 26 - Jan 25, 2009

Bill-At-A-Glance

Previous Bill	453.86
Payment	.00
Adjustments	2,128.51
Past Due - Please Pay Immediately	2,582.37
Current Charges	494.51
Total Amount Due	\$3,076.88
Current Charges Due in Full By	Feb 12, 2009

Billing Summary

Questions? Visit att.com

Plans and Services	352.97
1-800-660-3000	
Repair Service:	
1-800-727-2273	
Telecommunications Relay System:	
1-800-750-0750	
AT&T Internet Services	85.39
1-877-722-3755	
ILD Teleservices, Inc.	56.15
1-800-433-4518	
Total of Current Charges	494.51

News You Can Use Summary

- PREVENT DISCONNECT
- CARRIER INFO
- PAYMENT OPTIONS
- PAYMENT & INQUIRIES
- DID YOU KNOW?

See "News You Can Use" for additional information.

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	8-14	Payment Adjustment	381.32	
2	9-16	Payment Adjustment	377.60	
3	10-16	Payment Adjustment	371.89	
4	11-13	Payment Adjustment	566.68	
5	12-18	Payment Adjustment	451.02	
Totals			2,128.51	.00

Plans and Services

Monthly Service - Jan 25 thru Feb 24

Billed for 419 255-2800

Charges for 419 255-2800

Three Way Calling	7.50
Call Forwarding	8.50
Line Charge	19.70
Caller Identification	7.00
Automatic Callback	6.00
Calling Name Display	7.50
CO Termination With Touchtone	6.00
Indiv Msg Business Hunting Ln	6.15
Federal Access Charge	5.41

Charges for 419 255-1105

CO Termination With Touchtone	2.30
Line Charge	19.70
Caller Identification	7.00
Calling Name Display	7.50
Individual Message Business	6.15
Federal Access Charge	5.41

Charges for 419 255-2047

Line Charge	19.70
Caller Identification	7.00
Calling Name Display	7.50
CO Termination With Touchtone	6.00
Indiv Msg Business Hunting Ln	6.15
Federal Access Charge	5.41

Charges for 419 255-3129

Line Charge	19.70
Caller Identification	7.00
Calling Name Display	7.50
CO Termination With Touchtone	6.00
Indiv Msg Business Hunting Ln	6.15
Federal Access Charge	5.41

Charges for 419 255-3229

Line Charge	19.70
Caller Identification	7.00

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.

U.S. Pat. D410,950 and D414,510

Return bottom portion with your check in the enclosed envelope.



POTTS JOHN F ATT
405 MADISON AVE STE 1010
TOLEDO, OH 43604-1278

Page 2 of 4
Account Number 419 255-2800 448 1
Billing Date Jan 25, 2009

Invoice Number 419255280001

Plans and Services

Monthly Service - Continued

Calling Name Display	7.50
CO Termination With Touchtone	6.00
Indiv Msg Business Hunting Ln	6.15
Federal Access Charge	5.41
Total Billed for 419 255-2800	277.10

Billed for 419 241-1122

Charges for 419 241-1122

CO Termination With Touchtone	2.30
Line Charge	19.70
Federal Access Charge	5.41
Total Billed for 419 241-1122	27.41
Total Monthly Service	304.51

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
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Billed for 419 255-2800

Date: Jan 25, 2009

Order Number R9046142762

Effective Jan 1, 2009, your Bill reflects a decrease of \$1.70 in your Monthly Service charges. Charges are prorated from Jan 1, 2009 thru Jan 24, 2009					
1. Monthly Service				.56CR	
Effective Jan 4, 2009, your Bill reflects an increase of \$6.25 in your Monthly Service charges. Charges are prorated from Jan 4, 2009 thru Jan 24, 2009					
2. Monthly Service				4.37	
Total Charges for Order Number R9046142762				3.81	
Total Billed for 419 255-2800				3.81	

Billed for 419 241-1122

Date: Jan 25, 2009

Order Number R9046695490

Effective Jan 1, 2009, your Bill reflects a decrease of \$1.10 in your Monthly Service charges. Charges are prorated from Jan 1, 2009 thru Jan 24, 2009					
3. Monthly Service				.08CR	

Additions and Changes to Service - Continued

Item	No.	Description	Quantity	Monthly Rate	Amount Billed
Effective Jan 4, 2009, your Bill reflects an increase of \$1.25 in your Monthly Service charges. Charges are prorated from Jan 4, 2009 thru Jan 24, 2009					
4. Monthly Service					.87
Total Charges for Order Number R9046695490					.79
Total Billed for 419 241-1122					.79
Total Additions and Changes to Service					4.60

Local Calls

Flexible Call Plan Service

Calling Area A					
Minutes - Initial - 8:00am-9:00pm - Mon thru Fri					
28 Minute(s) billed at \$.0353 each					.99
Minutes - Additional					
35 Minute(s) billed at \$.0088 each					.31
Total Usage for Calling Area A					1.30
Total Flexible Call Plan Service					1.30

446 Call(s) were placed with your Measured Line					
365 Call(s) were allowed					
81 Call(s) billed at \$.08 each					6.48

Billed for 419 255-2800

446 Call(s) were placed with your Measured Line

Billed for 419 241-1122

Flexible Call Plan Service

Calling Area A					
Minutes - Initial - 8:00am-9:00pm - Mon thru Fri					
28 Minute(s)					
Minutes - Additional					
35 Minute(s)					
Total Local Calls					7.78

Surcharges and Other Fees

Billed for 419 255-2800					
9-1-1 Emergency System					
Billed for Lucas County					.60
Federal Universal Service Fee					3.50
Total Billed for 419 255-2800					4.10

Billed for 419 241-1122

9-1-1 Emergency System					
Billed for Lucas County					.12
Federal Universal Service Fee					.51
Total Billed for 419 241-1122					.63
Total Surcharges and Other Fees					4.73

Taxes

Billed for 419 255-2800					
Federal at 3%					8.78
Sales at 6.75%					19.76
Total Billed for 419 255-2800					28.54





POTTS JOHN F ATTY
405 MADISON AVE STE 1010
TOLEDO, OH 43604-1276

Page 3 of 4
Account Number 419 255-2800 448 1
Billing Date Jan 25, 2009

Invoice Number 419255280001

Plans and Services

Taxes - Continued

Billed for 419 241-1122

Federal at 3%	.86
Sales at 6.75%	1.95
Total Billed for 419 241-1122	2.81
Total Taxes	31.35

Total Plans and Services 352.97

AT&T Internet Services

For Billing Inquiries:

AT&T High Speed Internet customers call 1-800-288-2020.

AT&T Yahoo! Web Hosting customers call 1-866-722-9932.

For billing questions regarding AT&T Web Hosting(SM), call 1-888-932-4678. AT&T Wi-Fi contact information located at www.attwifi.com.

For all Homezone (HZ) billing inquiries, visit <https://mtbselfcare.sbcis.sbc.com/> and login to view and/or manage your monthly Homezone video billing transactions.

Miscellaneous Charges and Credits

This section of the bill reflects charges and/or credits applied to your account.

No. Date Description

Billed for 419 241-1122

For Services on 4977194

1	01-11	AT&T HSI BUS ELITE-S	79.99
---	-------	----------------------	-------

Service Date: 01/10/09-02/09/09

JOHN POTTS

HSI No. 419 241-1122

pvhld@ameritech.net

2	01-11	SALES TAX	5.40
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Service Date: 01/11/09-01/11/09

Total for 4977194 85.39

Total Billed for 419 241-1122 85.39

Total Miscellaneous Charges and Credits 85.39

Total AT&T Internet Services 85.39

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 \$2,642.36.

CARRIER INFO

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

News You Can Use - Continued

PAYMENT OPTIONS

Pay bills online FREE of charge at att.com. Go There Today! Payments made with an AT&T representative may be subject to a \$5.00 payment convenience fee. You can mail your payment in the enclosed envelope.

PAYMENT & INQUIRIES

Allow 5 days when paying by mail. You may also pay at an authorized agent or call 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 1.800.660.3000.

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 for assistance at 1.800.686.7828 (toll free) or for TTY at 1.800.686.1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

DID YOU KNOW?

You now have the option for assistance & trouble ticket reporting online at att.com/repair for AT&T's Voice Mail. Get help now at att.com/repair.



POTTS JOHN F ATTY
405 MADISON AVE STE 1010
TOLEDO, OH 43604-1276

Page 4 of 4
Account Number 419 255-2800 448 1
Billing Date Jan 25, 2009

Questions? 1-800-433-4518

Invoice Number 419255280001

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

Miscellaneous Charges and Credits

This section of the bill reflects charges and/or credits applied to your account.

No. Date Description

LOCAL INTERNET LISTING.COM,LLC

For billing questions call 1-800-433-4518

1	01-21	LOCAL INTERNET LISTING.COM,LLC-MO FEE	49.95
---	-------	---------------------------------------	-------

Long Distance

No. Date Time Place Called Number Code Min

GLOBAL TEL*LINK CORP.

For billing questions call 1-800-433-4518

Calls Charged to 419 255-2800

Itemized Calls

2	1-05	431P TOLEDO	OH 419 255-2800	DB	2	1.15
		FROM TOLEDO	OH 419 727-5986			

Total Itemized Calls 1.15

Total Calls Charged to 419 255-2800 1.15

Calls Charged to 419 255-3129

Itemized Calls

3	1-08	454P TOLEDO	OH 419 255-3129	DB	1	1.60
		FROM TOLEDO	OH 419 244-3369			

Total Itemized Calls 1.60

Total Calls Charged to 419 255-3129 1.60

Total for GLOBAL TEL*LINK CORP. 2.65

Key for Calling Codes:

B Collect 0 Day

Total Long Distance Charges 2.65

Taxes

Sales at 6.75% 3.55

Total ILD Teleservices, Inc. 56.15



POTTS JOHN F ATT
405 MADISON AVE STE 1010
TOLEDO, OH 43604-1276

Page 1 of 4
Account Number 419255-2800 448 1
Billing Date Feb 25, 2009

Web Site att.com

Invoice Number 419255280002

Monthly Statement

Jan 26 - Feb 25, 2009

Bill-At-A-Glance

Previous Bill	3,076.88
Payment	453.86CR
Adjustments	5,617.45
Past Due - Please Pay Immediately	8,240.47
Current Charges	633.54
Total Amount Due	\$8,874.01
Current Charges Due in Full By	Mar 16, 2009

Billing Summary

Questions? Visit att.com

Plans and Services	340.48
1-800-660-3000	
Repair Service:	
1-800-727-2273	
Telecommunications Relay System:	
1-800-750-0750	
AT&T Internet Services	85.39
1-877-722-3755	
AT&T Advertising & Publishing #	148.50
1-800-479-2977	
ILD Teleservices, Inc.	59.17
1-800-433-4518	
# New services provided and billed.	
Total of Current Charges	633.54

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	2-14	Payment Adjustment	377.18	
2	3-17	Payment Adjustment	350.49	
3	4-15	Payment Adjustment	362.47	
4	5-15	Payment Adjustment	424.34	
5	6-16	Payment Adjustment	402.21	
6	7-18	Payment Adjustment	354.25	
7	2-02	Payment		453.86
8	2-19	Payment Adjustment	3,346.53	
Totals			5,617.45	453.86

Plans and Services

Monthly Service - Feb 25 thru Mar 24

Charges for 419 255-2800	
Monthly Charges	68.35
Federal Access Charge	5.41
Charges for 419 255-1105	
Monthly Charges	42.65
Federal Access Charge	5.41
Charges for 419 255-2047	
Monthly Charges	46.35
Federal Access Charge	5.41
Charges for 419 255-3129	
Monthly Charges	46.35
Federal Access Charge	5.41
Charges for 419 255-3229	
Monthly Charges	46.35
Federal Access Charge	5.41
Total Monthly Service	277.10

Local Calls

Flexible Call Plan Service	
Calling Area A	
Minutes - Initial - 8:00am-9:00pm - Mon thru Fri	
33 Minute(s) billed at \$0.0353 each	1.16
Minutes - Additional	
40 Minute(s) billed at \$0.0088 each	.35
Total Usage for Calling Area A	1.51
Total Flexible Call Plan Service	1.51

689 Call(s) were placed with your Measured Line
365 Call(s) were allowed
324 Call(s) billed at \$0.08 each 25.92

News You Can Use Summary

- PREVENT DISCONNECT
 - CARRIER INFO
 - LOCAL TOLL RATES
 - PAYMENT OPTIONS
 - PAYMENT & INQUIRIES
- See "News You Can Use" for additional information.

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.

U.S. Pat. D410,950 and D414,510

Return bottom portion with your check in the enclosed envelope.



POTTS JOHN FATTY
405 MADISON AVE STE 1010
TOLEDO, OH 43604-1278

Page 2 of 4
Account Number 419 255-2800 448 1
Billing Date Feb 25, 2009

Invoice Number 419255280002

Plans and Services

Local Calls - Continued

Billed for 419 255-2800

689 Call(s) were placed with your Measured Line

Billed for 419 241-1122

Flexible Call Plan Service

Calling Area A

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

33 Minute(s)

Minutes - Additional

40 Minute(s)

Total Local Calls 27.43

Information Charges

411 and 555-1212

1 Call(s) made to 1+411

1 Call(s) billed at \$1.75 each 1.75

Surcharges and Other Fees

9-1-1 Emergency System

Billed for Lucas County .60

Federal Universal Service Fee 3.50

Total Surcharges and Other Fees 4.10

Taxes

Federal at 3% 9.15

Sales at 6.75% 20.95

Total Taxes 30.10

Total Plans and Services 340.48

AT&T Internet Services

For Billing Inquiries:

AT&T High Speed Internet customers call 1-800-288-2020.

AT&T Yahoo! Web Hosting customers call 1-866-722-9932.

For billing questions regarding AT&T Web Hosting(SM), call

1-888-932-4678. AT&T Wi-Fi contact information located at

www.attwifi.com.

For all Homezone (HZ) billing inquiries, visit

<https://mtbselfcare.sbcis.sbc.com/> and login to view and/or manage

your monthly Homezone video billing transactions.

Miscellaneous Charges and Credits

This section of the bill reflects charges and/or credits applied to your account.

No. Date Description

Billed for 419 241-1122

For Services on 4977194

1 02-11 AT&T HSI BUSELITE-S 79.99

Service Date: 02/10/09-03/09/09

JOHN POTTS

HSI No. 419 241-1122

pvhldt@ameritech.net

Miscellaneous Charges and Credits - Continued

No. Date Description

2 02-11 SALES TAX 5.40

Service Date: 02/11/09-02/11/09

Total for 4977194 85.39

Total Billed for 419 241-1122 85.39

Total Miscellaneous Charges and Credits 85.39

Total AT&T Internet Services 85.39

AT&T Advertising & Publishing

Keeping your AT&T advertising charges current will help ensure your eligibility to receive a combined bill for your AT&T services. If your advertising charges become delinquent, they may be transferred from your combined bill and direct billed.

February, 2009

Charges for Customer ID: 4000824739-00001

Yellow Page Advertising

Monthly Charges

TOLEDO, OH Directory 02/09 137.00

Listed Number 419-255-2800

TOLEDO COMPANION, OH Directory 02/09 11.50

Listed Number 419-255-2800

Total Yellow Pages 148.50

Total AT&T Advertising & Publishing 148.50

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 \$8,146.43.

CARRIER INFO

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

LOCAL TOLL RATES

Effective 4/17/09, Local Toll Day, Evening and Night per minute rates for business customers will increase from \$0.56 to \$0.60 per minute. These changes do not apply to any AT&T Long Distance rates. For questions on these changes or for information on discount plans that could save you money, please call the number listed on your bill or visit att.com. Thank you for choosing AT&T Ohio.





at&t

POTTS JOHN F ATTY
405 MADISON AVE STE 1010
TOLEDO, OH 43604-1276

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Account Number 419 255-2800 448 1
Billing Date Feb 25, 2009
Invoice Number 419235280002

News You Can Use

News You Can Use - Continued

PAYMENT OPTIONS

Pay bills online FREE of charge at att.com. Go There Today! Payments made with an AT&T representative may be subject to a \$5.00 payment convenience fee. You can mail your payment in the enclosed envelope.

PAYMENT & INQUIRIES

Allow 5 days when paying by mail. You may also pay at an authorized agent or call 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 1.800.660.3000.

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 for assistance at 1.800.686.7826 (toll free) or for TTY at 1.800.686.1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.



POTTS JOHN FATTY
405 MADISON AVE STE 1010
TOLEDO, OH 43604-1276

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Account Number 419255-2800 448 1
Billing Date Feb 25, 2009

Questions? 1-800-433-4518

Invoice Number 419255280002

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

Miscellaneous Charges and Credits

This section of the bill reflects charges and/or credits applied to your account.

No. Date Description

LOCAL INTERNET LISTING.COM,LLC

For billing questions call 1-800-433-4518

1	02-18	LOCAL INTERNET LISTING.COM,LLC-MO FEE	49.95
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Long Distance

No. Date Time Place Called Number Code Min

GLOBAL TEL*LINK CORP.

For billing questions call 1-800-433-4518

Itemized Calls

1	2-03	239P TOLEDO	OH 419 255-2800	DB	1	1.15
		FROM TOLEDO	OH 419 727-5986			
2	2-09	924A TOLEDO	OH 419 255-2800	DB	1	1.15
		FROM TOLEDO	OH 419 727-5986			
3	2-10	226P TOLEDO	OH 419 255-2800	DB	5	1.15
		FROM TOLEDO	OH 419 727-5986			
4	2-12	108P TOLEDO	OH 419 255-2800	DB	3	2.03
		FROM MARION	OH 740 223-7853			

Total Itemized Calls 5.48

Total for GLOBAL TEL*LINK CORP. 5.48

Key for Calling Codes:

B Collect D Day

Total Long Distance Charges 5.48

Taxes

Sales at 6.75% 3.74

Total ILD Teleservices, Inc. 59.17





at&t

POTTS JOHN F ATTY
405 MADISON AVE STE 1010
TOLEDO OH 43604-1276

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Account Number 419 255-2800 448 1
Billing Date MAR 08, 2009

DISCONNECTION NOTICE

Did you forget to pay your bill? If so, your AT&T Ohio service and any other services associated with your billing telephone number may be disconnected. If your payment has been sent, we thank you and apologize for sending this notice.

COLLECTION OFFICE: 1-800-704-4808

Your telephone bill of \$7,745.96 is past due and disconnection of services is scheduled for MAR 20, 2009.

To stop disconnection of all services,
pay \$7,745.96 by MAR 20, 2009.

To stop disconnection of regulated local service,
pay \$7,311.44 by MAR 20, 2009.

To stop disconnection of long distance service,
pay an additional \$39.64 by MAR 20, 2009.

To stop disconnection of other unregulated services, such as voicemail and 900/976,
pay an additional \$394.88 by MAR 20, 2009.

Non-payment of unregulated charges will not result in disconnection of local service or long distance service, but may result in referral to a collection agency.

If your local service is disconnected, a reconnection charge will apply and a deposit may be required. If your complex services or circuits are disconnected, a new service order will be required and additional connection charges will apply.

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.



POTTS JOHN FATTY
405 MADISON AVE STE 1010
TOLEDO OH 43604-1276

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Account Number 419 255-2800 448 1
Billing Date MAR 08, 2009

If you have several accounts billed on one statement, and one of those accounts is for local service, non-payment may result in the billing being separated.

To keep your local phone service, all payments will be applied to past due local service first. Partial payment may result in some or all of your services being disconnected.

Payment made at an unauthorized payment agency does not guarantee timely credit to your account. You may pay your past due balance with a credit card or automatic withdrawal from your bank account. If you wish to discuss this notice, please call AT&T Ohio on 1-800-704-4808 between the hours of 8:00 a.m. and 5:00 p.m. CST.

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called AT&T Ohio, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

We value you as a customer and understand that sometimes circumstances may cause a delayed payment.

