OFFICIAL FILE LINOIS COMMERCE COMMISSI	ORIGINAL NFORMAL COMPLAINT Illinois Commerce Commission 527 E. Capitol Avenue Springfield, Illinois 62701	For Commission Use Only: Case: <u>19-0487</u> RECEIVED APR 3 0 2019
Regarding a complaint by (Person/Company making	the complaint): M. Brandon Walsh d/b/	ILLINOIS COMMERCE COMMISSION CHIEF CLERK'S OFFICE
	ephone, LLC d/b/a AT&T Wholesale	
As to (Reason for complaint) Billing dispute	involving AT&T landline phone servi	ce in Illinois
in <u>Chicago</u> Illínois	5.	
TO THE ILLINOIS COMMERCE COMMISSION, SPRING		
	305 West Wisconsin Street, Chicag	
The service address that I am complaining about is _	305 West Wisconsin Street, Chica	igo, Illinois 60614
My home telephone is	[<u>312]</u> <u>255-1987</u>	
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be r My e-mail address is mbwalsh@westgatefinancial.net		ctronic means (e-mail) 🛛 Yes 📄 No
(Full name of utility company) <u>Illinois Bell Tele</u> to the provisions of the Illinois Public Utilities Act.	phone, LLC	(respondent) is a public utility and is subject
In the space below, list the specific section of the law, 220 ILCS 5/13-103 (from Ch. 111 2/3, p	, Commission rule(s), or utility tariffs that you thin par. 13-103):	k is involved with your complaint.
220 ILCS 5/9-101 (from Ch. 111 2/3, pa		
UDTPA 815 ILCS 510/1 et. seq. 720 ILCS 5/17-24		

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?	🛛 _{Yes}	
Has your complaint filed with that office been closed?	⊠ _{Yes}	

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NUTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information (Social Security Number, Driver's License Number, Medical Records, etc.) contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date:

Mri 1 26, 2019

_____Complainant's Signatura :____

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

Compleinant, first being duly sworn, say that I have read the above petition and know The contents of this petition are true, to the best of my knowledge. what it savs. "OFFICIAL SEAL" ALEX WERHANE Notary Public, State of Illinois emplainant's Sionature My Commission Expires 02/08/21 99999999999999999999999999999999999 26, 2019 Subscribed and sworn/affirmed to before me on (month, day, year) (NOTARY SEAL) Signature, Notary Public, Illinois

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Formal Complaint M. Brandon Walsh d/b/a Westgate Financial Group LLC

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Illinois Bell Telephone, LLC d/b/a AT&T Wholesale d/b/a AT&T Illinois

[Informal Complaint #2018-14283]

INTRODUCTION

- 1. **DISPUTE:** This matter is a telephone billing dispute with Illinois Bell Telephone LLC d/b/a AT&T Wholesale and d/b/a AT&T Illinois (hereinafter "AT&T") for their legacy landline phone service in Illinois. This is a significant dispute that represents intentional overcharging with unconscionable price increases that violate the just, reasonable, affordable and non-discriminatory landline phone rate standards stipulated under Illinois law. The disputed issues are:
 - 2. The just, reasonable, affordable and non-discriminatory monthly phone bill amount for the landline phone services AT&T provides M. Brandon Walsh d/b/a Westgate Financial Group (hereinafter "Walsh"). In a May 18, 2018 Agreement (hereinafter "Agreement") between AT&T and Walsh the agreed-upon amount for the landline phone services being provided was \$130 per month. AT&T repudiated this Agreement in July 2018;
 - 3. In the Agreement the amount that AT&T had billed and Walsh had paid in excess of the agreed-upon \$130 monthly billing amount since February 2017 was to be refunded to Walsh. At the time, the excess billing amount to be refunded Walsh was \$2,704.64, but that amount has since increased to \$4,726.73 due to AT&T's continued unconscionably-high monthly phone billings. AT&T repudiated this Agreement in July 2018.

	Pre-Dispute Monthly Billing	AT&T Monthly Billing – during dispute	May 18, 2018 Agreement Specified Amount
Total Monthly	Approx. \$180	Approx. \$233-372	\$130
Landline Phone bill	per month	per month	per month
			was \$2,704.64
Excess Billing Refund	NA	0	now is \$4,726.73

4. Walsh hereby files this Formal Complaint with the Illinois Commerce Commission against AT&T's Illinois entities (Illinois Bell Telephone, LLC d/b/a AT&T Wholesale and d/b/a AT&T Illinois) to resolve this dispute. Please note, parallel complaints are being filed with the Illinois Attorney General's Office, the Federal Communications Commission and the Federal Trade Commission [Case Number: 106336345.] 5. Please see the attached balance of this Formal Complaint of M. Brandon Walsh d/b/a Westgate Financial Group v. Illinois Bell Telephone, LLC et al. which is incorporated herein and made a part of this document hereof.

Please clearly state what you want the Commission to do in this case:

SUMMARY OF REQUESTED RELIEF

6. Walsh respectfully requests judgement in its favor against AT&T that provides:

(a) 7. Prompt refund payment to Walsh in the amount of \$4,726.73 representing the current excess billing amount as of April 26, 2019, subject to any further excess billing adjustment;

(b) 8. Continuation of the same landline phone services as currently provided at a total monthly phone bill amount of \$130 for the balance of 2019 and the year of 2020, subject to any future change or adjustment in the phone billing related regular monthly Fees, Surcharges and Taxes;

(c) 9. Cancellation of AT&T's claimed outstanding unpaid phone bill balance which has been applied and credited against the excess billing amount due Walsh;

(d) 10. Payment of civil penalties to the State of Illinois in the amount of 0.00825% of the intrastate annual telecommunications revenue for the Illinois Bell Telephone Company, LLC d/b/a AT&T Wholesale and d/b/a AT&T Illinois for each of the 26 acts of monthly landline billing rate violations of Illinois Statutes;

(e) 11. Permanent injunctive relief throughout the State of Illinois against AT&T's use of deceptive, misleading and unclear customer monthly billings and against AT&T's use of customer service representatives (herein "CSRs") in a deceptive, false or misleading manner or involving misrepresentations, false promises or pretenses in any oral, written or electronic communication to any Illinois individual, business or other entity customer or prospect;

(f) 12. Permanent injunctive relief throughout the State of Illinois against AT&T's violation of the just, reasonable, affordable and/or non-discriminatory billing rate standards stipulated in Illinois Statutes in any billing dealings with any Illinois individual, business or other entity customer.

(g) 13. Permanent injunctive relief throughout the State of Illinois requiring AT&T to include with each monthly or recurring customer billing report, communication or equivalent document for any telecommunication service being provided by AT&T or successor entity, including without limitation all related or affiliated entities directly or indirectly under the ownership, control or direction of AT&T, to any Illinois individual, business or other entity including within that recurring document: i) information in clearly described and understandable terms and dollar amounts detailing AT&T's lowest price, average price and the range of its product/service pricing for the same, similar or equivalent telecommunication service that AT&T provides to such customer both for within that customer's zip code and for in the customer's surrounding 5-zip code geographic area, ii) in clearly described and understandable terms how that customer can obtain from AT&T that such average price and such lowest price which AT&T is charging for such service; and iii) a statement of attestation by a duly authorized officer or manager of AT&T that such billing amount and any pricing changes being charged to that customer fully comply with the pricing standards stipulated under Illinois law.

Formal Complaint M. Brandon Walsh d/b/a Westgate Financial Group LLC v.

Illinois Bell Telephone, LLC d/b/a AT&T Wholesale d/b/a AT&T Illinois

(Continued)

- 14. BACKGROUND and HISTORY: Walsh runs a one-person financial advisory operation out of his home under a d/b/a "Westgate Financial Group", and for over 25 years has had AT&T landline phone service using 3 phone lines, (2 voice lines and a dedicated FAX line). Walsh's AT&T account is 312-337-1953 XXX.
- 15. For over 20 years through January 2017, there were no meaningful phone or billing issues. Phone service was fine and it then cost about \$180 a month or about \$2,200 per year. Walsh's phone usage was fairly consistent with low to moderate volume. However, Walsh's monthly landline phone bills suddenly increased enormously beginning February 2017. His monthly landline phone bill suddenly increased by an extra \$100 a month or more than 50% to a total monthly phone bill of \$281.92 in February 2017. Walsh's monthly landline phone bills then remained in the \$270-280 per month range through September 2017. Then in October 2017 AT&T once again increased Walsh's monthly phone bill - this time increasing the bill by an additional \$70 per month to \$345.26. This is a nearly 90% increase or \$162.34 in the monthly landline billing amount IN JUST 9 MONTHS. What is the justification or legitimate explanation for such huge price increases? There can be none. How are these prices and related price increases just, reasonable, affordable and/or non-discriminatory as stipulated under Illinois Statutes? The issue at hand is not only the just, reasonableness and nondiscriminatory nature of a monthly landline bill of about \$282 or \$345, but also the just, reasonableness, affordability and non-discriminatory nature of AT&T's huge \$100 or \$162 price increases in their monthly landline phone billings.
- 16. Underlying AT&T's unreasonable, exorbitant phone bill increases were rapid increases in the price for a phone line: increasing from \$25.33 per line to \$35.33 in October 2017, to \$45.33 in May 2018, to \$51.83 in June 2018, and then to \$65 in December 2018. How are these phone line charges just, reasonable and affordable as stipulated under Illinois Statute? Did AT&T charge every Illinois landline customer a similar amount for each line, or were they discriminating? How is AT&T's resulting 205% compound annual price increase for each phone line consistent with Illinois Statutes?
- 17. In addition, beyond AT&T's phone bill rapid price increases, AT&T also substantially increased the phone related monthly Fees, Surcharges and Taxes (herein "FST") charge. For example, before October 2017 when Walsh's monthly phone bill component for phone plan and service charge was about \$130 excluding FST, the monthly FST was about \$35 or about 26.5% of the monthly phone plan & service charge. Fast forward to

the First Quarter 2019 billing when AT&T charged Walsh a "discounted" monthly landline phone plan and service charge of about \$140 excluding FST, AT&T now billed a monthly FST of about \$57 or 40% of the phone plan and service charge. While many of the FST components are stipulated by regulations, the fastest increasing element of FST is AT&T's own monthly Cost Assessment Fee which was now \$7.44. This fee is discretionary and not required or mandated under law. As of July 6, 2017 AT&T estimated it had 1.2 million landline phone customers in Illinois. As a result, this single Cost Assessment Fee alone would represent over \$107 million in additional annual income collected by AT&T if it applies the fee uniformly to all their estimated 1.2 million Illinois landline customers. If AT&T does not apply this fee uniformly to all their Illinois landline customers, then how is it not discriminatory pricing in violation of Illinois statutes? Please note: AT&T's monthly Cost Assessment fee was \$3.33 as recently as December 2018, and AT&T only started charging this fee at \$2.97 in July 2017. Since this monthly incremental fee has the financial result of directly increasing AT&T's earnings by the same amount, what were the circumstances that occurred or triggered AT&T to start charging this discretionary fee and for the recent 123% fee increase?

- 18. Because of AT&T rapid and substantial price increases, Walsh's annual landline phone bill increased substantially to \$3,337.19 in 2017, and then increased further to \$3,744.12 in 2018. Please note: The 2018 annual phone bill would likely have been much higher than as shown had it not been for the May 18, 2018 Agreement between AT&T and Walsh.
- 19. Walsh and his wife sporadically called AT&T 3 or 4 times in 2017 trying to find out what happened to his phone bills, why were they so high and increasing every few months, and how could Walsh reduce these phone bills? AT&T routinely promised to look into it and get back to him; but they never contacted him.
- 20. Throughout this period, there were NO changes or increases in the phone services AT&T provided or meaningful changes in Walsh's usage volume. Nothing to warrant AT&T's substantial price increases of such huge magnitude. In just 9-16 months AT&T had DOUBLED Walsh's monthly landline phone bills from about \$180 to \$345 and then to over \$360. What business, especially a regulated business of providing landline phone service, can legitimately double their prices in just 9-16 months? How are these prices and related price increases just, reasonable, affordable and non-discriminatory as stipulated by Illinois law?
- 21. SUPPORTING DOCUMENTATION: Please see the attached after Page 21: summary spreadsheet of Walsh's AT&T monthly landline phone bills; a summary of the related monthly Fees, Surcharges and Taxes details; the following landline monthly phone bills for January, February and October 2017 bills; for May, June, July and November 2018 bills; and the most recent April 2019 bill, the improper April 16, 2019 AT&T Landline Phone Disconnect Notice, and Receipt of Payment made by Walsh under duress.

22. RELEVANT ILLINOIS STATUTES:

220 ILCS 5/13-103 (from Ch. 111 2/3, par. 13-103):

Sec. 13-103. Policy. Consistent with its findings, the General Assembly declares that it is the policy of the State of Illinois that:

(a) telecommunications services should be available to all Illinois citizens at just, reasonable, and

affordable rates and that such services should be provided as widely and economically as possible in sufficient variety, quality, quantity and reliability to satisfy the public interest; ...

(d) the consumers of telecommunications services and facilities provided by persons or companies subject to regulation pursuant to this Act and Article should be required to pay only reasonable and nondiscriminatory rates or charges and that in no case should rates or charges for non-competitive telecommunications services include any portion of the cost of providing competitive telecommunications services, as defined in Section 13-209, or the cost of any nonregulated activities;

23. 220 ILCS 5/9-101 (from Ch. 111 2/3, par. 9-101.

"All rates or other charges made, demanded or received by any product or commodity furnished or to be furnished or for any service rendered or to be rendered shall be just and reasonable. Every unjust or unreasonable charge made, demanded or received for such product or commodity or service is hereby prohibited and declared unlawful. All rules and regulations made by a public utility affecting or pertaining to its charges to the public shall be just and reasonable."

24. UDTPA 815 ILCS 510/1 et. seq.

Sec. 2. Unfair methods of competition and unfair or deceptive acts or practices, including but not limited to the use or employment of any deception, fraud, false pretense, false promise, misrepresentation or the concealment, suppression or omission of any material fact, with intent that others rely upon the concealment, suppression or omission of such material fact, or the use or employment of any practice described in Section 2 of the "Uniform Deceptive Trade Practices Act", approved August 5, 1965, in the conduct of any trade or commerce are hereby declared unlawful whether any person has in fact been misled, deceived or damaged thereby.

25. 720 ILCS 5/17-24

Sec. 17-24. Mail fraud and wire fraud.

(a) Mail fraud. A person commits mail fraud when he or she:

(1) devises or intends to devise any scheme or

artifice to defraud, or to obtain money or property by means of false or fraudulent pretenses,

representations, or promises, or to sell, dispose of, loan, exchange, alter, give away, distribute, supply, or furnish or procure for unlawful use any counterfeit obligation, security, or other article, or anything represented to be or intimated or held out to be such a counterfeit or spurious article; and (2) with the intent to execute such scheme or

artifice or to attempt to do so, does any of the following:

(A) Places in any post office or authorized

depository for mail matter within this State any matter or thing to be delivered by the United States Postal Service, according to the direction on the matter or thing.

(B) Deposits or causes to be deposited in this

State any matter or thing to be sent or delivered by mail or by private or commercial carrier, according to the direction on the matter or thing.

(C) Takes or receives from mail or from a private

or commercial carrier any such matter or thing at the place at which it is directed to be delivered by the person to whom it is addressed.

(D) Knowingly causes any such matter or thing to

be delivered by mail or by private or commercial carrier, according to the direction on the matter or thing.

(b) Wire fraud. A person commits wire fraud when he or she:

(1) devises or intends to devise a scheme or artifice

to defraud or to obtain money or property by means of false pretenses, representations, or promises; and

(2) for the purpose of executing the scheme or

artifice, transmits or causes to be transmitted any writings, signals, pictures, sounds, or electronic or electric impulses by means of wire, radio, or television communications:

- 26.PROTRACTED EFFORTS TO RESOLVE THIS DISPUTE: Walsh repeatedly tried to resolve this dispute, including actually reaching an Agreement with AT&T on May 18, 2018 (hereinafter the "Agreement") which resolved all these issues at the time. AT&T initially honored the Agreement in May and June 2018, but then repudiated the Agreement beginning July 2018. See below.
- 27. After calling AT&T several times in 2017 about the large price increases in Walsh's monthly landline phone bills, when Walsh received his May 2018 phone bill for \$365.51 he called AT&T's CSR on May 18, 2018 to try to resolve this billing dispute. The May 2018 phone bill consisted of three elements:
- 28. Phone Plan and Service charge was \$261.36 (including FST) which compared to \$163.88 (including FST) that was billed in January 2017,
- 29. Long Distance charge (based on flat fees as was done in the past) was \$59.27 which compared to \$29.92 that was billed in January 2017;
- 30. Messaging for 2 phone lines charge was \$44.88 compared to a credit of (\$10.88) in January 2017. A company cannot sustain its business paying customers to use their service, or in this case its messaging service unless there is some compensating reason or offsetting financial charge to absorb any credits perhaps higher Phone Plan and Service charges and/or Long Distance charges. In January 2017 AT&T's monthly messaging charge was \$44.88 (for 2 phone lines) but with a monthly credit of (\$55.76), producing the overall credit of (\$10.88). The more likely circumstance is that both amounts the charge and the credit are grossly inflated.
- 31. In 9 to 16 months AT&T more than doubled Walsh's monthly landline phone bill to more than \$360 by unilaterally increasing their Phone Plan and Service charge by 60% or almost \$100, by increasing their Long Distance charge by 98% or about \$30, and by increasing their Messaging charge by 513% or about \$56. How are these prices and the related price increases just, reasonable, affordable and non-discriminatory?
- 32. These price increases represented a 100% increase amounting to an *additional* almost \$2,100 per year in AT&T's landline phone billing. As of July 6, 2017, AT&T estimated they had 1.2 million landline phone customers in Illinois. *If AT&T charged each of these lllinois landline customers the same unconscionable landline phone prices, AT&T would improperly gain an additional* \$2.64 *BILLION in incremental revenues and earnings.* What is the legitimate basis for such huge price increases? How do these prices and such increases comply with the just, reasonable, affordable and non-discriminatory billing rate standards stipulated under Illinois Statutes? If AT&T did not uniformly charge these prices to all their Illinois landline phone customers, how then is this not discriminatory pricing?
- 33. THE MAY 18, 2018 AGREEMENT DISPUTE RESOLUTION: On May 18 Walsh initially spoke to many AT&T CSRs, and asked to talk with someone who had the authority to resolve this billing dispute to end the exorbitant monthly landline billings. Walsh was transferred to AT&T's Customer Retention Department and he explained the billing dispute. The AT&T Customer Retention Department woman and Walsh spoke at length,

in detail and reached the following comprehensive Agreement on May 18, 2018 (the "Agreement") that included:

- 34. The Customer Retention Department representative told Walsh that AT&T would henceforth charge him their lowest prices for the landline phone services they provided. Walsh believed this woman's pricing representation and promise, believed she was telling the truth, had the authority to speak on behalf of AT&T and that Walsh could rely on AT&T to then charge him their lowest prices in his future landline phone bills;
- 35. The Customer Retention Department woman and Walsh then reached an Oral Agreement, whereby: AT&T would continue providing all the same landline phone services as they had in the past but at a much-lower monthly price of \$105 [consisting of \$25 per phone line or \$75 plus flat fees of \$10 for long distance + \$10 + \$10 for messaging for 2 lines for a total of \$105 per month] plus an amount of fees, surcharges and taxes (FST) which would produce a total monthly landline phone bill of approximately \$130. As part of this Agreement, AT&T would also refund to Walsh the total excess billing amount that Walsh had paid to AT&T in excess of the approximately \$130 agreed upon monthly landline phone bill amount dating back to February 2017. That refund amount equaled \$2,704.64 as of May 2018. The refund was to be paid as a credit against Walsh's monthly landline phone bill until the total excess billing amount had been fully refunded.
- 36. In this Oral Agreement we had the Offer, we had the Acceptance, and we had the Agreement between two informed parties representing each side to the dispute. Consequently, the Oral Agreement must be enforceable.
- 37. When Walsh asked how we should document our Agreement, the Retention Department woman told him she would detail our Agreement in AT&T's customer account notes so our Agreement would be documented, readily available and part of Walsh's phone account information.
- 38. The Agreement included four critical elements: 1) AT&T promised it would charge Walsh their lowest prices for the landline phone services he received; 2) it established an agreed-upon monthly landline phone bill amount of approximately \$130; 3) it established May 18, 2018 as the date of Walsh's first knowledge of the dispute and its magnitude; and 4) AT&T would refund to Walsh amounts that had been billed and paid which were in excess of the agreed-upon \$130 monthly bill amount since February 2017, which was \$2,704.64 at the time. Note: The refund provision was an important part of the Agreement because it refunded the high excess billing amounts which Walsh had paid AT&T since February 2017, and it also served against AT&T delaying or stonewalling their implementation of this Agreement because they would have to refund to Walsh any excess billing amounts that occurred while AT&T delayed implementing our Agreement.

Summary of AT&T CSR Discussions – AT&T Actions Consistent with Agreement

- 39. When Walsh received his June 2018 landline phone bill for \$242.26, while the amount was considerably less than the \$365.51 landline phone bill for May 2018, the total was still about \$110 higher than the agreed upon \$130 monthly phone bill under the **Agreement** and there was NO partial refund of the \$2,700+ excess billing amount that was to be credited against Walsh's bill according to the **Agreement**. The June bill consisted of three elements:
- 40. The Phone Plan and Service charge was \$215.75 including FST [or \$164.22 excluding FST] compared to \$75 plus approximately \$25 of FST as agreed to in the Agreement;
- 41. The Long Distance charge was \$6.51 instead of \$10 as agreed to in the Agreement; and
- 42. The Messaging charge was \$20 as agreed to in the Agreement.
- 43. On June 19, 2018 Walsh called AT&T CSR [Chris Maldrone CM497J] to find out why wasn't Walsh billed the correct \$130 monthly amount, and why didn't he receive the monthly refund credit for the excess billing amount. Chris told Walsh it takes time for AT&T to process the correct billing amounts and he was going to investigate getting Walsh a \$100 refund. While not shown in the June 2018 phone bill, the July 2018 phone bill shows that Chris Maldrone was successful and processed a credit of \$141.65 to Walsh's account the same day they talked, June 19, thereby reducing Walsh's monthly phone bill from \$242.26 to \$100.61, which included a nearly \$30 credit from the excess billing refund amount. Walsh paid the net \$100.61 bill automatically under AT&T's Autopay process. This demonstrated AT&T acknowledged and accepted the [May 18] Agreement. The Agreement was fully enforceable and both parties are bound by the terms of the Agreement: AT&T would provide Walsh its lowest prices for the landline services provided, both parties agreed to a \$130 monthly phone bill amount and AT&T would refund Walsh the excess billing amount since February 2017.
- 44. AT&T'S DECEPTIVE BUSINESS PRACTICES: Beginning July 2018, AT&T and their customer service representatives (CSR), intentionally, unilaterally repudiated and denied the Agreement, misrepresented, deceived, mislead, made false promises, and acted in bad faith. AT&T's CSR explanations and excuses kept changing, while AT&T's monthly phone bill amounts kept changing and often increased substantially. Furthermore, beginning July 2018 AT&T started charging Walsh \$0.99 per minute [based on rounded-up 1-minute phone call duration increments for telephone billing instead of using flat fees for unlimited calls as had been done in the past or using the typical 1-second or 6-second call duration increments for individual call billing] for every long distance interLATA call Walsh made. This further inflated Walsh's monthly phone bill to increase AT&T's financial pressure on Walsh to accept whatever they offered.
- 45. Then, when Walsh reduced his telephone usage because of AT&T's exorbitant nearly buck-a-minute telephone call billing rate, AT&T unilaterally, without prior notice, agreement or authorization charged Walsh minimum phone usage fees when there had been none previously in order to inflate Walsh's monthly phone bill to the amount AT&T wanted to charge. Was this the "just, reasonable, affordable or non-discriminatory" landline phone rates stipulated under Illinois Statute?

- 46. AT&T's CSRs, with knowledge and intention, repeatedly misrepresented, offered and made false promises of billing alternatives that were not AT&T's lowest prices for the services provided but were designed to deprived Walsh of additional money through interstate telephone communications in conjunction with AT&T's periodic U.S. Postal mailings of monthly customer phone bills. These actions trigger interstate and intrastate wire and mail fraud considerations.
- 47. Note: As part of AT&T's intentional customer deception their monthly phone bills are nearly incomprehensible and masterful examples of obfuscation. Instead of promoting phone billing clarity and transparency, AT&T's monthly bills appear designed to hide, to mislead, to confuse and deceive the customer. Without careful, extended, very detailed study AT&T's landline phone bills are virtually unintelligible.
- 48. Walsh has gone to extraordinary lengths to try to resolve this dispute, but with no lasting resolution. While being charged and paying AT&T's unconscionably-high landline phone bills each month, Walsh spent hours and hours on the phone trying to resolve this dispute with many different AT&T CSRs, CSR supervisors, escalated CSR people, AT&T Corporate CSRs, and AT&T Corporate Office of the President CSRs, Walsh even contacted Mr. Matthew Rose, the Lead Independent Director of the AT&T Board of Directors [Mr. Rose is the recently-retired Chairman and CEO of Burlington Northern Santa Fe Corp., a Berkshire Hathaway company] seeking his help to resolve this matter - but to no avail. It was difficult to reach Mr. Rose, the Chairman & CEO of another giant U.S. corporation. AT&T's business practice is not to resolve disputes through negotiation but through one-sided AT&T ultimatums. AT&T uses their CSRs to carry out management directives and create an impenetrable barrier that insulates management from their deceitful business practices. AT&T CSR personnel deceive, mislead, falsely promise and misrepresent instead of resolving issues and disputes, leaving customers with no hope of resolving disputes unless a customer gives up and accepts whatever AT&T offers.
- 49. The [May 18, 2018] Agreement should have resolved this dispute, and AT&T honored it for May and June 2018. But beginning July 2018, AT&T unilaterally repudiated our Agreement, denied its existence and resumed charging Walsh their unconscionably-high monthly phone bills. As a result, the excess billing amount which is to be refunded to Walsh kept increasing reaching \$4,726.73 as of April 26, 2019.
- 50. AT&T's landline huge price increases to Walsh occurred against a market backdrop as: a) landline phone service and prices were under increasing competitive pressures from alternative telecommunication technologies, b) phone companies shifted to charging flat fees instead of per-minute phone call charges, and c) many customers discontinued their landline phone service. Recent research for this complaint revealed that AT&T has long lobbied and in July 2017 finally obtained Illinois General Assembly approval to end the legal requirement so that AT&T can discontinue providing traditional landline phone service in Illinois. Termination of landline phone service in Illinois is now subject to final approval by the FCC. AT&T's lobbying has been very successful. The state legislatures in Illinois and the 19 other states where AT&T is the primary phone carrier have approved AT&T's plan to end landline phone service. It's interesting AT&T claims it can't

afford to invest and spend the capital expenditures to support its landline infrastructure, yet it can afford to spend \$85 billion on a discretionary acquisition of Time Warner. Instead of providing traditional landline phone service, AT&T offers alternatives, but many of those alternatives are either more expensive or less reliable, or both. Since they are not equivalent telecom solutions, these choices appear more like one-sided alternatives where AT&T gains while landline phone users lose.

51. In light of AT&T's longstanding corporate agenda to stop providing traditional landline phone service in Illinois and elsewhere, AT&T's refusal to honor the Agreement with Walsh comes as no surprise. AT&T's unconscionable prices and price increases appear as a clear effort to make landline prices so high to: a) force customers to stop using landline phone service, b) accelerate the decline in landline phone use and c) maximize AT&T's own cash flow from this business sector until AT&T abandons landline service entirely in Illinois and elsewhere leaving behind those who use landline service. Those are the customers who are currently assured of landline phone service under Section 214 of Title 47 of the US Code, and those are the customers who will become casualties to AT&T's corporate strategy to manipulate telecommunication "progress."

Summary of AT&T CSR Discussions – AT&T's Deceptive Business Practices and Actions Contrary to the Agreement

- 52. With no warning, notice or explanation beginning with the July 2018 landline monthly phone bill, AT&T unilaterally changed Walsh's monthly billing to:
 - 53. Monthly Phone Plan and Service charge reverted back to AT&T highest levels of \$201 excluding FST, [or about \$260 including FST]. This compared to \$164 excluding FST [or about \$216 including FST] for June 2018 or compared to \$75 excluding FST according to the Agreement. Note, these amounts ignore the June 19, 2018 credit of \$141.65 that was related to the June 2018 bill as described in paragraph 43 above.
 - 54. Long Distance charges suddenly changed from a flat billing amount for unlimited calls as had been done in the past to AT&T charging for each individual phone call using an unconscionably-high billing rate of \$0.99 per minute while rounding-up in full minute-increments for each call. The July long distance monthly charge was \$72.34 up 1111% from \$6.51 in June or compared to a \$10 flat fee charge according to the Agreement.
 - 55. Messaging the messaging monthly charge remained the same \$20 as was charged in June and as provided in the Agreement.
- 56. As a result, Walsh's July 2018 monthly landline phone bill boomeranged back to \$351.97 or 271% of the **Agreement** amount. **AT&T** unilaterally ignored its commitment to provide Walsh their lowest prices for the landline phone services provided, ignored the agreed-upon \$130 monthly phone bill amount, and ignored refunding Walsh the excess billing refund amount.
- 57. When Walsh received his July phone bill, he called AT&T CSR again. This time:
 - a. 58. The CSR told Walsh a senior AT&T person had unilaterally rejected the refund provision of the Agreement for the excess billing amounts that Walsh had

paid AT&T since February 2017. This was not a message conveying "let's discuss this" or "let's renegotiate the terms of that **Agreement**", or even that the CSR will explain the reasoning or considerations involved with AT&T's unilateral decision. No, the message was a AT&T ultimatum: There is no Agreement. AT&T does not negotiate the terms of an agreement, they dictate them to other parties. This is AT&T's sheer business arrogance.

- b. 59. The CSR also told Walsh the only way AT&T would charge him the agreedupon \$130 monthly phone bill was if Walsh eliminated or cut the phone services he received.
- c. 60. Walsh told the CSR person: a) that was not our Agreement which was predicated on AT&T providing Walsh the same phone services as in the past, b) that cutting Walsh's phone services to reduce the monthly billing amount was unacceptable, and c) that Walsh expected AT&T to continue to honor the Agreement.
- 61. In the weeks that followed, Walsh called and spoke to a number of AT&T escalated CSR personnel. This led him to a AT&T senior CSR person [Danny 1-800-355-9542]. Danny explained the only way Walsh could receive the agreed-upon \$130 monthly phone bill amount was if he also used other AT&T services. Walsh explained to Danny that he used many of AT&T's other services: Walsh's 3 cell phones were with AT&T for more than 10 years, Walsh's home landline phone service was with AT&T for more than 20 years, and Walsh also used AT&T's DirecTV service for more than 20 years. In fact, Walsh had been a long-term AT&T customer for decades, and, at the time, was paying AT&T over \$900 per month for a number of its services. Danny told Walsh he'd have to confirm that Walsh used these other services, and then get pricing approval from a superior.
- 62. Walsh followed-up with Danny as agreed, and Danny told Walsh the \$130 monthly landline phone bill amount was refused because Walsh had cancelled his DirecTV service and were no longer paying AT&T for that service. Walsh told Danny that was incorrect information and that Walsh's DirecTV account and service was in fact continuing and remained in place. Danny then admitted that he in fact knew Walsh's DirecTV account was still active. Danny said he'd call Walsh back to discuss this further at an agreed upon time. But Danny never called back. After waiting a few hours after the agreed-upon designated call-back time, Walsh called Danny and told him that because Danny had lied to Walsh by then many times, Walsh would not continue to talk with him. Separate from this dispute, Walsh moved their cell phone service to another carrier.
- 63. Walsh then contacted AT&T's Corporate Headquarters Escalated CSR in September 2018. After several calls they told Walsh the \$130 monthly phone bill pricing amount was no longer available; it had expired. Instead, they (AT&T) offered to charge Walsh a discounted \$220 per month for his monthly landline phone service, but only for a 12-month period. The \$220 offered amount was \$90 more per month than the agreed-upon amount in the Agreement, and compared to \$351.97 AT&T charged Walsh in July, \$372.35 AT&T charged Walsh in August and \$349.02 AT&T charged Walsh in

September. The inference of their offer was: a) AT&T had stalled implementing the **Agreement;** b) unless & until Walsh agreed to whatever monthly amount AT&T wanted to charge him, AT&T would continue to financially punish Walsh with monthly phone bills that were substantially even higher than the amount they had offered; c) the somewhat lower monthly billing amount being offered would only be temporary after which AT&T would resume charging Walsh extraordinarily-high monthly phone bills; and d) AT&T would not refund any of the excess billing amounts they had charged and Walsh had paid, amounts which by then had increased to \$3,358.59 in September 2018.

- 64. AT&T was once again repudiating the Agreement:
 - 65. AT&T's commitment to provide Walsh their lowest prices for the landline phone services they provided;
 - 66. The agreed-upon monthly landline phone bill amount of \$130; and
 - 67. To refund to Walsh the excess billing amount that he had paid AT&T, amounts which kept increasing because AT&T continued to bill Walsh amounts substantially in excess of the agreed-upon monthly billing amount.
- 68. An AT&T Corporate CSR [Chris] called Walsh on October 1 to find out if everything had been resolved to his satisfaction. Walsh told her ABSOLUTELY NOT. She promised to investigate and call him back at 10:30am (Chicago time) on October 3. Walsh never heard from her again. Walsh then called AT&T CSR to follow-up in either the week of Oct. 8th or Oct. 15th when he spoke to [CSR- SADJ ID SM571A] who said they were going to investigate this dispute and contact Walsh, but they never contacted him as promised. AT&T kept charging Walsh unconscionably-high, exorbitant monthly phone bills in violation of Illinois statutes, but AT&T had stopped talking with him, and had stopped trying to resolve this dispute. AT&T had gone silent.
- 69. Meantime, AT&T charged Walsh monthly landline phone bills of \$372.35 in August 2018, \$349.02 in September, \$360.67 in October and \$346.36 in November 2018. How are these landline prices just, reasonable, affordable and/or non-discriminatory as stipulated in Illinois Statutes? Instead, this was gouging charging for the same landline phone services that 19-months earlier AT&T had charged Walsh **\$180 LESS PER MONTH.** And as Walsh reduced his landline telephone usage because of AT&T's punitive nearly buck-a-minute phone call billing rate to try to reduce his run-away phone bills, in retribution AT&T unilaterally charged Walsh minimum usage fees without any prior notice, agreement or authorization from him or past minimum usage fee charges.
- 70.AT&T billed and charged Walsh whatever amount they wanted with no regard to our Agreement, with no regard to Illinois statutes, with no regard to good-faith dealings or negotiations, and with no regard for their continued deceptions, false promises, and misrepresentations.
- 71. In October 2018, Walsh then contacted Mr. Matthew Rose [lead independent Director of the AT&T Board of Directors] seeking his help to resolve this dispute. Resolving this dispute shouldn't have been this complicated. But AT&T uses an iron-fist negotiating tactic, that is accept what AT&T's offered because there is no negotiating or we'll punish you basis in dealing with customers. The fact that Walsh could not resolve this

dispute under any normal circumstance with AT&T's CSRs, but had to escalate this all the way to AT&T's Corporate Office of the President CSR – yet was unable to resolve this. Then, with no other alternatives available to help resolve this dispute. Walsh contacted AT&T's Board of Directors about this dispute. This illustrates how huge a systemic problem there is in how AT&T operates, how AT&T interacts with its customers, how AT&T bills customers whatever amounts it wants, and its deceptive business practices. It is no wonder that according to the FCC for the years 2017 and 2018, Customer Billing Complaints and Inquiries were their largest complaint category accounting for 40% of all complaints, while the next largest complaint category was only 15%.

- 72. After Walsh contacted Mr. Rose, AT&T once again changed the Office of the President CSR person handling this complaint. A senior CSR person [Shewanna] and a subordinate [Simone Walker <u>sw1435@att.com</u>] were assigned to Walsh's case. In Walsh's phone calls with Simone, she appeared to listen and understand his complaints about this billing dispute. Simone told Walsh she would materially reduce his monthly landline phone bills. When Walsh asked what would the new monthly phone bill amount be, Simone declined to say but told Walsh he should wait to see the new lower bill amount in his next phone bill which would be the November 2018 phone bill. Walsh also asked how much was his refund of the excess billing amount going to be? She said she'd have to contact the Billing Department which determines those amounts.
- 73. When Walsh received the November bill, Simone had been right. Walsh's monthly phone bill had declined to \$346.36 in November, but only from \$360.67 in October 2018. Walsh feit lied to and intentionally mislead. Walsh tried to contact both CSR people Shewanna and Simone, but by then both were out of the office on extended holiday for Thanksgiving. Note: the decline in the November 2018 bill occurred because of a \$14 decline in the Long Distance charge from \$80.51 in October to \$66.39. By November, Walsh had reduced his landline telephone usage to only 2 outgoing local toll and long distance calls for total cost of \$2.97 because of AT&T's outrageous \$0.99 per minute billing charge. But because Walsh had reduced his phone usage, AT&T then charged him an additional \$39.53 in minimum usage fees. To reiterate, AT&T charged Walsh \$39.53 in fees for \$2.97 in services used. Together with a \$8 calling plan fee and \$15.89 in Taxes explains how AT&T transformed \$2.97 in Long Distance costs into their Long Distance charge of \$66.39 in November.
- 74. AT&T was playing a shell game inflating charges and moving billing charges around between the different bill categories: Phone Plan and Service, Long Distance and Messaging to charge Walsh whatever monthly amount AT&T wanted. This made it impossible for Walsh or any customer to "Whack a Mole" to manage or lower the cost of AT&T's three billing categories, especially as AT&T acted as though it had absolute power combined with a billing audacity to charge whatever amounts it wanted unfettered by reasonableness, unfettered by regulations and unfettered by good faith dealings or considerations.
- 75. Walsh vigorously objected to the November bill, and to being mislead by AT&T's CSRs. He told the senior CSR person that Walsh would no longer speak with her subordinate about this dispute. The CSRs apologized and said they didn't intend to mislead Walsh

and that he should just wait longer – this time wait until the December 2018 bill comes out instead of the November bill – to see the lower monthly billing amounts they promised.

- 76. Because of the November 2018 billing fiasco, misrepresentation, and false & misleading billing promises, in late November 2018 AT&T and Walsh then agreed to the following:
- 77. Beginning with the November 2018 bill, Walsh would no longer pay AT&T's monthly landline phone bills unless and until this dispute is resolved;
- 78. During this dispute while the landline monthly phones bills are no longer paid, AT&T would not terminate, change or stop providing phone service in any way, but would continue providing all the same existing phone services, long distance and messaging services as Walsh had historically received until the dispute is resolved at which time any unpaid landline monthly phone bills would be paid; and
- 79. During this dispute while Walsh was no longer paying AT&T's monthly landline phone bills, AT&T agreed that it would not charge Walsh any fees, interest, penalties or any additional amounts because Walsh was not paying the monthly landline phone bills until the dispute is resolved.
- 80.As a result of this agreement, Walsh stopped his AT&T automatic Autobill payment arrangement for paying these AT&T landline monthly phone bills. [Note: Walsh would obviously continue to pay as due all other AT&T bills for any other AT&T services being provided.] The excess billing amount due to Walsh has continued to increase and as of April 26, 2019, it is now \$4,726.73.
- 81. Walsh received the December 2018 phone bill for \$232.77 which consisted of:
- 82. The Phone Plan and Service charge was \$211.05 (including \$60.57 of FST) compared to \$259.97 (including \$59.69 of FST) in November 2018 primarily because of a AT&T monthly credit of \$75. But even this is AT&T's version of a sleight of hand: AT&T gave Walsh a \$75 monthly credit as a price reduction, then increased their prices by \$25 so a \$75 cost reduction became only a \$50 reduction. Meanwhile, AT&T incrementally collects 40% of the \$25 phone service price increase as FST or an additional \$10. How much does AT&T pocket from that incremental \$10 FST? And does AT&T's shell game in conjunction with boosting their monthly prices with partially offsetting credits help explain why FST [Fees, Surcharges and Taxes] now represent about 40.3% of monthly phone service costs in December 2018, compared to 28.2% in December 2017 or 26.6% in December 2016? How much is AT&T pocketing from these FST charges?
- 83. The Long Distance charge was \$11.62 down substantially from \$66.39 in November 2018 because AT&T suspended its outrageously-high nearly *buck-a-minute* billing rate and switched back to a flat \$8 charge for unlimited calls for the month.
- 84. The Messaging charge was \$10.10 down from \$20 in November.

- 85. The December bill was: a) considerably less than AT&T's recent monthly phone bills of \$350-\$370, but was obviously not AT&T's lowest prices for these landline phone services, b) was still almost TWICE the agreed-upon \$130 monthly phone bill amount provided in the Agreement, and c) had no refund provision for the substantial past excess billing amounts as provided in the Agreement.
- 86. Furthermore, the December 2018 bill of \$232.77 and, as was later shown in, the January 2019 bill of \$276.18, the February 2019 bill of \$240.85, the March 2019 bill of \$243.02.and the April 2019 of \$242.39 were all higher than the \$220 monthly phone bill AT&T had offered Walsh last September 2018. Where are the just, reasonable, affordable and non-discriminatory prices stipulated by Illinois law? Where were the promised lowest AT&T prices for the landline services provided which was part of the Agreement?
- 87.AT&T's message was clear: Walsh must either agree with AT&T and pay \$230-275 in monthly phone bills, or if he disagrees, he will be charged \$350-370 or perhaps even higher amounts each month. This was a one-sided, strong-arm negotiating tactic with AT&T coercing, bullying and holding hostage Walsh's landline phone communications with a take-it-or-leave-it ultimatum where Walsh must either accept AT&T's high monthly phone bill offer or AT&T will charge him substantially higher monthly phone bills.
- 88.On December 21, 2018 Walsh contacted the Illinois Commerce Commission ("ICC") seeking their help to resolve this dispute and filed an informal dispute against AT&T Complaint 2018-14283.
- 89. Soon after Walsh contacted the ICC and filed an informal complaint against AT&T, the AT&T's Corporate Office of the President CSR assigned Terri [tl1584@att.com] to this case. Walsh spoke with Terri a number of times.
- 90. On January 4, 2019 Terry explained why AT&T has refused so vociferously to honor the [May 18, 2018] Agreement beyond last May and June 2018. According to Terri, the AT&T Customer Retention person with whom Walsh had reached the Agreement apparently made 3 mathematical errors: 1) she ignored/forgot/overlooked a \$27.83 monthly charge for caller ID, call forwarding and other calling features; 2) she had charged only \$5 per line instead of \$11.40 per line for the monthly linebacker charge, and 3) had ignored a \$8 monthly long distance calling plan charge.
- 91. According to Terri, AT&T caught these mistakes and that's why AT&T repeatedly refused to honor the **Agreement**. If Terri's explanation was true, why didn't AT&T simply explain their mistake instead of having their CSR people repeatedly lie, deceive, mislead and misrepresent the truth? If Terri's explanation was true, in July 2018 why did AT&T insist Walsh cut his phone services, or in August insist the agreed-upon \$130 monthly price was only available if Walsh also used other AT&T services, or in September that the prices for a \$130 monthly phone bill had expired and that AT&T's best price billing was then \$220 per month, or whatever line or excuse AT&T then tried? It's hard to determine to what degree Terri's explanation may be true, especially since every prior explanation was a lie, a misrepresentation, false promise or was simply self-serving for AT&T.

- 92. And if Terri's explanation was true, then one could perhaps understand increasing the agreed-upon \$130 monthly phone bill by the \$27.83 for the calling features plus a net additional \$19.20 for linebacker charges plus \$8 for long distance calling plan. But that would produce a total monthly phone bill of about \$185.03 NOT the \$230-270 in monthly phone bills AT&T was charging Walsh in their "discounted" offer. Furthermore, consider this: a phone line costs \$25 per month and AT&T wants to charge an ADDITIONAL \$27.83 or 111% of the line cost for some additional calling features, which for cell phones are included in base prices at NO EXTRA CHARGE. This is AT&T's unmitigated greed using high profit addon services.
- 93. ATT's Office of the President CSR (Terri) and Walsh had detailed discussions of each side's position in depth. ATT's position, as Terri presented it, was a non-negotiable offer for a monthly landline phone cost of about \$250 plus a \$995 refund for all past account overcharging and, if Walsh didn't accept this offer, it would be withdrawn, would be off the table and the ATT's Billing Department would have to start all over again to determine Walsh's monthly landline phone bill cost and determine whether any refund was appropriate and, if so, the amount of that refund. The inference of AT&T's heavy-handed offer was this was the best terms Walsh would ever get from AT&T. Walsh told Terri this offer was substantially less than what had been agreed-to in our [May 18, 2018] Agreement. Walsh then gave Terri specific financial guidance about where AT&T needed to be in terms of the monthly phone bill amount and the refund amount in order to resolve this dispute. Terri said she had no discretion and no authority to change the terms of AT&T's offer. In effect, Terri was a messenger and someone else, presumably of higher authority, was the AT&T puppet master. Perhaps that is why AT&T acts only through ultimatums, negotiations don't occur and disputes aren't resolved.
- 94. The ATT Office of the President CSR (Terri) and Walsh had several discussions trying to resolve this dispute. Unfortunately, they were unable to resolve the dispute as of January 18, 2019. As a result, Terri informed Walsh she would no longer be involved and the offer she presented would be withdrawn.
- 95. Soon thereafter, Shewanna [the senior AT&T Corporate CSR involved late last year] called Walsh to present AT&T's offer one more time, but this time adding an additional \$100 to the terms Terri had presented. Walsh thanked her for the call and her time but told her the amounts being offered were substantially below the terms of our Agreement and where AT&T needed to be in order to resolve this dispute. Shewanna asked what did Walsh want? Walsh told her he had given Terri specific financial guidance about that, that he was not going to negotiate against himself, and that if AT&T wanted to resolved this dispute they should present a better offer.
- 96. This dispute remains unresolved. As has been said many times, the terms of the [May 18, 2018] Agreement which is *enforceable* are: a) AT&T is to provide Walsh their lowest prices for the landline phone services provided; b) the monthly landline phone cost is to be approximately \$130 for the same phone services provided; and c) a refund of the excess billing amount is to be paid to Walsh which now totals \$4,726.73.

- 97.Note: Last July AT&T repudiated and denied the existence of our Agreement. Now AT&T is being hypocritical and contradictory since in correspondences dated February 21, 2019 and April 11, 2019 AT&T now refers to landline phone agreements that expire on May 19, 2019 and May 22, 2019, respectively, approximately one-year after the Agreement. The [May 18, 2018] Agreement does exist. It is enforceable. And AT&T cannot have it both ways.
- 98.AT&T's latest act of intentional deception, misrepresentation and acting in bad faith is their recent violation of the November 2018 Monthly Phone Bill Payment Deferral Agreement between AT&T and Walsh [See paragraphs 76-80] whereby all monthly bill payments beginning with the November 2018 landline phone bill were deferred until this dispute is resolved. Contrary to this Agreement, Walsh received the attached Telephone Termination Notice on Saturday, April 20, 2019. AT&T threatened to terminate Walsh's landline phone service and, by consequence, release his 3 phone numbers unless Walsh paid all of AT&T's inflated, erroneously determined past due amounts of \$1,401.50 before April 22, 2019. In other words, AT&T delivered their Termination Notice on a Holiday weekend, and required Walsh to make full payment on their inflated, erroneous bill claim on a Saturday or Sunday - when no one from AT&T was available to contact or discuss this billing dispute or AT&T's violation of the 2018 Bill Payment Deferral Agreement. Btw, AT&T claims \$1,673.79 was due (including \$242.39 of current charges, plus \$1,431.40 in unpaid prior phone charges plus improper late fees) when in fact the correct total amount that would be payable was only \$780 which was supposed to be due and payable only when this dispute is resolved. [Incidentally, the \$893.79 difference between AT&T's inflated \$1,673.79 claim and the \$780 correct billing amount is the excess billing amount for 6 months. Furthermore, and also contrary to the November Payment Deferral Agreement, AT&T has improperly charged Walsh \$92.22 in late payment fees. No such late fees were supposed to be assessed.]
- 99. The April 20, 2019 Termination Notice is improper, the amounts claimed are vastly inflated, and violate good-faith dealings during this dispute. AT&T's claim is tantamount to extortion, and another demonstration that AT&T flagrantly violates agreements without regard. To safeguard his 3 landline phone numbers, Walsh paid AT&T \$1,431.40 on Sunday April 21, 2019 under duress and disagreement. See attached payment receipt. Note: Instead of Walsh owing AT&T, AT&T owes Walsh \$4,726.73 because of their improper, inflated billing practices which violate Illinois Statute.

SUMMARY OF REQUESTED RELIEF

- 100. Walsh respectfully requests judgement in its favor against AT&T that provides:
- 101. Prompt refund payment to Walsh in the amount of \$4,726.73 representing the current excess billing amount as of April 26, 2019, subject to any further excess billing adjustment;

- 102. Continuation of the same landline phone services as currently provided at a total monthly phone bill amount of \$130 for the balance of 2019 and the year of 2020, subject to any future change or adjustment in the phone billing related regular monthly Fees, Surcharges and Taxes;
- 103. Cancellation of AT&T's claimed outstanding unpaid phone bill balance which has been applied and credited against the excess billing amount due Walsh;
- 104. Payment of civil penalties to the State of Illinois in the amount of 0.00825% of the intrastate annual telecommunications revenue for the Illinois Bell Telephone Company, LLC d/b/a AT&T Wholesale and d/b/a AT&T Illinois for each of the 26 acts of monthly landline billing rate violations of Illinois Statutes;
- 105. Permanent injunctive relief throughout the State of Illinois against AT&T's use of deceptive, misleading and unclear customer monthly billings and against AT&T's use of customer service representatives (herein "CSRs") in a deceptive, false or misleading manner or involving misrepresentations, false promises or pretenses in any oral, written or electronic communication to any Illinois individual, business or other entity customer or prospect;
- 106. Permanent injunctive relief throughout the State of Illinois against AT&T's violation of the just, reasonable, affordable and/or non-discriminatory billing rate standards stipulated in Illinois Statutes in any billing dealings with any Illinois individual, business or other entity customer; and
- Permanent injunctive relief throughout the State of Illinois requiring AT&T to 107. include with each monthly or recurring customer billing report, communication or equivalent document for any telecommunication service being provided by AT&T or successor entity, including without limitation all related or affiliated entities directly or indirectly under the ownership, control or direction of AT&T, to any Illinois individual, business or other entity including within that recurring document: i) information in clearly described and understandable terms and dollar amounts detailing AT&T's lowest price, average price and the range of its product/service pricing for the same, similar or equivalent telecommunication service that AT&T provides to such customer both for within that customer's zip code and for in the customer's surrounding 5-zip code geographic area, ii) in clearly described and understandable terms how that customer can obtain from AT&T that such average price and such lowest price which AT&T is charging for such service; and iii) a statement of attestation by a duly authorized officer or manager of AT&T that such billing amount and any pricing changes being charged to that customer fully comply with the pricing standards stipulated under Illinois law.

108. Attached are the following:

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- 109. A summary spreadsheet of Walsh's AT&T monthly landline phone bills;
- 110. A summary of the related monthly Fees, Surcharges and Taxes details;
- 111. The following landline monthly phone bills for January, February and October 2017 bills; for May, June, July and November 2018 bills; and the most recent April 2019 bill,
- 112. The improper April 16, 2019 AT&T Landline Phone Disconnect Notice, and Receipt of Payment made by Walsh under duress.

Walsh DBA Westgate Financial Group v. Illinois Bell Telephone LLC ICC Formal Complaint Supplement

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Mar-18 Feb-18 Jan-18	211.61 211.61	44.88 44.85 44.85 59.37	59.66 59.60	316.15 316.09		35 33 35 33	11 40 11 40	6.84 6.84 6.84	53 57 53 57 53 57 53 57	162 12 162 12	:	162.12 162.12	26.47 26.47	23 02 23 02 23 18	49.49 49.49	211.61 211.61	30 5% 30 5% 30 4%	-		31 calls 77 calls	37.50 37.50 37.50	8.00 8.00 8.00		14.11 14.10	59 66 59 60 60 55	44 88 44 68		44 58 44 58	318.15 318.09	63.60 63.59	252.55 252.50	25 1 25 2 25 2 25 1 25 1
Mar-18 Feb-18 Jan-18 Dec-17	211.61 211.61 211.54	44.68 44 85 44 85	59.66 59.60 60.55	316.15 316 09 316 97		35 33 35 33 35 33	11 40 11 40 11 40	6.84 6.84 6.84	53 57 53 57 53 57	162 12 162 12 162 12 162 12 162 12	:	162.12 162.12 162.20	26 47 26 47 26 16	23 02 23 02 23 18 23 14	49.49 49.49 49.34	211.61 211.61 211.54	30 5% 30 5% 30 4%	-		31 calls 77 calls 36 calls	37.50 37.50 37.50 37.50 37.50	8.00 8.00 8.00		14.11 14.10 14.23	59 66 59 60 60 55 59 37	44 88 44 68 44 88		44 58 44 58 44 58	318 15 318 09 318 97	63 60 63 59 63 57	252 55 252 50 253 40	25: 25: 25: 23:
Mar-18 Feb-18 Jan-18 Dec-17	211.61 211.61 211.54 207.91 207.91	44.88 44.85 44.85 59.37	59.66 59.60 60 55 44 88	316,15 316 09 316 97 312 16		35 33 35 33 35 33 35 33	11 40 11 40 11 40 11 40	6.84 6.84 6.84	53 57 53 57 53 57 53 57	162 12 162 12 162 12 162 12	:	162.12 162.12 162.20	26 47 26 47 26 16 22 65 22 65	23 02 23 02 23 18 23 14	49.49 49.49 49.34 45.79	211.61 211.61 211.54 207.91	30 5% 30 5% 30 4% 28 2% 28 2%	-		31 calls 77 calls 36 calls 17 calls	37.50 37.50 37.50	8.00 8.00 8.00		14.11 14.10 14.23 13.87	59 66 59 60 60 55 59 37 59 37	44 88 44 89 44 88 44 88	:	44 88 44 88 44 88 44 88	318 15 318 09 318 97 312 16	63.60 63.59 63.57 59.66	252 55 252 50 253 40 257 50	25 25 25 25 23 23
Mar-18 Feb-18 Jan-18 Dec-17 Nov-17	211.61 211.61 211.54 207.91 207.91 241.53	44.88 44.85 44.85 59.37 44.85	59.66 59.60 60.55 44.88 59.37	316.15 316.09 316.97 312.16 312.16		35 33 35 33 35 33 35 33 35 33	11 40 11 40 11 40 11 40 11 40	6.84 6.84 6.84 6.84 6.84	53.57 53.57 53.57 53.57 53.57 53.57	162 12 162 12 162 12 162 12 162 12	(28.19)	162.12 162.12 162.20 162.12 162.12	26 47 26 47 26 16 22 65 22 65 23 28	23 02 23 02 23 18 23 14 23 14	49.49 49.49 49.34 45.79 45.79	211.61 211.61 211.54 207.91 207.91	30 5% 30 5% 30 4% 28 2% 28 2%	-		31 calls 77 calls 36 calls 17 calls 54 calls	37.50 37.50 37.50 37.50 37.50	8.00 8.00 8.00 8.00 8.00 8.00		14.11 14.10 14.23 13.87 13.87	59 66 59 60 60 55 59 37 59 37 58 85	44 88 44 88 44 88 44 88 44 88	:	44 55 44 55 44 55 44 55 44 55	318.15 318.09 318.97 312.16 312.16 345.26	63.60 63.59 63.57 59.66 59.66 64.57	252 55 252 50 253 40 252 50 252 50	25 25 25 25 25 23 23 23
Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17	211.61 211.61 211.54 207.91 207.91 241.53 171.57	44.88 44.85 44.85 59.37 44.85 44.88 44.88	58.66 59.60 60.55 44.88 59.37 58.85 58.85	316.15 316 09 318 97 312 16 312 16 345 28 275.30		35 33 35 33 35 33 35 33 35 33 35 33 35 33 36 33 25 33	11 40 11 40 11 40 11 40 11 40 11 40 11 40	6.84 6.84 6.84 6.84 6.84 6.84 6.84 6.83	53.57 53.57 53.57 53.57 53.57 53.57 53.57 43.58	162 12 162 12 162 12 162 12 162 12 162 12 162 12 162 12 132 09	(28.19)	162 12 162 12 162 20 162 12 162 12 162 12 190 31 132 09	26 47 26 47 26 16 22 65 22 65 23 28 21 53	23 02 23 02 23 18 23 14 23 14 27 94 17 95	49.49 49.49 49.34 45.79 45.79 51.22 39.48	211.61 211.61 211.54 207.91 207.91 241.53 171.57	30 5% 30 5% 30 4% 28 2% 28 2% 26 9% 29 9%	-		31 calls 77 calls 36 calls 17 calls 54 calls 19 calls 31 calls	37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50	8.00 8.00 8.00 8.00 8.00 8.00 8.00 8.00		14 11 14 10 14 23 13 87 13 87 13 35 13 35	59 56 59 60 60 55 58 37 58 37 58 37 58 85 58 85	44 88 44 88 44 88 44 88 44 88 44 88 44 88	:	44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 55	318.15 318.09 318.97 312.16 312.16 345.26 275.30	63 60 63 59 63 57 59 56 59 56 64 57 52 83	252 55 252 50 253 40 252 50 252 50 280 69 222 47	25 25 25 23 23 23 23
Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17 Aug-17	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57	44.88 44.85 44.85 59.37 44.85 44.88 44.88 44.88	58.66 59.50 60.55 44.88 59.37 58.85 58.85 58.78	318.15 316 09 316 97 312 16 345 28 275 30 275 23		35 33 35 33 35 33 35 33 35 33 35 33 36 33 25 33 25 33	11 40 11 40 11 40 11 40 11 40 11 40 11 40 11 40 11 40 11 40	6.84 6.84 6.84 6.84 6.84 6.84 6.83 6.83 6.83	53,57 53,57 53,57 53,57 53,57 53,57 43,56 43,56	162 12 162 12 162 12 162 12 162 12 162 12 162 12 132 09	(28.19)	162.12 162.12 162.20 162.12 162.12 162.12 190.31 132.09 132.09	26 47 26 47 26 16 22 65 22 65 23 28 21 53 21 53	23 02 23 02 23 18 23 14 23 14 27 94 17 95 17 95	49.49 49.49 49.34 45.79 45.79 51.22 39.48 39.48	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57	30 5% 30 5% 30 4% 28 2% 28 9% 29 9%	-		31 calls 77 calls 36 calls 17 calls 54 calls 19 calls 31 calls 22 calls	37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50	8.00 8.00 8.00 8.00 8.00 8.00 8.00 8.00		14.11 14.10 14.23 13.87 13.87 13.35 13.35 13.28	59 56 59 60 60 55 59 37 59 37 56 85 58 85 58 85 58 78	44 88 44 88 44 88 44 88 44 88 44 88 44 88 44 88 44 88	:	44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 55	318.15 318.09 318.97 312.16 312.16 345.26 275.30 275.23	63.60 83.59 83.57 59.58 59.58 64.57 52.83 52.76	252 55 252 50 253 40 252 50 252 50 280 69 222 47 222 47	25 25 25 23 23 23 23 23 23
Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17 Aug-17 Jul-17	211.61 211.61 211.54 207.91 207.91 207.91 241.53 171.57 171.57 172.09	44.88 44.85 44.85 44.85 44.88 44.88 44.88 44.88 44.85	59.66 59.50 60.55 44.88 59.37 58.85 58.85 58.78 58.88	318.15 316 09 316 97 312 16 312 16 345 28 275 30 275 23 275 85		35 33 35 33 35 33 35 33 35 33 35 33 36 33 25 33 25 33 25 33	11 40 11 40 11 40 11 40 11 40 11 40 11 40 11 40 11 40 11 40	6.84 6.84 6.84 6.84 6.84 6.84 6.83 6.83 6.83 6.83	53,57 53,57 53,57 53,57 53,57 53,57 43,58 43,58 43,58	162 12 162 12 162 12 162 12 162 12 162 12 162 12 132 09 132 09	(28.19)	162.12 162.12 162.20 162.12 162.12 162.12 190.31 132.09 132.09 132.88	26 47 26 47 26 16 22 65 22 65 23 28 21 53 21 53 21 15	23.02 23.02 23.18 23.14 23.14 27.94 17.95 17.95 18.06	49.49 49 49 49 34 45.79 45.79 51.22 39 48 39 48 39 21	211.61 211.51 211.54 207.91 207.91 241.53 171.57 171.57 172.09	30 5% 30 5% 30 4% 28 2% 28 2% 26 9% 29 9% 29 9% 29 5%	-		31 calls 77 calls 36 calls 17 calls 54 calls 19 calls 31 calls 22 calls 17 calls	37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50	8.00 8.00 8.00 8.00 8.00 8.00 8.00 8.00		14 11 14 10 14 23 13 87 13 87 13 35 13 35 13 28 13 35	59 66 59 60 60 55 59 37 59 37 58 37 58 85 58 85 58 85 58 85 58 78 58 78	44 88 44 88 44 88 44 88 44 88 44 88 44 88 44 88 44 88	:	44 55 44 55	318.15 318.09 318.97 312.16 312.16 345.26 275.30 275.23 275.85	63.60 83.59 83.57 59.58 59.58 64.57 52.83 52.76 52.59	252 55 252 50 253 40 252 50 252 50 280 69 222 47 222 47 223 26	25 25 25 23 23 23 23 23 23 23
Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Oct-17 Set-17 Jul-17 Jul-17	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 165.21	44.88 44.85 44.85 59.37 44.88 44.88 44.88 44.88 44.85 44.85	59.66 59.50 60.55 44.88 59.37 58.85 58.85 58.78 58.88 58.88 58.88	318.15 316 09 316 97 312 16 345 28 275 30 275 23 275 85 268 97		35 33 35 33 35 33 35 33 35 33 35 33 36 33 25 33 26 33 26 33 25 33	11 40 11 40 11 40 11 40 11 40 11 40 11 40 11 40 11 40 11 40	6.84 6.84 6.84 6.84 6.83 6.83 6.83 6.83 6.83 6.83	53,57 53,57 53,57 53,57 53,57 53,57 43,56 43,56 43,56 43,56	162 12 162 12 162 12 162 12 162 12 162 12 162 12 132 09 132 09 132 09 130 50	(28.19)	162.12 162.12 162.20 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.20	26 47 26 47 26 16 22 65 22 65 23 28 21 53 21 53 21 53 21 15 17 71	23.02 23.02 23.18 23.14 23.14 27.94 17.95 17.95 18.06 17.00	49.49 49 49 49 34 45.79 45.79 51.22 39 48 39 48 39 21 34.71	211.61 211.51 211.54 207.91 207.91 241.53 171.57 171.57 172.09 165.21	30 5% 30 5% 30 4% 28 2% 28 2% 26 9% 29 9% 29 9% 29 5% 26 6%	-		31 calls 77 calls 36 calls 17 calls 54 calls 19 calls 31 calls 22 calls 17 calls 44 calls	37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50	8.00 8.00 8.00 8.00 8.00 8.00 8.00 8.00		14.11 14.10 14.23 13.87 13.87 13.35 13.35 13.35 13.28 13.38 13.38	59 66 59 60 60 55 59 37 59 37 58 37 58 85 56 85 58 85 58 78 58 83 58 83 58 83	44 88 44 88		44 58 44 58	318.15 318.09 318.97 312.16 312.16 345.26 275.30 275.23 275.85 268.97	83.60 83.59 83.57 59.58 64.57 52.83 52.76 52.59 48.09	252 55 252 50 253 40 252 50 250 69 222 47 222 47 222 47 223 26 220 68	25: 25: 25 231 231 23 23 23 231 231
Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17 Aug-17 Jul-17 Jul-17 May-17	211.61 211.61 211.54 207.91 207.91 241.53 171.57 172.09 165.21 165.21	44.88 44.85 59.37 44.85 44.88 44.88 44.88 44.88 44.85 44.85 44.85	59.66 59.50 60.55 44.88 59.37 58.85 58.85 58.78 58.85 58.78 58.88 58.88 58.88 59.58	316.15 316 09 315 97 312 16 345 28 275 30 275 23 275 23 275 85 288 97 269.67		35 33 35 33 35 33 35 33 35 33 35 33 25 33 26 33 26 33 26 33 25 33 25 33	11 40 11 40	6 84 6 84 6 84 6 84 6 83 6 83 6 83 6 83 6 83 6 83 6 30 6 30 6 30	53 57 53 57 53 57 53 57 53 57 53 57 43 58 43 58 43 58 43 03	162 12 162 12 162 12 162 12 162 12 162 12 162 12 152 09 132 09 132 09 130 50 130 50	(28.19) (0.79)	162.12 162.12 162.20 162.12 162.12 162.12 190.31 132.09 132.88 130.50 130.50	26 47 26 47 26 16 22 65 22 65 23 28 21 53 21 53 21 53 21 15 17 71 17 71	23 02 23 02 23 18 23 14 23 14 27 94 17 95 17 95 18 06 17 00 17 00	49.49 49 49 49 34 45.79 45.79 51.22 39 48 39 48 39 21 34.71 34.71	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 165.21	30 5% 30 5% 30 4% 28 2% 28 9% 28 9% 28 9% 29 5% 28 6% 28 6%			31 calls 77 calls 36 calls 17 calls 54 calls 19 calls 31 calls 22 calls 17 calls 44 calls 34 calls	37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50	8.00 8.00 8.00 8.00 8.00 8.00 8.00 8.00		14.11 14.10 14.23 13.87 13.87 13.35 13.25 13.25 13.28 13.35 13.35 13.35 13.35	59 66 59 60 60 55 59 37 59 37 58 85 58 85 58 85 58 85 58 85 58 88 58 88	44 88 44 88		44 58 44 68 44 68 44 68	318 15 318 09 318 97 312 16 345 26 275 30 275 23 266 97 269 67	83.60 83.59 83.57 59.58 59.58 64.57 52.83 52.76 52.59 48.09 48.29	252 55 252 50 253 40 252 50 252 50 280 69 222 47 222 47 222 47 222 47 222 46 220 68 220 68 221 38	252 255 251 236 236 236 236 237 237 237 237 237 237 238 21,8
Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17 Aug-17 Jul-17 Jul-17 Apr-17	211.61 211.61 211.54 207.91 241.53 171.57 171.57 172.09 165.21 165.28	44.85 44.85 59.37 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.85	59.66 59.50 60.55 44.88 59.37 58.85 58.85 58.78 58.88 58.88 58.88 58.88 59.58 59.02	318.15 316 09 318 97 312 16 342 16 345 28 275 30 275 23 275 85 268 97 269.67 269.18		35 33 35 33 35 33 35 33 35 33 35 33 35 33 25 33 25 33 25 33 25 33 25 33 25 33	11 40 11 40	6 84 6 84 6 84 6 84 6 83 6 83 6 83 6 83 6 83 6 30 6 30 6 30	53.57 53.57 53.57 53.57 53.57 53.57 53.57 43.58 43.56 43.56 43.03 43.03	162 12 162 12 162 12 162 12 162 12 162 12 162 12 152 09 132 09 132 09 130 50 130 50	- (28.19) (0.79) (0.07)	162.12 162.12 162.20 162.12 162.12 190.31 132.09 132.09 132.88 130.50 130.50 130.57	26 47 26 47 26 16 22 65 23 28 21 53 21 53 21 15 17 71 17 71 17 71	23.02 23.02 23.18 23.14 23.14 27.94 17.95 18.06 17.00 17.00 17.00	49.49 49.49 49.34 45.79 51.22 39.48 39.21 34.71 34.71 34.71	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 165.21 165.21 165.28	30 5% 30,5% 30,4% 28,2% 28,2% 29,9% 29,9% 29,9% 29,6% 29,6% 29,6%	-		31 calls 77 calls 36 calls 17 calls 54 calls 19 calls 31 calls 22 calls 17 calls 44 calls 34 calls 13 calls	37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50	8.00 8.00 8.00 8.00 8.00 8.00 8.00 8.00		14.11 14.10 14.23 13.87 13.35 13.35 13.35 13.35 13.38 13.38 13.38 13.38 13.38 13.38	59 56 59 50 60 55 59 37 58 37 58 35 58 85 58 85 58 85 58 78 58 88 58 88 58 88 58 88 58 88 58 58 58 58 59 50 59 50	44 83 44 83		44 58 44 58 44 58 44 58 44 58 44 58 44 58 44 88 44 88 44 88 44 88 44 88 44 88 44 88	318, 15 318, 09 318, 97 312, 16 345, 26 275, 30 275, 23 275, 85 269, 67 269, 18	63 60 63 59 63 57 59 56 59 56 64 57 52 53 52 76 52 59 48 09 48 29 47 99	252 55 252 50 253 40 252 50 252 50 280 69 222 47 223 26 220 68 220 68 221 38 221 19	255 255 255 256 236 236 236 236 237 237 237 237 237 237 237 237 237 237
Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17 Aug-17 Jun-17 May-17	211.61 211.61 211.54 207.91 241.53 171.57 171.57 172.09 165.21 165.28	44.88 44.85 59.37 44.85 44.88 44.88 44.88 44.88 44.85 44.85 44.85	59.66 59.50 60.55 44.88 59.37 58.85 58.85 58.78 58.85 58.78 58.88 58.88 58.88 59.58	316.15 316 09 315 97 312 16 345 28 275 30 275 23 275 23 275 85 288 97 269.67		35 33 35 33 35 33 35 33 35 33 35 33 25 33 26 33 26 33 26 33 25 33 25 33	11 40 11 40	6 84 6 84 6 84 6 84 6 84 6 83 6 83 6 83 6 83 6 83 6 30 6 30 6 30 6 30	53 57 53 57 53 57 53 57 53 57 53 57 43 58 43 58 43 58 43 03 43 03 43 03 43 03 43 03	162 12 162 12 162 12 162 12 162 12 162 12 162 12 162 12 132 09 130 50 130 50 130 50 130 50	- (28.19) (0.79) (0.07)	162.12 162.12 162.20 162.12 162.12 162.12 190.31 132.09 132.88 130.50 130.50	26 47 26 47 26 16 22 65 22 65 23 28 21 53 21 53 21 53 21 15 17 71 17 71	23.02 23.02 23.18 23.14 23.14 27.94 17.95 18.06 17.00 17.00 17.00	49.49 49 49 49 34 45.79 45.79 51.22 39 48 39 48 39 21 34.71 34.71	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 165.21	30 5% 30,5% 30,4% 28,2% 28,2% 29,9% 29,9% 29,9% 29,6% 29,6% 29,6%			31 calls 77 calls 36 calls 17 calls 54 calls 19 calls 31 calls 22 calls 17 calls 44 calls 34 calls	37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50	8.00 8.00 8.00 8.00 8.00 8.00 8.00 8.00		14.11 14.10 14.23 13.87 13.87 13.35 13.25 13.25 13.28 13.35 13.35 13.35 13.35	59 66 59 60 60 55 59 37 58 37 58 85 56 85 58 85 58 85 58 88 58 88 58 88 58 88 58 88 58 88 58 88 55 58 56 58 56 58 56 58 56 58 56 58 56 58 56 58 565	44 88 44 88		44 58 44 68 44 68 44 68	318 15 318 09 318 97 312 16 345 26 275 30 275 23 266 97 269 67	83.60 83.59 83.57 59.58 59.58 64.57 52.83 52.76 52.59 48.09 48.29	252 55 252 50 253 40 252 50 280 69 222 47 222 47 223 26 220 68 221 38 221 19 220 88	255 255 255 256 236 236 236 236 237 237 237 237 237 237 237 237 237 237
Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17 Aug-17 Jun-17 May-17 Apr-17	211 61 211.61 211.54 207 91 241.53 171.57 172.09 165.21 165.26 165.01	44.85 44.85 59.37 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.85	59.66 59.50 60.55 44.88 59.37 58.85 58.85 58.78 58.88 58.88 58.88 58.88 59.58 59.02	318.15 316 09 318 97 312 16 342 16 345 28 275 30 275 23 275 85 268 97 269.67 269.18		35 33 35 33 35 33 35 33 35 33 35 33 35 33 25 33 25 33 25 33 25 33 25 33 25 33	11 40 11 40	6 84 6 84 6 84 6 84 6 83 6 83 6 83 6 83 6 83 6 30 6 30 6 30	53.57 53.57 53.57 53.57 53.57 53.57 53.57 43.58 43.56 43.56 43.03 43.03	162 12 162 12 162 12 162 12 162 12 162 12 162 12 152 09 132 09 132 09 130 50 130 50	- (28.19) (0.79) (0.07)	162.12 162.12 162.20 162.12 162.12 190.31 132.09 132.09 132.88 130.50 130.50 130.57	26 47 26 47 26 16 22 65 23 28 21 53 21 15 17 71 17 71 17 71 17 73	23.02 23.02 23.18 23.14 23.14 27.94 17.95 18.06 17.00 17.00 17.00	49.49 49.49 49.34 45.79 51.22 39.48 39.21 34.71 34.71 34.71	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 165.21 165.21 165.28	30 5% 30 5% 30 4% 28 2% 28 2% 28 9% 29 9% 29 9% 29 9% 28 6% 26 6% 26 6% 26 4%			31 calls 77 calls 36 calls 17 calls 54 calls 19 calls 31 calls 22 calls 17 calls 44 calls 34 calls 13 calls	37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50 37,50	8.00 8.00 8.00 8.00 8.00 8.00 8.00 8.00		14.11 14.10 14.23 13.87 13.87 13.35 13.35 13.35 13.38 13.38 13.38 13.58 13.28 13.28	59 56 59 50 60 55 59 37 58 37 58 35 58 85 58 85 58 85 58 78 58 88 58 88 58 88 58 88 58 88 58 58 58 58 59 50 59 50	44 83 44 83		44 58 44 58 44 58 44 58 44 58 44 58 44 58 44 88 44 88 44 88 44 88 44 88 44 88 44 88	318, 15 318, 09 318, 97 312, 16 345, 26 275, 30 275, 23 275, 85 269, 67 269, 18	63 60 63 59 63 57 59 56 59 56 64 57 52 53 52 76 52 59 48 09 48 29 47 99	252 55 252 50 253 40 252 50 252 50 280 69 222 47 223 26 220 68 220 68 221 38 221 19	25: 25: 25 23: 23: 23: 23: 23: 23: 24: 21: 21: 21: 21:
Mar-18 Feb-18 Jan-18 Dec-17 Nav-17 Oct-17 Sep-17 Jul-17 Jul-17 May-17 Mar-17 Mar-17	211.61 211.61 211.54 207.91 241.53 171.57 172.09 165.21 165.20 165.01	44.98 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.95 44.95	59.66 59.50 60.55 44.88 59.37 58.85 58.85 58.78 58.88 58.88 59.58 59.58 59.58 59.52 58.89	318.15 316 09 318 97 312 16 312 16 345 28 275 23 276 25 268 97 269.67 269.18 268 58		35 33 35 33 35 33 35 33 35 33 35 33 25 33 25 33 25 33 25 33 25 33 25 33 25 33	11 40 11 40	6 84 6 84 6 84 6 84 6 84 6 83 6 83 6 83 6 83 6 83 6 30 6 30 6 30 6 30	53 57 53 57 53 57 53 57 53 57 53 57 43 58 43 58 43 58 43 03 43 03 43 03 43 03 43 03	162 12 162 12 162 12 162 12 162 12 162 12 162 12 162 12 132 09 130 50 130 50 130 50 130 50	- (28.19) (0.79) (0.07)	162.12 162.12 162.20 162.12 162.12 190.31 132.09 132.88 130.50 130.50 130.57 130.50	26 47 26 47 26 16 22 65 23 28 21 53 21 15 17 71 17 71 17 71 17 73	23.02 23.12 23.14 23.14 23.14 27.94 17.95 17.95 18.06 17.00 17.00 17.00 15.98 15.98	49.49 49.49 49.34 45.79 51.22 39.48 39.21 34.71 34.71 34.71 34.75	211.61 211.61 211.54 207.91 207.91 241.53 171.57 172.09 165.21 165.21 165.26 165.01	30 5% 30 5% 30 4% 28 2% 28 2% 28 9% 29 9% 29 5% 28 6% 26 6% 26 6% 26 4%	0 24		31 calls 77 calls 36 calls 17 calls 54 calls 19 calls 31 calls 22 calls 17 calls 44 calls 34 calls 13 calls 13 calls 19 calls	37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50 37.50	8,00 8,00 8,00 8,00 8,00 8,00 8,00 8,00		14.11 14.10 14.23 13.67 13.67 13.35 13.35 13.28 13.38 13.38 13.38 13.58 13.28 13.28 13.28	59 66 59 60 60 55 58 37 58 37 58 35 58 85 58 85 58 85 58 88 58 88 58 88 58 88 58 88 59 58 59 58 59 58 59 58	44 88 44 88		44 58 44 68 44 68 44 68 44 68 44 68 44 68 44 68	318, 15 318, 99 318, 97 312, 16 345, 26 275, 30 275, 23 275, 85 268, 97 269, 18 268, 58	83.60 83.59 63.57 59.86 59.86 64.57 52.83 52.76 52.59 48.09 48.09 48.29 47.70	252 55 252 50 253 40 252 50 280 69 222 47 222 47 223 26 220 68 221 38 221 19 220 88	25 25 25 23 23 23 23 23 23 23 23 21, 21, 21, 21 21
Mar-18 Feb-18 Jan-18 Dec-17 Nav-17 Oct-17 Sep-17 Jul-17 Jul-17 Aug-17 Aug-17 May-17 May-17 Feb-17 Jan-17 Dec-16	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 165.21 165.21 165.21 165.01 165.01 163.68 164.11	44, 88 44, 85 59, 37 44, 85 44, 85 (10, 85) (10, 85)	59.66 59.60 60 55 44 88 59 37 58 85 58.88 59 68 59.62 59.02 58.69 72.02 29.92 29.92 29.92	316.15 316 09 316 97 312 16 312 16 345 28 275 23 275 23 275 23 275 25 288 97 269.67 269.67 269.18 265 58 281 91 182.92 183.15		35 33 35 33 35 33 35 33 36 33 25 33	11 40 11 40	6.84 6.84 6.84 6.84 6.84 6.84 6.83 6.83 6.83 6.83 6.83 6.83 6.83 6.30 6.30 6.30 6.30 6.30 6.30 6.30	53 57 53 57 53 57 53 57 53 57 53 57 53 57 43 58 43 58 43 68 43 03 43 03 43 03 43 03 43 03 43 03 43 03 43 03	162 12 162 16 162 12 162 15 163 16 163 16 163 16 163 16 163 16 163 16 163 16 163 16 163 16 16 16 16 16 16 16 16 16 16 16 16 16 1	- (28.19) (0.79) (0.07) 0.06	162.12 162.12 162.20 162.21 162.12 162.12 162.12 190.31 132.09 132.68 130.50 130.50 130.50 130.50 130.50 129.54 129.60	26 47 26 47 26 16 22 65 23 28 21 53 21 15 17 71 17 71 17 75 17 75 17 53 17 52 17 67	23 02 23 02 23 18 23 14 23 14 27 94 17 95 17 95 17 00 17 00 17 00 17 00 17 00 16 98 16 98 16 82	49.49 49.49 49.34 45.79 45.79 51.22 39.48 39.48 39.48 39.47 34.71 34.71 34.71 34.51	211.61 211.61 211.51 207.91 207.91 207.91 241.53 171.57 171.57 172.09 165.21 165.21 165.26 165.01 165.01 163.88 154.11	30 5% 30,5% 30,4% 28 2% 28 2% 28,9% 29,9% 29,9% 29,9% 20,6% 26,6% 26,6% 26,4% 26,4% 26,4% 26,5% 26,5%	0 24		31 calis 77 calis 36 calis 19 calis 31 calis 22 calis 17 calis 22 calis 17 calis 13 calis 13 calis 13 calis 19 calis 13 calis 19 calis 19 calis 19 calis 26 calis 26 calis 26 calis	37.50 37.50	8 00 8 000 8 000 8 000 8 000 8 000 8 000 8 000 8 000 8 000 8 0		14.11 14.10 14.23 13.67 13.85 13.35 13.26 13.36 13.36 13.38 13.38 13.28 13.59 15.49 6.92 6.92	59 56 59 50 60 55 59 37 59 37 58 35 58 38 58 38 58 38 58 58 58 78 58 58 58 78 58 69 72 02 58 69 72 02 29 92	44 88 44 88		44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 65 44 65 44 65 44 65 44 65 44 65 44 65 44 65 (10 55) (10 55)	318, 15 318, 99 318, 97 312, 16 345, 26 275, 30 275, 23 275, 85 268, 97 269, 18 268, 58 281, 91 182, 92 183, 15	83.60 83.59 83.57 59.66 59.66 64.57 52.83 52.76 52.59 48.09 47.99 47.70 51.00 41.26 41.43	252.55 252.50 253.40 252.50 25	252 255 255 255 255 236 236 236 237 237 237 218 217 218 221 291 291
Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17 Aug-17 Jun-17 Mar-17 Feb-17 Jan-17 Dec-16	211.61 211.61 211.54 207.91 207.91 241.55 171.57 171.57 172.09 165.21 165.21 165.20 165.01 163.85	44.88 44.85 59.37 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.85 44.85 (10.85)	59.66 59.60 60 55 44 88 59 37 58 85 58 85 58 78 58 88 59 58 59 59 58 59 59 59 59 59 59 59 59 59 59 59 59 59 59 59 5	316.15 316 09 316 97 312 16 345 28 275 30 275 23 276 23 278 85 289 97 269 88 269 88 269 81 269 91 182.92		35 33 35 33 35 33 35 33 35 33 25 33 25 33 25 33 25 33 25 33 25 33 25 33 25 33 25 33	11 40 11 40	6.84 6.84 6.84 6.84 6.83 6.83 6.83 6.83 6.83 6.83 6.83 6.30 6.30 6.30 6.30 6.30 6.30	53 57 53 57 53 57 53 57 53 57 43 58 43 58 43 03 43 03 43 03 43 03 43 03 43 03 43 03	162 12 162 15 162 12 162 15 162 15 163 15 165 16 163 15 165 16 165 16 16	- (28.19) (0.79) (0.07) 0.06	162.12 162.12 162.20 162.21 162.22 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.50 130.50 130.50 130.50 130.50 130.50	26 47 26 47 26 16 22 65 22 65 23 28 21 53 21 15 21 15	23 02 23 02 23 18 23 14 23 14 27 94 17 95 17 95 17 00 17 00 17 00 17 00 17 00 16 98 16 98 16 82	49.49 49.49 49.34 45.79 51.22 39.48 39.48 39.21 34.71 34.71 34.51 34.51 34.51 34.51	211.61 211.51 211.54 207.91 207.91 241.53 171.57 171.57 172.09 165.21 165.21 165.01 165.01 165.01	30 5% 30,5% 30,4% 28 2% 28 2% 28,9% 29,9% 29,9% 29,9% 20,6% 26,6% 26,6% 26,4% 26,4% 26,4% 26,5% 26,5%	0 24		31 calls 77 calls 36 calls 17 calls 54 calls 19 calls 31 calls 22 calls 17 calls 34 calls 13 calls 13 calls 13 calls 13 calls 13 calls 13 calls 34 calls 13 calls 34 calls 13 calls	37.50 37.50	8 00 8 00		14.11 14.10 14.23 13.87 13.35 13.35 13.36 13.36 13.36 13.38 13.28 13.28 13.28 13.28 13.28 13.28 13.28 13.28 13.28	59 56 59 50 60 55 59 37 59 37 58 35 58 38 58 38 58 38 59 50 59 50 59 50 59 50 59 60 72 02 29 92	44 83 44 83 44 83 44 83 44 83 44 85 44 85 44 83 44 83		44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 60 44 60 44 60 44 60 44 65 (10 55) (10 55)	318, 15 318, 99 318, 99 318, 97 312, 16 312, 16 345, 26 275, 20 275, 20, 20 275, 20, 20, 20, 20, 20, 20, 20, 20, 20, 20	63.60 63.59 63.57 59.66 59.66 64.57 52.59 48.09 48.29 47.90 51.00 41.26	252,55 252,50 253,40 252,50 252,50 252,50 252,50 222,47 222,47 223,26 220,68 221,38 221,38 221,19 220,88 230,91 141,60	25 2 25 2 25 1 23 6 23 6 23 0 23 7 23 7 23 7 21 8 21 8 21 8 21 8 22 1 29 2
Mar-18 feb-18 Jan-18 Dec-17 Nov-17 Oci-17 Sep-17 Jul-17 May-17 May-17 May-17 Feb-17 Jan-17 Dec-16 Nov-16	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 165.21 165.21 165.21 165.01 165.01 163.68 164.11	44, 88 44, 85 59, 37 44, 85 44, 85 (10, 85) (10, 85)	59.66 59.60 60 55 44 88 59 37 58 85 58.88 59 68 59.62 59.02 58.69 72.02 29.92 29.92 29.92	316.15 316 09 316 97 312 16 312 16 345 28 275 23 275 23 275 23 275 25 288 97 269.67 269.67 269.18 265 58 281 91 182.92 183.15		35 33 35 33 35 33 35 33 36 33 25 33	11 40 11 40	6.84 6.84 6.84 6.84 6.84 6.84 6.83 6.83 6.83 6.83 6.83 6.83 6.83 6.30 6.30 6.30 6.30 6.30 6.30 6.30	53 57 53 57 53 57 53 57 53 57 53 57 53 57 43 58 43 58 43 68 43 03 43 03 43 03 43 03 43 03 43 03 43 03 43 03	162 12 162 16 162 12 162 15 163 16 163 16 163 16 163 16 163 16 163 16 163 16 163 16 163 16 16 16 16 16 16 16 16 16 16 16 16 16 1	- (28.19) (0.79) (0.07) 0.06	162.12 162.12 162.20 162.21 162.12 162.12 162.12 190.31 132.09 132.68 130.50 130.50 130.50 130.50 129.54 129.60	26 47 26 47 26 16 22 65 23 28 21 53 21 15 17 71 17 71 17 75 17 75 17 53 17 52 17 67	23 02 23 02 23 18 23 14 23 14 23 14 17 95 18 06 17 00 17 00 17 00 16 98 15 98 16 82 16 84 16 84	49.49 49.49 49.34 45.79 45.79 51.22 39.48 39.48 39.48 39.47 34.71 34.71 34.71 34.51	211.61 211.61 211.51 207.91 207.91 207.91 241.53 171.57 171.57 172.09 165.21 165.21 165.26 165.01 165.01 163.88 154.11	30 5% 30,5% 30,4% 28 2% 28 2% 28,9% 29,9% 29,9% 29,9% 20,6% 26,6% 26,6% 26,4% 26,4% 26,4% 26,5% 26,5%	0 24		31 calis 77 calis 36 calis 36 calis 19 calis 31 calis 31 calis 22 calis 17 calis 44 calis 34 calis 13 calis 19 calis 13 calis 19 calis 38 calis 25 calis	37.50 37.50	8 00 8 000 8 000 8 000 8 000 8 000 8 000 8 000 8 000 8 000 8 0		14.11 14.10 14.23 13.67 13.87 13.35 13.36 13.36 13.36 13.38 13.38 13.28 13.59 15.49 6.92 6.92	59 56 59 50 59 37 59 37 58 35 58 35 58 58 58 78 58 58 59 58 59 58 59 58 59 58 59 58 59 58 59 58 59 58 29 58 29 58 29 58 29 58 29 58 29 58 29 58 20 58 59 58 59 58 58 58 58 58 58 58 58 58 58 58 58 58 58 58 58 58 58 58 5	44 88 44 88	- - - - - - - - - - - - - - - - - - -	44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 55 44 60 44 60 44 60 44 60 44 65 (10 55) (10 55)	318, 15 318, 99 318, 97 312, 16 345, 26 275, 30 275, 23 275, 85 268, 97 269, 18 268, 58 281, 91 182, 92 183, 15	83.60 83.59 83.57 59.66 59.66 64.57 52.83 52.76 52.59 48.09 47.99 47.70 51.00 41.26 41.43	252.55 252.50 253.40 252.50 25	25 2 25 2 25 1
Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17 Aug-17 Jun-17 May-17 May-17 Feb-17 Jan-17 Dec-16 Nov-16	211.61 211.61 211.54 207.91 207.91 207.91 271.57 171.57 171.57 172.09 165.21 165.21 165.20 165.01 165.01 165.01 165.61 164.01	44, 88 44 85 59 37 44 85 44 85 (10 85) (10 85) (10 85)	59.66 59.60 60 55 44.88 59.37 58.85 58.85 58.85 58.78 58.85 59.58 59.02 59.02 59.02 59.02 29.82 29.82 29.82 29.82 29.82 30.23	316,15 316,09 316,09 312,16 345,28 275,20 275,23 275,25 269,67 269,67 269,18 268,59 269,67 269,18 268,59 269,19 182,92 183,15 183,48		35 33 35 33 35 33 35 33 25 33	11 40 11 40	6.84 6.84 6.84 6.84 6.83 6.83 6.83 6.83 6.83 6.83 6.83 6.30 6.30 6.30 6.30 6.30 6.30	53 57 53 57 53 57 53 57 53 57 53 57 43 58 43 58 43 58 43 03 43 03 43 03 43 03 43 03 43 03 43 03 43 03 43 03 43 03	162 12 162 15 162 12 162 15 162 15 163 15 165 16 163 15 165 16 165 16 16	- (28.19) (0.79) (0.07) 0.06 0.06	162.12 162.12 162.20 162.12 162.12 162.12 190.31 132.09 132.88 130.50 130.50 130.50 130.50 130.50 130.50 130.50 129.54	26 47 26 47 26 16 22 65 23 28 21 53 21 53 21 15 17 71 17 71 17 75 17 53 17 52 17 67 17 67 17 67	23 02 23 02 23 18 23 14 23 14 23 14 17 95 18 06 17 00 17 00 17 00 16 98 15 98 16 82 16 84 16 84	49.49 49.49 49.34 45.79 51.22 39.48 39.21 34.71 34.71 34.71 34.51 34.51 34.51	211.61 211.61 211.51 207.91 207.91 241.53 171.57 172.09 165.21 165.26 165.01 165.01 165.01 165.88 164.11	30 5% 30,5% 30,4% 28,2% 28,2% 28,9% 29,9% 29,9% 29,6% 29,6% 29,6% 29,6% 26,6% 26,4% 26,4% 26,5% 28,8% 28,8%	0 24		31 calls 77 calls 36 calls 17 calls 54 calls 19 calls 31 calls 22 calls 34 calls 34 calls 19 calls 10 calls 10 calls	37.50 37.50	8 00 8 00		14.11 14.10 14.23 13.67 13.87 13.35 13.26 13.36 13.36 13.38 13.38 13.38 13.28 13.28 13.19 16.49 6.92 6.92 6.92	59 56 59 50 59 37 59 37 59 37 59 37 59 37 59 37 58 35 58 85 58 85 58 85 58 85 58 88 59 50 29 50 29 50 29 50 29 50 29 50 29 50 29 50 29 50 29 50 59 50 59 50 59 50 59 50 59 55 59 59 59 50 59 50 50 59 50 50 50 50 50 50 50 50 50 50 50 50 50 5	44 88 44 88	- - - - - - - - - - - - - - - - - - -	44 88 44 88 (10 88) (10 88) (10 88)	318, 15 318, 99 318, 99 318, 99 318, 97 312, 16 345, 26 245, 30 275, 23 275, 25 268, 97 269, 18 268, 58 268, 97 269, 18 268, 58 281, 91 182, 92 183, 15 183, 46	83.60 83.59 83.57 59.66 59.66 64.57 52.59 48.09 48.09 47.99 47.70 51.00 41.26 41.43 41.52	252,55 253,340 255,50 255,50 252,50 252,50 252,50 222,47 222,47 222,47 222,47 220,68 221,18 220,88 221,18 220,88 230,91 141,60 141,72 141,94	25 25 25 23 23 23 23 23 23 23 23 23 23 23 21 21 21 21 21 22 29 29 29





Walsh DBA Westgate Financial Group

v. Illinois Bell Telephone LLC ICC Formal Complaint Supplement

ATTN					Pre e su	eases in Bo	diel.					Total Net Ph	1008											Total						Total		FST
					and the second se	aases in Bo	Ma			10	negative crec					RCHARGES					ATT FEE		otal S	urcharged			TAXES			Fees	Total Net	85 %
		Bill Summa	Assasses			-					a cost increas	wout			001	1000000000			Total				Fees &						Taxes %		Phone	Net Pho
0.000 - 200	Plans/			Contraction (Contraction)	nierest Charge						CREDITS		BIT CHICAGO	l lok Mai II	LAdd	Fed Univ	IL Univ		Surcharges		AT&T Cost As			let Phone	Fed	IL Tax	IL Muni Teli	Taxes	Net Phone	& Taxos	Charge	Charge
			Long Dist	Total			Line Backer	Other	Total Par Line		75.16	141.79	15.00	0.75	0.13	5.40	2.22	0 12	23.62	16.7%	7.44	5.2%	31.06	21.9%	4 18	10 51	10 51	25 28	17.8%	56.34	198 13	39.7
Apr-19	198.05	10.10	34.24	242 39	29 90	65.00		7 15	72 15	216 95	75.00			0.75	0.13	5.79	2.22	0.12	24 01	18 9%	7.44	5.2%	31.45	22.2%	4 18	10.55	10 55	25.28	17.8%	56.73	198.68	40 0
Mar-19	198.68	10.10	34.24	243 02	24 13	65.00		7 15	72 15	216 95		141 95	15.00				2.22	0.12	24 78	17 5%	7.44	5.2%	32 22	22.7%	4 18	10.55	10.55	25.25	17.8%	57 50		40
Feb-19	199.45	10.10	31.30	240 85	18.57	65.00		7 15	72 15	216.95	75.00	141.95	15.00	0.75	0 90	5.79			24.01	16.0%	7.44	5.2%	31.48	22 0%	4 18	10 64	10.64	25.46	17.8%	56.92		391
Jan-19	200 08	10.10	68.00	276.18	12 27	65.00		7 15	72 15	216 95	73.79	143.18	15.00	0.75	0.13	5.79	2 22	0.12			3.33	2.2%	28.47	18 9%	5 50	13 30	13 30		21.3%	60.57		40
Dec-18	211.05	10.10	11.62	232 77	7.35	65.00		7 15	72.15	216 95	57.94	150.48	15 00	0 95	0.17	5 85	3 05	D.12	25.14	16.7%	3.33	4.474	20.47	10 270	0.00	1.0.00	10 00	54.10	61.078			
Nov-18	259.97	20.00	66 39	346.38		51 83	11.40	7.15	70 38	210 54	*	200.28	15 00	0.93	0.16	5 85	2.96	0.12	25 02	12 5%	3,33	1.7%	28 35	14.2%	5 36	12.99	12.99	31 34	15.6%	59.69	259 97	29
Oct-18	260.15	20.00	80 51	360 67		51.83	15.40	7.15	70.38	210 54	0.17	200.45	15.00	0.93	0.16	5 85	2 96	0.12	25 02	12 5%	3.33	1.7%	28.35	14.1%	5 36	13.00	13.00	31 36	156%	59.71	260.16	29
	259.15	20.00	69 87	349.02		51 83	11.40	7.21	70.44	210 72		200 48	15.00	0.93	0.16	5.25	2.62	0.12	24 08	12 0%	3.33	1.7%	27.41	13.7%	5 36	12.96	12 96	31.28	156%	58.69	0.0000000000000000000000000000000000000	29
	259.15	20.00	93 20	372 35		51.83	11 40	7.21	70.44	210.72		200 45	15.00	0 93	C.16	5.25	2 62	0.12	24 08	12.0%	3.33	1.7%	27.41	13.7%	5 38	12 98	12 96		15.6%	58 69		29
	259.63	20.00	72.34	351 97 141.65		51.83	11.40	7.21	70.44	210.72		200 87	15 00	0.93	0.16	5.25	2.62	0.12	24.08	12.0%	3.33	1.7%	27,41	13.6%	5 37	12 99	12 99	31.35	15.6%	58.76	259.63	29
10.000						51.83	11 40	684	70 07	209.61	20 52	164.22	15.00	0.74	0.12	5.13	2.02	0.12	23.13	14.1%	3,33	2.0%	26.46	18.1%	4 25	10 41	10.41	25 07	15 3%	51 53	215.75	31
	215.75	20.00	6.51		hel \$100.61	45.33	11,40	6.84	63.57	192.12	20.02	204.09	15.00	0.89	0.16	5,13	2.52	0.12	23 62	11.7%	3.33	1.6%	27.15	13.3%	5.16	12.48	12.48	30,12	14.8%	57.27	261.36	28
May-18	261.36	44.88	59.27	365.51		43.55	11,40	10.046	03.37	594.12		204.00	10.00	4.44					-		1. Box 1.											
	May 18 201	18 Aoneemail	st writh ATT	Retention	Dept of \$105 M	onthly Bill	 Tax & Surc 	charges for	an approx Mor	staly bill of	- \$130. The \$	105 monthly	service bill						+													
	was suppo	osed to be A	T&T lowes	t price for e	Dept of \$105 M ach elsment; w Feb 2017Ref	rith \$25 per	tine charges	or \$75 plu	an approx Mor s \$10 for Long	ittily bill of Distance p	- \$130. The S lus \$10 + \$10	105 monthly for Messagi	y service bill ing						-		14.2002	14010100				-						
	was suppo	osed to be A	T&T lowes	t price for e	ach element; w	rith \$25 per	tine charges	or \$75 plu	s \$10 for Long 53 57	titity bill of Distance p 162.12	- \$130. The S lus \$10 + \$10 0.11	for Messagi 162.01	ing 1500	0.68	0.12	5.13	1 62	0 12	22 87	14.1%	3.33	2.1%	26 20	16 2%	3 66	9.54	954	22.96	14.2%	49.16		
	was suppo PLUS refur 211.17	osed to be A nd of excess	t&T lowes billing am	t price for e ount since f	ach element; w	rith \$25 per und amoun	tine charges it now \$4,726	t or \$75 plu 1.73	s \$10 for Long 53 57 53 57	Distance p 162.12 162.12	lus \$10 + \$10	for Messagi 162.01 162.12	ing 15 00 15 00	0 68	0.12	5 40	1.82	0 12	23.14	14 3%	3.33	2.1%	26.47	16 3%	3 68	9 57	9 57	23 02	14.2%	49.49	211.61	30
Apr-18 Mar-18	was suppo PLUS refur 211.17 211.61	osed to be A nd of excess 44 88	T&T lowes billing am 59.60	t price for e ount since f 315.85	ach element; w	rith \$25 per und amoun 35.33	tine charges 11 now \$4,726 11 40	s or \$75 plu 1.73 6 64	s \$10 for Long 53 57	Distance p	lus \$10 + \$10	for Messagi 162.01 162.12 162.12	15 00 15 00 15 00 15 00	0.68	0.12	540 540	1.82	0 12	23.14 23.14	14 3% 14.3%	3.33 3.33	2.1% 2.1%	26.47 26.47	16.3% 16.3%	3 68 3 88	9 57 9.57	9 57 9 57	23 02 23 02	14.2% 14.2%	49 49 49 49	211.61 211.61	30 30
Apr-18 Mar-18 Feb-18	was suppo PLUS refur 211.17 211.61	osed to be A nd of excess 44 SS 44 SS	59.60 59.60	t price for a ount since f 315.85 316.15	ach element; w	rith \$25 per und amoun 35.33 35.33	tine charges 11 now \$4,728 11.40 11.40	6 64 6 64	s \$10 for Long 53 57 53 57	Distance p 162.12 162.12	lus \$10 + \$10	for Messagi 162.01 162.12	ing 15 00 15 00	0 68	0.12	5 40	1.82	0 12	23.14	14 3%	3.33	2.1%	26.47	16 3%	3 68	9 57	9 57	23 02	14.2%	49.49	211.61 211.61	30 30
Apr-18 Mar-18 Feb-18 Jan-18	was suppo PLUS refur 211.17 211.61 211.61 211.54	osed to be A nd of excess 44 88 44 58 44 58 44 58	78-T lowes billing amo 59.60 59.60 59.60 60.55	t price for a ount since f 315.85 316.15 316.09 316.97	ach element; w	rith \$25 per und amoun 35.33 35.33 35.33 35.33 35.33	tine charges 11 now \$4,726 11.40 11.40 11.40	6 64 6 84 6 84 6 84	53 57 53 57 53 57 53 57 53 57	Distance p 162.12 162.12 162.12	lus \$10 + \$10	for Messagi 162.01 162.12 162.12	15 00 15 00 15 00 15 00	0.68	0.12	540 540	1.82	0 12 0 12 0 12 0 12	23 14 23 14 23 19 19 88	14 3% 14 3% 14 3% 12 1%	3.33 3.33 2.97 2.97	2.1% 2.1% 1.8%	26.47 26.47 26.16 22.65	16 3% 16 3% 16 1%	3 68 3 88 3 88 3 88	9 57 9 57 9 55 9 53	9 57 9 57 9 75 9 75	23 02 23 02 23 18 23 14	14 2% 14 2% 14 3%	49 49 49 49 49 34 45 79	211.61 211.61 211.54 207.91	30 30 30 28
Apr-18 Mar-18 Feb-18 Jan-18 Dec-17	was support 211.17 211.61 211.61 211.54 207.91	osed to be A nd of excess 44 88 44 88 44 88 44 88 44 88 59 37	7&T lowes billing amo 59.60 59.60 59.60 60.55 44.66	t price for e ount since f 315.85 316.15 316.09 316.97 312.16	ach element; w	rith \$25 per und amoun 35.33 35.33 35.33 35.33 35.33	tine charges 11 now \$4,726 11 40 11 40 11 40 11 40	6 64 6 64 6 64 6 64 6 64	53 57 53 57 53 57 53 57 53 57 53 57	Distance p 162 12 162 12 162 12 162 12 162 12	lus \$10 + \$10	for Messagi 162.01 162.12 162.12 162.20	15 00 15 00 15 00 15 00 15 00	0 68 0 68 0 68	0 12 0 12 0 12	540 540 540	1 82 1.62 1 87	0 12 0 12 0 12 0 12 0 12	23 14 23 14 23 19 19 88 19 88	14 3% 14 3% 14 3% 12 1% 12 1%	3.33 3.33 2.97 2.97 2.97	2.1% 2.1% 1.8% 1.8%	26.47 26.47 26.16 22.65 22.65	16 3% 18 3% 16 1% 14 0% 14 0%	3 68 3 86 3 86 3 86 3 86 3 86	9 57 9.57 9.55 9.53 9.53	957 957 9.75 9.73 9.73	23 02 23 02 23 18 23 14 23 14	14 2% 14 2% 14 3% 14 3%	49 49 49 49 49 34 45 79 45 79	211.61 211.61 211.54 207.91 207.91	30 30 30 28 28
Apr-16 Mar-18 Feb-18 Jan-16 Dec-17 Nov-17	was suppo PLUS refur 211.17 211.61 211.61 211.54 207.91 207.91	osed to be A nd of excess 44 88 44 88 44 88 44 88 44 88 59 37 44 88	7&T lowes billing am 59 60 59 60 59 60 60 55 44 66 59 37	t price for a ount since f 315.65 316.15 316.09 316.97 312.16 312.16	ach element; w	rith \$25 per und amoun 35.33 35.33 35.33 35.33 35.33 35.33 35.33	tine charges 11 now \$4,726 11 40 11 40 11 40 11 40 11 40 11 40	6 64 6 64 6 64 6 64 6 64 6 64 6 64	s \$10 for Long 53 57 53 57 53 57 53 57 53 57 53 57	Distance p 162 12 162 12 162 12 162 12 162 12	lus \$10 + \$10	for Messagi 162.01 162.12 162.12 162.20 162.20	15 00 15 00 15 00 15 00 15 00	0 68 0 68 0 68	0 12 0 12 0 12 0 12	540 540 540 5.19	1 82 1 82 1 87 1 87	0 12 0 12 0 12 0 12	23 14 23 14 23 19 19 88 19 68 20 31	14 3% 14 3% 14.3% 12 1% 12 1% 12.1%	3.33 3.33 2.97 2.97 2.97 2.97	2.1% 2.1% 1.8% 1.8% 1.8% 1.6%	26.47 26.47 26.16 22.65 22.65 23.25	16 3% 16 3% 16 1% 14 0% 14 0% 12 2%	3 68 3 86 3 85 3 96 3 85 4 73	9 57 9.55 9.55 9.53 9.53 11.50	957 957 975 973 973 973 1171	23 02 23 02 23 18 23 14 23 14 23 14 27.94	14 2% 14 2% 14 3% 14 3% 14 3% 14 3%	49 49 49 49 49 34 45 79 45 79 51 22	211.61 211.61 211.54 207.91 207.91 241.53	30 30 30 28 28 28
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Apr-18 Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17	was suppo PLUS refur 211.17 211.61 211.61 211.54 207.91 207.91 241.53 171.57	osed to be A nd of excess 44 88 44 68 44 68 44 68 44 68 59 37 44 68 44 88 44 88	78.7 lowes billing amo 59.60 59.60 59.60 60.55 44.88 59.37 58.85 58.85	t price for ex- ount since f 315.85 316.15 316.09 316.97 312.16 312.16 312.16 345.26 275.30	ach element; w	rith \$25 per und amoun 35.33 35.33 35.33 35.33 35.33 35.33 35.33 35.33 25.33	fine charges 11 now \$4,726 11 40 11 40 11 40 11 40 11 40 11 40 11 40 11 40	5 or \$75 plu 1.73 5 64 6 64 6 64 6 64 6 64 6 64 6 84 6 84 6	s \$10 for Long 53 57 53 57 53 57 53 57 53 57 53 57 53 57	Distance p 162.12 162.12 162.12 162.12 162.12 162.12 162.12	lun \$10 + \$10 0.11 - -	for Messagi 162 01 162 12 162.12 162.20 162.20 162.12 162.31	15 00 15 00 15 00 15 00 11 70 11 70 11 70	0.68 0.68 0.68 0.68 0.68 0.68	0 12 0 12 0 12 0 12 0 12 0 12 0 12 0 14	5 40 5 40 5 40 5 19 5 19 5 19	1 82 1 82 1 87 1 87 1 87 2 34	0 12 0 12 0 12 0 12 0 12 0 12 0 12	23 14 23 14 23 19 19 88 19 68 20 31	14 3% 14 3% 14.3% 12 1% 12 1% 12.1%	3.33 3.33 2.97 2.97 2.97 2.97 2.97 2.97 2.97	2.1% 2.1% 1.8% 1.8% 1.8% 1.8% 2.2% 2.2%	26.47 26.47 26.16 22.65 22.65 23.25	16 3% 16 3% 16 1% 14 0% 14 0% 12 2% 18 3% 16 3%	3 68 3 89 3 88 3 88 4 73 2 98 2 98	9 57 9 57 9 55 9 53 9 53 11 50 7 38 7 39	957 957 973 973 973 973 1171 7.60 7.60	23 02 23 02 23 18 23 14 23 14 27 94 17 95	14 2% 14 2% 14 3% 14 3% 14 3% 14 3% 14 7% 13 6%	49 49 49 49 49 34 45 79 45 79 51 22 39 45 39 48	211.61 211.61 211.64 207.91 207.91 241.53 171.57 171.57	30 30 30 28 28 28 29 29
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Apr-16 Mar-16 Feb-16 Jan-16 Dec-17 Nov-17 Oct-17 Sep-17 Aug-17 Jul-17	was support PLUS refur 211.17 211.61 211.61 211.54 207.91 241.53 171.57 171.57 172.09	osed to be A nd of excess 44 55 44 55 44 58 44 58 44 58 59 37 44 58 44 58 44 58 44 58 44 58 44 58	T&T lowes billing am 59 60 59 60 59 60 60 55 44 88 59 37 56 85 56 85 56 78 55 68	t price for ex- ount since F 315.85 316.15 316.09 316.97 312.16 312.16 345.26 275.30 275.23 275.85	ach element; w	rith \$25 per und amoun 35.33 35.33 35.33 35.33 35.33 35.33 25.33 26.33 25.33 25.33	fine charges throw \$4,728 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40	5 or \$75 plu 1.73 5 64 6 64 6 64 6 64 6 84 6 84 6 84 6 83 6 83 6 83	\$ \$10 for Long 53 57 53 57 53 57 53 57 53 57 53 57 53 57 43 56 43 56 43 56	Distance p 162, 12 162, 20 132, 09	lun \$10 + \$10 0.11 - -	for Messagi 162.01 162.12 162.20 162.20 162.12 162.12 162.12 190.31 132.09 132.09 132.88	15 00 15 00 15 00 15 00 11 70 11 70 11 70 11 70 11 70 11 70 11 70	0 68 0 68 0 68 0 68 0 68 0 82 0 53 0 53	0 12 0 12 0 12 0 12 0 12 0 12 0 12 0 14 0 09 0 09	5 40 5 40 5 40 5 19 5 19 5 19 4 71 4 71	1 82 1 82 1 87 1 87 1 87 2 34 1 41 1 41	0 12 0 12 0 12 0 12 0 12 0 12 0 12 0 12	23 14 23 14 23 19 19 88 19 68 20 31 18 56 18 56	14 3% 14 3% 14 3% 12 1% 12 1% 10.7% 14 1%	3.33 3.33 2.97 2.97 2.97 2.97 2.97 2.97 2.97	2.1% 2.1% 1.8% 1.8% 1.8% 1.8% 2.2% 2.2%	26.47 26.47 26.16 22.65 23.26 23.26 21.53 21.53	16 3% 16 3% 16 1% 14 0% 14 0% 12 2% 18 3% 16 3%	3 68 3 89 3 88 3 88 4 73 2 98 2 98	9 57 9.55 9.53 9.53 11.50 7.39 7.39 7.44 7.05	957 957 973 973 973 1171 760 760 765 705	23 02 23 02 23 18 23 14 23 14 27 94 17 95 18 06 17 00	14 2% 14 2% 14 3% 14 3% 14 3% 13 5% 13 5% 13 5% 13 6%	49 49 49 34 49 34 45 79 45 79 51 22 39 45 39 45 39 45 39 21 34 71	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 165.21	36 30 36 28 28 29 29 29 29 29 29 29 29 29 29 29 29 29
Apr-16 Mar-18 Feb-18 Jan-16 Dec-17 Nov-17 Oct-17 Sep-17 Aug-17 Juh-17	was support PLUS refur 211.17 211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 185.21	osed to be A nd of excess 44 58 44 58	T&T lowes billing and 59 60 59 60 59 60 60 55 44 88 59 37 58 85 58 85 58 85 58 85 58 85 58 88 58 88	t price for ex- ount since f 315.85 316.15 316.09 316.97 312.16 345.26 275.30 275.23 275.23 275.85 268.97	ach element; w	rith \$25 per und amoun 35.33 35.33 35.33 35.33 35.33 35.33 35.33 26.33 26.33 25.33 25.33 25.33	fine charges ti now \$4,726 11 40 11 40	5 or \$75 plu 1.73 6 64 6 64 6 64 6 64 6 64 6 84 6 84 6 83 6 83 6 83 6 83 6 83 6 30	53 57 53 57 53 57 53 57 53 57 53 57 53 57 53 57 43 56 43 56 43 56 43 56 43 56	Distance p 162 12 162 12 162 12 162 12 162 12 162 12 162 12 162 12 162 12 162 12 132 09 132 09 135 05	0.11 - - (28.19)	for Messagi 162 01 162 12 162 12 162 20 162 12 162 12 162 12 190 31 132 09 132 09 132 88 130 50	15 00 15 00 15 00 11 70 11 70 11 70 11 70 11 70 11 70 11 70 11 70 11 70	0 68 0 68 0 68 0 68 0 68 0 68 0 53 0 53 0 53 0 53 0 53 0 53	0 12 0 12 0 12 0 12 0 12 0 12 0 12 0 12	540 540 540 519 519 471 471 471 438	1 82 1 82 1 87 1 87 2 34 1 41 1 41 1 03	0 12 0 12 0 12 0 12 0 12 0 12 0 12 0 12	23 14 23 14 23 19 19 88 19 68 20 31 18 56 18 56 18 18	14 3% 14 3% 14 3% 12 1% 12 1% 10.7% 14.1% 13.7%	3.33 3.33 2.97 2.97 2.97 2.97 2.97 2.97 2.97 2.97	2.1% 2.1% 1.8% 1.8% 1.8% 1.8% 2.2% 2.2% 2.2%	26.47 26.47 26.16 22.65 23.28 21.53 21.53 21.15	16 3% 16 3% 16 1% 14 0% 12 2% 18 3% 16 3% 15 9%	3 68 3 89 3 89 3 89 3 89 4 73 2 98 2 98 2 98 2 97	9 57 9.55 9.53 9.53 11.50 7.39 7.44 7.05 7.05	9 57 9 57 9 73 9 73 9 73 11 71 7 60 7 65 7 65 7 05 7 05	23 02 23 02 23 18 23 14 27 94 17 95 18 06 17 00 17 00	14 2% 14 2% 14 3% 14 3% 14 3% 14 3% 13 5% 13 5% 13 6% 13 0%	49 49 49 34 49 34 45 79 45 79 51 22 39 45 39 45 39 45 39 45 39 21 34 71 34 71	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 185.21 185.21	30 30 30 25 26 26 26 26 26 26 26 26 26 26 26 26 26
Apr-18 Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17 Aug-17 Jun-17 May-17	was suppo PLUS refur 211, 17 211, 61 211, 61 211, 54 207, 91 241, 53 171, 57 172, 09 185, 21 165, 21	osed to be A nd of excess 44 88 44 88 44 88 44 88 44 88 59 37 44 88 44 88 44 88 44 88 44 88 44 88	78.7 lowes billing am 59.60 59.60 59.60 60.55 44.88 59.57 58.85 58.85 58.85 58.88 55.88 55.88 55.88 55.88 55.88 55.88 55.88 55.88 55.88 55.58	t price for ex- ount since F 315.65 316.15 316.09 316.97 312.16 345.26 275.30 275.23 275.85 266.97 269.67	ach element; w	rith \$25 per und amoun 35.33 35.33 35.33 35.33 35.33 35.33 25.33 25.33 25.33 25.33 25.33 25.33 25.33 25.33 25.33	line charges ti now \$4,725 11.40 1	5 or \$75 plu 1.73 5 64 6 64 6 64 6 64 6 64 6 64 6 84 6 84 6 83 6 83 6 30 6 30 6 30	53 57 53 57 53 57 53 57 53 57 53 57 53 57 53 57 43 56 43 56 43 56 43 56 43 03	Distance p 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.50 130.50	0.11 - - (28.19) (0.79)	for Message 162 01 162 12 162 12 162 20 162 12 162 12 190 31 132 09 132 09 132 09 132 09 132 09 132 09 132 09 132 09 132 09	15 00 15 00 15 00 15 00 11 70 11 70 11 70 11 70 11 70 11 70 11 70 11 70 11 70 11 70	0 68 0 68 0 68 0 68 0 68 0 52 0 53 0 53 0 53 0 53 0 50 0 50	0 12 0 12 0 12 0 12 0 12 0 12 0 12 0 12	540 540 519 519 471 471 471 438 438	1 82 1 82 1 87 1 87 2 34 1 41 1 41 1 03 0 99 0 99	0 12 0 12 0 12 0 12 0 12 0 12 0 12 0 12	23.14 23.14 23.19 19.68 20.31 18.56 18.56 18.18 17.71	14 3% 14 3% 14 3% 12 1% 12 1% 10.7% 14.1% 13.7% 13.6%	3.33 3.33 2.97 2.97 2.97 2.97 2.97 2.97 2.97 2.97	2.1% 2.1% 1.8% 1.8% 1.8% 1.8% 2.2% 2.2% 2.2% 2.2% 0.0%	26.47 26.47 26.16 22.65 23.26 21.53 21.53 21.53 21.15 17.71	16 3% 18 3% 16 1% 14 0% 12 2% 16 3% 15 9% 13 6%	3 68 3 88 3 88 3 88 4 73 2 98 2 98 2 98 2 97 2 90	9 57 9.55 9.53 9.53 11.50 7.39 7.39 7.44 7.05	957 957 973 973 973 1171 760 760 765 705	23 02 23 02 23 18 23 14 27 94 17 95 18 06 17 00 17 00	14 2% 14 2% 14 3% 14 3% 14 3% 13 5% 13 5% 13 5% 13 6%	49 49 49 34 49 34 45 79 45 79 51 22 39 45 39 45 39 45 39 21 34 71	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 185.21 185.21	30 30 30 28 28 29 29 29 29 29 29 29 29 29 29 29 29 29
Apr-18 Mar-18 Feb-18 Jan-18 Dec-17 Nov-17 Oct-17 Sep-17 Jul-17 Jul-17 Jun-17 Apr-17	was suppo PLUS refur 211.17 211.61 211.61 211.54 207.91 207.91 207.91 207.91 207.91 171.57 171.57 172.09 185.21 185.28	oted to be A nd of excess 44 58 44 58	78.7 lowes billing am 59.60 59.60 59.80 60.55 44.88 59.37 58.85 58.85 58.88 58.88 58.88 59.58 59.50 20.02	t price for e ount since f 315.65 316.15 316.09 316.97 312.16 345.26 275.30 275.23 275.85 268.97 269.67 269.18	ach element; w	dih \$25 per und amoun 35.33 35.33 35.33 35.33 35.33 35.33 25.33 25.33 25.33 25.33 25.33 25.33 25.33 25.33	fine charges ti now \$4,726 11.40 1	6 or \$75 plu 1.73 6 84 6 84 6 84 6 84 6 84 6 84 6 84 6 84 6 84 6 83 6 83 6 83 6 30 6 30 6 30 6 30 6 30 6 30	s \$10 for Long 53 57 53 57 53 57 53 57 53 57 53 57 53 57 43 58 43 58 43 58 43 58 43 58 43 58 43 03 43 03 43 03	162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.09 132.09 132.09 130.50 130.50	0.11 - - (28.19)	for Measured 162.01 162.12 162.12 162.20 162.12 162.12 162.12 162.12 162.12 162.12 162.12 162.50 130.50 130.50 130.57	15 00 15 00 15 00 15 00 11 70 11 70 11 70 11 70 11 70 11 70 11 70 11 70 11 70 11 70	0 68 0 68 0 68 0 68 0 68 0 53 0 53 0 53 0 53 0 53 0 50 0 50 0 50	0 12 0 12 0 12 0 12 0 12 0 12 0 14 0 09 0 09 0 09 0 08 0 08 0 08	540 540 519 519 471 471 471 4.38 4.38 4.38	1 82 1 82 1 87 1 87 2 34 1 41 1 41 1 41 1 43 0 99 0 99 0 99	0 12 0 12 0 12 0 12 0 12 0 12 0 12 0 12	23.14 23.14 23.19 19.68 19.68 20.31 18.56 18.56 18.18 17.71 17.71	14 3% 14.3% 12.1% 10.7% 14.1% 13.7% 13.6% 13.6%	3.33 3.33 2.97 2.97 2.97 2.97 2.97 2.97 2.97	2.1% 2.1% 1.8% 1.8% 1.8% 2.8% 2.2% 2.2% 2.2% 0.0% 0.0%	26.47 26.47 26.16 22.65 23.26 21.53 21.53 21.15 17.71 17.71	16 3% 18 3% 16 1% 14 0% 12 2% 16 3% 16 3% 15 9% 13 6%	3 68 3 88 3 88 3 88 4 73 2 98 2 98 2 97 2 90 2 90 2 90	9 57 9.55 9.53 9.53 11.50 7.39 7.44 7.05 7.05	9 57 9 57 9 73 9 73 9 73 11 71 7 60 7 65 7 65 7 05 7 05	23 02 23 02 23 18 23 14 23 14 27 94 17 95 18 06 17 00 17 00 17 00	14 2% 14 2% 14 3% 14 3% 14 3% 14 3% 13 6% 13 6% 13 6% 13 0%	49 49 49 34 49 34 45 79 45 79 51 22 39 45 39 45 39 45 39 45 39 21 34 71 34 71	211.61 211.61 211.54 207.91 207.91 241.53 171.57 171.57 172.09 165.21 165.21 165.28	30 30 28 28 29 29 29 29 29 29 29 29 20 20 20 20 20 20 20 20 20 20 20 20 20
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Apr-16 Mar-18 Feb-18 Jan-16 Dec-17 Not-17 Sep-17 Jul-17 Jul-17 Mar-17 Mar-17	was suppo PLUS refur 211.17 211.61 211.61 211.54 207.91 20	osed to be A nd of excess 44 55 44 55	78.7 loves billing am- 59.60 59.60 59.60 50.55 44.80 59.55 58.85 58.85 58.85 58.85 58.85 58.85 58.85 58.85 58.85 59.58 59.58 59.58 59.62	t price for all ount mince f 315 85 316 15 316 09 316 97 316 97 316 97 312 16 312 16 312 16 212 16 215 21 215 215 215 21 215 215 215 215 2	ach element; w	315 Sper und amoun 35 33 35 33 35 33 35 33 35 33 35 33 35 33 25 33	tine charges it now \$4,726 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40 11.40	6 or \$75 plu 1.73 5 84 6 84 6 84 6 84 6 84 6 84 6 84 6 84 6 84 6 83 6 83 6 83 6 30 6 30 6 30 6 30 6 30	s \$10 for Long 53 57 53 57 53 57 53 57 53 57 53 57 43 58 43 58 43 58 43 58 43 58 43 03 43 03 43 03 43 03	162.12 182.12 182.12 182.12 182.12 182.12 182.12 182.12 182.12 182.12 182.12 182.12 182.12 182.09 132.09 132.09 130.50 130.50 130.50	0.11 - - (28.19) (0.79)	for Messagh 162 01 162 12 162 12 162 12 162 12 162 12 162 12 190 31 132 09 132 09 132 09 132 05 130 50 130 50 130 50 130 50 130 50	15 00 15 00 15 00 15 00 11 70 11 70	0 68 0 68 0 68 0 68 0 68 0 68 0 68 0 53 0 53 0 53 0 53 0 50 0 50 0 50 0 50	0 12 0 12 0 12 0 12 0 12 0 12 0 12 0 12	5 40 5 40 5 19 5 19 5 19 4 71 4 71 4 71 4 36 4 38 4 20 4 20	182 182 187 187 234 141 141 103 099 099 099 099	0 12 0 06 0 06	23 14 23 14 23 14 23 19 19 88 19 88 20 31 18 56 18 56 18 18 17 71 17 71 17 71 17 73 17 53 17 53	14 3% 14 3% 14 3% 12 1% 12 1% 10.7% 14 1% 13.7% 13.6% 13.6% 13.6% 13.4% 13.5%	3.33 3.33 2.97 2.97 2.97 2.97 2.97 2.97 2.97 	2.1% 2.1% 1.8% 1.8% 1.8% 1.8% 2.2% 2.2% 2.2% 2.2% 0.0% 0.0% 0.0% 0.0	26 47 26 47 26 47 26 16 22 65 23 26 21 53 21 53 21 53 21 771 17 71 17 71 17 75 17 53 17 52	16 3% 16 3% 16 1% 14 0% 12 2% 18 3% 15 9% 13 6% 13 6% 13 6% 13 4%	3 88 3 86 3 86 3 86 4 73 2 98 2 98 2 98 2 98 2 98 2 98 2 90 2 90 2 90 2 90 2 90 2 90 2 90 2 90	9 57 9 55 9 55 9 55 9 55 9 55 9 55 9 53 11.50 7 39 7 44 7 05 7 05 7 05 7 05 7 05 7 04 7 04 6 97	9 57 9 57 9 73 9 73 9 73 11 71 7 60 7 65 7 05 7 05 7 05 7 05 7 05 7 05 7 05 7 0	23 02 23 02 23 18 23 14 27 94 17 95 17 95 17 95 17 95 17 00 17 00 17 00 16 98 16 98	14 2% 14 2% 14 3% 14 3% 13 5% 13 5% 13 6% 13 0% 13 0%	49 49 49 49 49 34 45 79 51 22 39 48 39 21 34 71 34 71 34 51 34 51 34 34	211.61 211.81 211.54 207.91 241.53 171.57 172.57 175.52 185.21 185.21 185.01 185.01	30 30 28 28 29 29 29 29 29 29 29 29 20 20 20 20 20 20 20 20 20 20 20 20 20
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BRANDON WALSH DBA WEST GATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60814-5415 Page 1 of 3 Account Number 312 337-195 Billing Date Jan 13, 2017

Web Site att.com

Involce Number 312337195301

Dec 14 - Jan 13, 2017

Bill-At-A-Glance	
Previous Bill	183.15
Payment Received 1-06 - Thank You!	183.15CR
Adjustments	.00.
Balance	.00
Current Charges	182,92
Amount to be Debited	\$182.92
Your Cradit Card will be Dabited by	Feb 7, 2017

Billing Summary

í

Online: n11.com/myatz	
Plans and Services	163.88
1-800-321-2000	
Repair Service:	
1-800-246-8464	
For more information on products and services call 1-809-321-2000	
AT&T Long Distance 1-800-321-2000	29.92
AT&T Massaging 1-600-321-2000	10.88CR
Total of Current Charges	182.92

ATST Benefits

Thank you for choosing AT&T Your ALL FOR LESS package includes Local/Long Distance voice service and additional qualifying products. Your discounts are reflected in the applicable bill section for each of your services.

Plans and Services

Promotions and Discounts			
flom			
No. Description			
1 Discount for Business i	seture Promo 12MO f	or	
Bill Period Jan 13, 2017			.90CR
Monthly Service - Jun 13 th	ara Feb 12		
Charges fer 312 337-1953			
Monthly Charges			76,00
LINE-BACKER®			11.40
Federal Access Charge			5.30
Charges for 312 337-1977			
LINE-BACKERO			11.40
Federal Access Charge			8.30
			0.30
Charges for 312 337-2002			
Monthly Charges			1.40
LINE-BACKER®			11.40
Federal Access Charge			8.30
Total Monthly Service			130.50
Additions and Changes to S			
This section of your bill relie account activity.	icus charges and cred	itts resulting from	Π
hem			
No. Description	Quantity	Monthly Rate	Arnount Billed
Data: Jan 12. 2017		nate	Biliso
Order Number R\$030764221			
Effective Jan 1, 2017, vr			
Bill reflects a decrease			
\$15 in your Monthly			
Service charges, Charge			
proteted from Jan 1, 20			
thru Jan 12, 2017	11		
1. Monthly Service			.06CR
1. Monory Service			JIDGIN
Local Calls			
Call(s) Charged to 312 337-1	953		
Unlimited Local Usage Plan	Summary		
DI D-HGAR THE LAR A			
61 Cell(s) billed at no chai	ge per coll		.00
Total Call(s) Charged to 312			.00. 00.

News You Can Use Summary

. PREVENT DISCONNECT , CARRIER INFO . PAYMENT OPTIONS . NATE INCREASES See 'News You Can Use' for additional information.

Billing Data Jan 13, 2017

Local Saruicas provided by AT&T Missein, AT&T indians, AT&T Nichigan, AT&T Ohio or AT&T Wiscansic based upon the service address location,

GO QAEEM - Entoll in paperious hilling.



Your Credit Card will be Debited by Feb 7, 2017

Account Number

Amount to Be Debited

\$182.92

312 337-1953 798 9

8RANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, 0, 60614-6415

AT&T PO BOX 5080 CAROL STREAM IL 60197-5080



1 T

BRANDON WALSH	
DEA WESTGATE FINANCIAL	GA
305 W WISCONSIN ST	
CHICAGO, R. 60614-5415	

Involce Number 312337195301

Local Calls - Continued	
Califs) Charged to 312 337-1977	
Unlimited Local Usage Plan Summary	
2 Call(s) billed at no charge per call	.00
Total Call(s) Charged to 312 337-1977	.00
Call(s) Charged to 312 337-2002	
Unlimited Local Usage Plac Summary	
5 Call(s) billed at no charge per call	
Total Cell(s) Charged to 312 337-2002	.00
Total Local Calls	.00
Surcharges and Other Fees	
9-1-1 Emergency System	
Billed for Chicago	11.70
Stille Infrastructure Maintenance Fee	.50
State Additional Charges	.06
Federal Universal Service Fee	4.20
IL Universal Service Fee	.98
IL Telecom Relay Svc and Ego	.06
Total Surcharges and Other Faes	17.52
Taxes	
Federal at 3%	2.68
Illinois at 7%	8.97
Municipal Telecommunications Tax	6.97
Total Taxes	15.82
Total Plans and Services	163.00

AT&T Long Distance

Massage Regerding Terms & Conditions for To view your Terms & Conditions for Distance, access www.at.com/servi or cell ATE at the toll free number of Iswoice Sumary	AT <mark>&T Long</mark> Cepublication	5	
(as of January 01, 2017)			
Current Charges			
Service Charges			23.00
Credits and Adjustments			.00
Call Charges			.00
Surcharpes and Other Fees			3.30
Texes			3,62
Total Invoice Sumary			29.42
IDTAL TRANSCO SUBSAY			21.14
Service Charges			
Honthly Service Charges			
Type of Service 1. AFL United 3 Lu	Purfod 12/27-01/28	Qty 1	15.00

voice Billing - Centinue 2. Bus Intl Cing Stand Mail Henthly Service Charg	12/27-0	1/25	1	8.00 23.00
tel Service Charges				23.00
11 Charges - Nov 27th the 11s for 312-337-1953	ru Öoc 28th			
eestic				
Date Time Place Call		Code		Aeoust
3 11-20 1053A ST LOUIS 4 11-20 1020A ELK GROVE	10 314 726-2152	D	1:30	.00
4 11-29 1028A ELK GROVE 5 11-29 303P ELK GROVE	IL 847 852-0338 IL 847 652-0338	D	0;30 0;42	.00.
6 11-30 B36A SPRENGFLD		Ď	1:36	.00.
7 12-02 355P HDISDALE	IL 630 006-8205		6:30	.00
	11 847 748-0258		14:48	.00
P 12-05 SIGA KEN YORK		-	0:18	.60
0 12-06 910A KEN YONK	NY 212 615-3435		0:54	.00
1 12-06 912A BROOKLYN	ITY 917 873-2901	b	0:54	.00
2 12-06 9144 KEN YORK	MY 212 615-3456	5	2:05	.00
3 12-06 929A HEN YORK	IN 212 615-3458	D.	1:30	.00
4 12-06 1027A KEN YORK		- b	0:48	.00
5 12-06 1134A XEN YORK	WY 212 815-3456	D	1:41	.00
6 12-07 950A WHEELING	IL 847 541-4524	0	1:05	.00
T 12-DT DSTA ELK GROVE	TL 847 652-0338	D	0:42	.00
12-07 1014A CONSSET	RA 781 383-3200	0	10:00	.00
2-09 1133A WHEELDIG	IL 847 541-4524	D D	0:42	.00
12-09 1134A ELK GROVE		D	0:42	.00
12-12 336P MEN YORK	NY 212 615-3435	p	0:36	.00
12-13 1104A ELK GROVE		. P.	0:36	.60
1 12-14 3139 HINSONLE		D	0:30	.00
12-14 315P HINSONLE 12-15 330P NEW YORK	IL 630 966-8205	0	1:42	.00
12-15 330P NEW YORK	NY 212 840-3053 NY 212 874-7500	D	0:48 3:18	.00
12-16 221P ELK GROVE		Ď	0:36	.00
12-17 1106A NEW YORK		Ď	3:00	00. 00.
12-21 640A HEN YORK	NY 212 940-3053	Ď	0:30	.00
0 12-21 \$124 ELK BROVE		Ď	1:54	.00
1 12-21 821A NEW YORK		÷.	0:30	.00
2 12-22 631A MEN YORK	NY 212 940-3653	÷.	0:30	.00
12-22 KITA BROOKLYK	XY 817 003-0175	-	0:30	.00
12-22 MSA ST LOUIS	NO 314 728-2152	Ď	1:30	.00
5 12-22 MTA DOMIERSGRY		Ð	3:54	.00
12-23 1230P IMPERVILLE	EL 630 303-2733	Q	0:40	
ototal Bosestic Calls for	312-337-1953			.00
al Dunestic Calls for 31	2+337-1953			.00
a) Calls for 312-337-195	1			.00
	-			
lls for 312-337-2602 Mistic				
Date Ties Place Call(Code	Min	frount.
12-02 300P NORTHEROOK	IL 347 714-9000	Ð	1:06	.00

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BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415

Page 3 of 3 Account Number 312 337-1953

Invoice Number 312337195301

AT&T Long Distance

Invoice Billing - Continued			_
No. Date Time Place Called Rumber Cod		<u>Nin</u>	Anount
1 12-02 301P HIGHLANDPK IL 847 433-7157 D)	0:30	.00
Subtotal Domestic Calls for 312-337-2002			.00
Total Domestic Calls for 312-337-2002			.00
Total Calls for 312-337-2002			.00
Total Call Charges			.00
Surcharges and Other Fees			
2. Federal Regulatory Fee			.47
3. Federal Universal Service Fee			2,58
4. IL ICC Fee Recovery			.01
 S. IL State Infrastructure Maintenance Fee Rec 	οv		.13
5. IL VSF Surcharge			.11
Total Surcharges and Other Fees			3.30
Taxes			
7. Federal			
8. State			.00 1.81
9. Municipal			1.81
10. Non Home State			.00
Total Taxes			3.62
			V.UL
Total Invoice Charges			29.92
Key for Calling Codes:			
A Anytime B Collect	C	Calling Card	
D Day E Evening	F	Call Forward	ing
H Third Number I Special Intrestete		Late Night	
M Multiple Rate Period N Night/Weekend		-	
O Operator Completed - Dial Rates Apply	Р	Person to Pe	rson
R Standard Overseas S Station to Station	Т	Discount Ove	rseas
X Conference Y Economy Overseas	3	Three Way	
Total AT&T Long Distance			29.92

AT&T Messaging

Promotions and Discounts	
Item	
No. Description	
1 Discount for All For Less - Unified Messaging	
for Bill Period Jan 13, 2017	24.88CR
UM Customer Discount for Bill Period Jan 13,	
2017.	30.88CR
Total Promotions and Discounts	55.76CR
Monthly Service - Jan 13 thru Feb 12	
Charges for 312 337-1953	
Unified Messaging Lite	22.44

Monthly Service - Continued	
Charges for 312 337-2002	
Unified Messaging Lite	22.44
Total Monthly Service	44.68
Total AT&T Messaging	10. B 8CR

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 S182.92,

CARRIER INFO

AT&T Long Distance, or a company that resells their service, is your long distance and local toll carrier.

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 payment convenience charge. You can mail your payment in the enclosed anvelope.

RATE INCREASES

Effective March 1, 2017, the monthly recurring rates for the following services will increase: Call Waiting from \$24.20 to \$27.83; Three-Way Calling from \$22.99 to \$26.44; Caller ID from \$33.08 to \$38.04; Call Forwarding from \$24.20 to \$27.83; Remote Call Forwarding, initial and additional paths, from \$44.10 to \$50.72 and Privacy Manager from \$48.40 to \$55.66. If you have any questions or wish to learn more about our money saving packages or other products and services, please call an AT&T Service Representative at the toll-free number on your bill or visit us online at www.att.com.



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BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, & 60614-5415

Page 1 of 3 Account Number 312 337-1953-00 Billing Date Feb 13, 2017

Web Sile Alt.com

Involce Number 312337195302

Jan 14 - Feb 13, 2017

Bill-At-A-Glance	
Previous B(I)	182.92
Payment Received 2-07 - Thank You1	182.92CR
Adjustments	00.
<u>Balance</u>	.00
Current Charges	281.91
Amount to be Debited	\$281.91
Your Cradit Card will be Dabited by	Mar 9, 2017

Billing Summary

Ooline: att.com/myal1	
Plans and Services 1-800-321-2000	165.01
Repair Service:	
1-800-246-8464	
For more information on products and services call	
1-800-321-2000	
AT&T Long Distance	72.02
1-800-321-2000	
AT&T Massaging	44.88
1-800-321-2000	
Total of Current Charges	281.91

AT&T Benefits

Thank you for choosing AT&T Your ALL FOR LESS package includes Local/Long Distance voice service and additional qualifying products. Your discounts are reflected in the applicable bill section for each of your services.

Plans and Services Monthly Service - Feb 13 (brs Mar 12 Charges for 312 337-1953 Monthly Charges 76.D0 LINE BACKERO 11.40 Federal Access Charge 6.30 Charges for 312 337-1977 LINE-BACKER® 11,40 Federal Access Charge 6.30 Charges for 312 337-2002 Monthly Charges LINE-BACKER® 1.40 11.48 Federal Access Charge 6.30 Total Monthly Service 130.50 Local Calle Cell(s) Charged to 312 337-1953 Vehimited Local Usage Plan Summary 75 Call(s) billed at no charge per call Total Call(s) Charged to 312 337-1953 .00 .00 Cell(s) Charged to 312 337-2002 Unlimited Local Usage Plan Summury I Calks) billed at no charge par call .00 Total Call(s) Charged to 312 337-2002 .00 Total Local Galls .00 Surcharges and Other Fees 9-1-1 Emergency System Billed for Chicego 11.70 State Infrastructure Maintenance Fee .50 State Additional Charges De Federal Universal Service Fee 4.20 IL Universal Service Fee .99 IL Telecom Relay Svc and Eqp. .06 Total Surcharges and Other Fees 1753

News You Can Use Summary

. PREVENT DISCONNECT . CARRIER INFO **PAYMENT OPTIONS** . PAY-PER-CALL INFO See 'News You Can Use' for additional Information.

Debited by

Billing Data Feb 13, 2017

Local Burnices provided by AT&T Alimpis. AT&T Indiana, AT&T Michigan, AT&T Dbio an AT&T Wisconsin burned upon the service address location. 40 GREEN - Excellin paparless \$128ag.



Your Credit Card will be Mar 9, 2017

Account Number

Amount to Be Debited

\$281.91

312 337-1953 798 9

BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415

AT&T PO BOX 5080 CAROL STREAM IL 60197-5080



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BRANDON WALSH	
DEA WESTGATE FINANCIAL GR	
305 W WISCONSIN ST	
CHICAG D, 0L 60614-5415	

Page 2 of 3 Account Number 312 337-1953 (1997) Billing Date Feb 13, 2017

favolce Namber 212337195302

Plans and Services	

Texes	
Federal at 3%	2.90
Nincis et 7%	7.04
Municipal Telecommunications Tax	7.04
Total Taxes	16.98
Tstal Planz and Services	165.01

AT&T Long Distance

Massage Regarding Terms & Conditions: To view your Terms & Conditions for AT&T Long Distance, access www.att.com/servicepublications or call AT&T at the toll free number on your bill. Invoice Somerry 01, 2017) Current Charges Service Charges Cradits and Adjustments Call Current Call Current Surcharges and Other Foes Taxes Total Invoice Summary Service Charges Nonthly Service Charges Type of Service 1. AFL United 3 Ln (Adjusted) 01/10-01/26 1. 2. AFL United 3 Ln (Adjusted) 01/20-01/26 1. 2. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4.	60.25 .00 5.28 7.79 8.70 72.62 4.0007 8.75
3. AFL United 3 Los MZH 01/27-02/28 1	37.50
4. Bus Intl Cing Stand 01/27-02/28 1	8.00
Total Boothly Service Charges	59.25
torde storaged out and entitles	20.22
Total Service Charges	\$0.25
Call Charges - Dec 27th thru Jun 28th	
Calls for 312-337-1853	
Comestie	
NoOute Time Piece Called Humber Code Min	Arount
\$ 12-27 1034A KEN YORK WY 212 840-2000 D 0:30	.00
Ø 12-27 1035A KEN YORK BY 212 640-2000 D 1:06	.00
7 1-04 1154A ELX GROVE EL 847 652-0338 D 1:18	.00
8 1-05 330P KEN YORK NY 212 940-3053 D 0:46	.00
3 1-18 112P BEVERLYHLS CA 310 289-8044 D 3:12	.00
10 1-18 226F ELK GROVE IL 847 652-0336 D 0:30	.00
11 1-18 4177 ELK GROVE IL 647 652-0335 D 0:54	-00
12 1-23 135P PHILA PA 215 247-0945 D 1:18	.00
13 1-23 254P HINSDALE IL 630 966-6204 D 0:36	.00
14 1-23 255P HINSDALE IL 630 969-8205 D 0:42	.00
15 1-23 348P WEBSTRGRVS NO 314 961-0500 D 6:12	.00
16 1-23 357P HACKENSACK KJ 201 270-017B D 4:18	.00
17 1-24 210P COROKA CA 951 735-9220 D 17:42	.00

<u>Ho.</u>	Data	Time Flace Called	Marber Code	Min	Arount
18			215 247-0945 0		
<u>Subt</u> i	otel Bo	mestic Calls for 3(2-337-1953		.00
Tota	l Dones	tic Calls for 312-3	37-1951		.00
Inter	mation				
ю.		Time Place Called	Konber Code	. Hin	Agount
19		106P NORACO	377977788550 T	37:08	1.52
		1222P ITALY	390815538774 T	1:00	.13
21	1-26	452A ITALY	390815538774 T	1:18 <u> </u>	
Subto	otal In	ternetional Calls f	or 312-337-1953		5,12
lote)	l later	national Calls for	312-337-1953		5.12
Total	i Gilli	for 312-237-1953			\$.12
		12-337-2002			
Inter	metion	61			
ю.	Date	Time Place Called	Number, Code	Min	Arount
72	1-20	448A ITALY	390815538774 T	1:12	.16
Subto	ntaŭ In	ternational Galls fi	or \$12-337-2002		.15
lets)	Inter	sational Calls for :	\$12-\$37-2002		.15
lotal	Calls	for 312-337-2002			.46
lota)	Call I	Charges			5,24
Surch	arres (ind Other Fees			
		Regulatory Fee			1.72
		Universal Service	Fee		5,40
25,	11, 100	Fee Recovery			.03
		le Infrestructure N	lintenance Fee Reco	,	.32
		Surcharge			32
		urges and Other Face	•		7.70
Luhi					
	Factarra				.00
25.	Stata				4.35
	Huntel				4.55
3t.	Kan Har	e State			.00

15286 ATST Roowledge Vesturps. All tights manyers.



BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, JL 60614-5415 Page 3 of 3 Account Number 312 337-1953 1489 Billing Date Feb 13, 2017

Invoice Number 312337195302

AT&T Long Distance Invoice Billing - Continued Total Invoice Charges 72.02 Key for Calling Codes: A Anytime 8 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 0 Operator Completed - Dial Rates Apply P. Person to Person R Standard Overseas 5 Station to Station T Discount Overseas X Conference Y Economy Oversees 3 Three Way

Total AT&T Long Distance

7	72	£	2

AT&T Messaging

Charges for 312 337-1953	
Unified Messaging Lite	22.44
Charges for 312 337-2002	
Unified Messaging Lite	22.44
Total Monthly Service	44.88
Total AT&T Messaging	44.RR

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 \$281.91.

CARRIER INFO

AT&T Long Distance, or a company that resells their service, is your long distance and local toll carrier.

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 payment convenience charge. You can mail your payment in the enclosed envelope.

News You Can Use - Continued PAY-PER-CALL INFO

Pay-per-call information services are provided over telephone numbers beginning with 900 or 976. 900/976 blocking may be available by calling your AT&T representative at the number listed on your bill. Blocking is free the first time it is requested. If blocking is removed and later reactivated, a charge may apply. Requests to remove 900/976 Blocking must be submitted in writing. You may withhold payment if you dispute 900/976 charges within 60 days. Action to collect disputed amounts will be suspended pending investigation of the dispute. Your local and long-distance telephone service cannot be suspended or disconnected for nonpayment of 900/976 charges. Companies that provide 900/976 service may take other actions to collect 900/976 charges you have not paid for and have not disputed. If you fail to pay legitimate 900/976 charges, access to 900/976 numbers may be involuntarily blocked. Partial payments will be applied first to basic phone service. then to 900/976 charges. You may not be billed for 900/976 services that do not comply with Federal laws and regulations.



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BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415

Page 1 of 3 Account Number 312 337-1953 **(1966)** Billing Date Oct 13, 2017

Web She alt.com

lovaice Number 312337195310

Sep 14 - Oct 13, 2017

Bill-At-A-Glance	
Previous Bill	275.30
Payment Received 10-09 - Thank You!	275.30CR
Adjustmenta	.00
Batanco	.00
Current Charges	345.26
Amount to be Debited	\$345.26
Your Credit Card will be Debited by	Nov 7, 2017

Billing Summary

0 olloe: att.com/myatt	
Plans and Services	241.53
1-800-321-2000	
Repair Service:	
1-800-246-8464	
For more information on products and services call	
1-800-321-2000	
AT&T Long Distance	58.85
1-800-321-2000	
AT&T Messeging	44.88
1-800-321-2000	
Total of Current Charges	345.25

News You Can Use Summary

See "News You Can Use" for additional information.

. PREVENT DISCONNECT

PAYMENT OFTIONS

AT&T Benefits

Thenk you for choosing AT&T

Your ALL FOR LESS package includes Local/Long Distance voice service and additional qualifying products. Your discounts are reflected in the applicable bill section for each of your services.

Plans and Services			
Monthly Service - Oct 13 thre No	y 12	-	
Charges for 312 337-1953			
Monthly Charges			108.00
LINE-BACKER®			11.40
Federal Access Charge			6.84
Charges for 312 337-1977			
LINE-BACKER®			F1.40
Federal Access Charge			6.84
Charges for 312 337-2002			
Monthly Charges			1.40
LINE-BACKER®			10.40
Federal Access Charge			6.84
Tatal Monthly Service			162.12
Additions and Changes to Service			
This section of your bill reflects of	harges and crea	lits resulting from	
account activity.	-	•	
ltem		Monthly	Amount
Na. Description	Quantity	Rete	Billed
Dete: Oct 12, 2017			
Order Number R9036277363			
Effective Sep 15, 2017, your			
Bill reflects an increase of			
\$30.00 in your Monthly			
Service charges. Charges are	l		
prorated from Sep 15, 2017			
thru Oct 12, 2017			
 Monthly Service 			27.99
Effective Oct 1, 2017, your			
Bill reflects an increase of			
\$.51 in your Monthly			
Service charges. Charges are			
prorated from Oct. 1, 2017			
thru Oct 12, 2017			
2. Monthly Service			.20
Total Charges for Order Number R			28.19
Total Additions and Changes to 5	ervice		23.19

Lanal Services provided by AT&T ARmeix, AT&T Indians, AT&T Michigan, AT&T Dèle et AT&T Wiscansin hannd upon the hereics address location.

QD GREEN - Encoll in paporitas billing.

	Your Credit Card will be Debited by	Nov 7, 2017	Amount to Be Debited	\$345.26
et&t	Billing Date Oct (3, 2017	Account Number	312 337-1953 798 9	BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICASD, IL 50614-5415

AT&T PO BOX 6060 CAROL STREAM IL 60197-5080

CARRIER INFO

RATE INCREASE



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BRANGON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415 Page 2 cf 3 Account Number 312 337-1953 Billing Date Oct 13, 2017

(itvalce Namber 312337195310

Plans and Services	• . •	
Local Calls		
Cell(s) Charged to 312 337-1853		
Unlimited Local Usage Pian Summary		
79 Calka) billed at no charge per call		.00
Total CuB(s) Charged to 312 337-1953		.00
Cell(s) Charged to 312 337-2002		
Unlimited Local Usage Plan Summary		
7 Califa) billed at no charge per call		.00
Total Calks) Charged to 312 337-2002		.00
Total Local Calls		.00
Surcharges and Diller Free		
9-1-1 Emergency System		
Billed for Chicago		11.70
State Infrastructure Maintenance Fee		.82
State Additional Charges		.14
Federal Universal Service Fee		5.19
IL Universal Service Fee		234
Cost Assessment Charge		2.97
IL Telecom Relay Suc and Ego		.12
Total Surcharges and Other Fees		77.75
Taxes		
Federal at 3%		4.73
Illinois at 7%		11.50
Municipal Telecommunications Tax		11.71
Total Taxes		27.54
Total Plans and Services		241.53

AT&T Long Distance

Messege Regarding Terms & Conditions To view your Terms & Conditions for Distance, access www.at.com/servi or call AT&T at the toS free number of Invoice Summary (as of October 01, 2017)	AT&T Long cepublications	1	
Current Charges Sarvice Charges			45.60
Credits and Adjustments			.00
Call Charges			.00
Surcharges and Other Fees			6.27
Texos			7.08
Total Invoice Summery			\$8,85
Service Charges			
Monthly Service Charges			
Type of Service f, AFL Unitd 3 Lns M2M	Per fod 09/27-10/26	Qty 1	37,50

			· Continued					
Ζ.	Bus Is	ដា ព	ng Stand		09/27-10	28	1	8.00
Total	i Norath	ly Si	nda Qurg	**				45,50
Tota	Servi	ce Ch	ergee					45.50
Ca11	Charge	s - A	ng 27th the	u Sep 2	8th			
	for 3							
Domes								
			Place Call			Cool	<u>Nin</u>	Asount
					886-1205		21:64	.00
<u>+</u>			NORTHERDOK				\$4:00	.00
5	9-01		LAKEFOREST				0:30 8:46	.00. 00.
6 7			HINGDALE Montherook		966-8205		3:18	.00
ŝ			KIGHLUDPK					.00
ě			NULAWOOE					.50
10	9.14	3072	ITINSDALE	TL 830	944-4205	Ď		.00
ii	P-14	3099	HERSTALLE	IL #30	884-8204	Ď	1:42	.00
12			NILWARKEE				0:30	.00
13	9-15	1155A	NUMBER	10 414	855-5830	0	0:30	.00
- 14			NO PHOENCO				1:05	.00
ł\$			HINGOALE					.00
16			HINSOLLE					.00
17	9- <u>22</u>	221P	iniisinu e	IL 630	845-6205	D	0:30	00
Sabt	otal Do	mesti	c Calle for	312-33	7-1853			.#
Tota) Dames	tie C	alls for 31	2-337-t	P53			.00
Tota	l Galli	ı fer	312-337-195	3				.00,
GD	. for 1	17-93	7-1977					
Doet								
Doest No.	atic		Place Call	ed	Husker	Code	. Ma	Acount
	stic Gata	Time	Place Cally LAGEFOREST	ed 11. 847		<u>Code</u> D	. 81n D:30	.00
80.	ntic <u>Data</u> P-12	Time to454	Pluca_Cally LACEFOREST SPALNGFLD	IL 847	234-3397	D		
<u>80.</u> 16	ntic <u>Data</u> P-12	Time t0464 420P	LACEFOREST	IL 847 IL 217	234-3397 557-4913	D	0:30	.00
<u>80.</u> 18 19 20	atic <u>Cata</u> 9-12 9-15 9-15	Time 10454 420P 424P	LACEFOREST SPRENGFLD	IL 847 IL 217 IL 217	234-3397 557-4913 557-4913	D	0:30 1:30	-00. 00,
<u>80.</u> 18 19 20 Subt	atic Gata P-92 P-15 P-15 P-15 ata) De	Time t045A 420P 424P	LACEFOREST Springfld Springfld	IL 847 IL 217 IL 217 IL 217 312-33	234-3397 557-4913 557-4913 7-1977	D	0:30 1:30	00. D0, 00
10. 18 19 20 Subt Tota	rtic <u>Cata</u> 9-12 9-15 9-15 ata) Do	Time t045A 420P 424P mosti	LACEFOREST SPRINGFLD SPRINGFLD C Calls for	IL 847 IL 217 IL 217 312-33 2-337-1	234-3397 557-4913 557-4913 7-1977	D	0:30 1:30	00. 00. 00:0
No. 18 19 20 Suith Tota Tota Call Com	stic Gata P-12 P-15 P-15 ats1 Dc 1 Dcmm 1 Callo ats10 ats10	Time 1046A 420P 424P monti itic C i for 312-33	LACEFOREST SPRINGFLD SPRINGFLD c Calls for alls for 31 312-337-197 7-2002	IL 847 IL 217 IL 217 312-33 2-337-1 7	234-3397 557-4913 557-4913 7-1977 977	D D D	0:30 1:30 1:30	00. 00. 00. 00. 00. 86.
No. 18 19 20 Subt Tota Tota Call Com No.	stic Gata P-12 P-15 P-15 ats) Do I Domai I Callio atic Gate	Time t048A 420P 424P mosti otic C 1 for 312-33 Time	LACEFOREST SPRINGFLD SPRINGFLD c Calls for alls for 31 312-337-197 7-2002 Placa.Call	IL 847 IL 217 IL 217 312-33 2-337-1 7	234-3397 557-4913 557-4913 7-1977 977	Code	0:30 1:30 1:30	00. 00. 00. 00. 00. 99. 99. 99.
16 18 19 20 Subt Tota Tota Tota Call Com No. 21	stic Gata 9-12 9-15 9-15 9-15 atal Do 1 Domen 1 Callo a for 2 attic Date 9-16	Time t048A 420P 424P mosti atte C 1 for 312-33 <u>Time</u> 617P	LACEFOREST SPRINGPLD SPRINGPLD c Calls for alls for 31 312-337-197 7-2002 Placa Call is Photests	IL 847 IL 217 IL 217 312-33 2-337-1 7 st	234-3397 557-4913 557-4913 7-1977 977 977 977	D D D D	0:30 1:30 1:30 <u>Nio</u> 1:18	00. 00. 00. 00. 93. 93. 95. 26. 26. 20.
No. 18 19 20 Subt Tota Tota Call Com No.	stic Gata 9-12 9-15 9-15 9-15 atal Do 1 Domen 1 Callo a for 2 attic Date 9-16	Time t048A 420P 424P mosti atte C 1 for 312-33 <u>Time</u> 617P	LACEFOREST SPRINGFLD SPRINGFLD c Calls for alls for 31 312-337-197 7-2002 Placa.Call	IL 847 IL 217 IL 217 312-33 2-337-1 7 st	234-3397 557-4913 557-4913 7-1977 977 977 977	D D D D	0:30 1:30 1:30	00. 00. 00. 00. 56. 56.
80. 16 19 20 Suint Tota Tota Call Com No. 21 22	stic Cata P-12 P-15 P-15 ets) Dc 1 Dcmm 1 Callo stic Date R-15 P-15	Time t045A 426F 424P meeti ntic C 1 for 512-33 <u>Time</u> 617F 615F	LACEFOREST SPRINGPLD SPRINGPLD c Calls for alls for 31 312-337-197 7-2002 Placa Call is Photests	IL 847 IL 217 IL 217 312-33 2-337-1 7 AI 802 AI 802	234-3397 557-4913 557-4913 557-4913 7-1977 877 877 248-8700 248-8700	D D D D	0:30 1:30 1:30 <u>Nio</u> 1:18	00. 00. 00. 00. 93. 93. 95. 26. 26. 20.
80. 18 19 20 Subt Tota Call Com No. 21 22 Subt	stic Gata 9-12 9-15 9-15 9-15 atal Do 1 Domes 1 Calle atal 0 ata 9-18 9-18 9-18 0-18 0-18	Time t048A 420P 424P 424P 424P 424P 424P 424P 424P	LACEFOREST SPELINGFLD SPELINGFLD c Calls for alle for 31 312-337-197 7-2002 Place.Call so PHOSHIX so PHOSHIX	IL 847 IL 217 IL 217 312-33 2-337-1 7 AX 602 AX 602 312-33	234-3397 557-4913 557-4913 557-4913 7-1977 977 248-8700 244-8700 244-8700 7-2982	D D D D	0:30 1:30 1:30 <u>Nio</u> 1:18	00. 00. 00. 00. 66 69. 69. 00. 00.
Ho. 18 19 20 Subt Tota Contin C	tite <u>Gata</u> 9-92 9-92 9-15 9-15 9-15 0-15 0-15 0-16 9-16 9-16 9-18 0-18 0-18 0-18 0-18 0-12	Time t048A 420F 424P smooti stic C 1 for 312-33 Time 617F 618F 018F tic C	LACEFOREST SPELINGFLD SPELINGFLD c Calls for alle for 31 312-337-197 7-2042 <u>Place Calls</u> in Photentx in Photentx in Calls for	IL 847 IL 217 IL 217 312-33 2-337-1 7 AZ 602 AZ 602 312-33 7 2-337-2	234-3397 557-4913 557-4913 557-4913 7-1977 977 248-8700 244-8700 244-8700 7-2982	D D D D	0:30 1:30 1:30 <u>Nio</u> 1:18	00. 00. 00. 00. 00. 98. 98. 98. 00. 00. 90.

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BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGD, IL 60614-5415

Invoice Number 312337195310

AT&T Long Distance

Invoice Billing - Continued	·····
Surcharges and Other Fees	
1. Federal Regulatory Fee	1.39
2. Federal Universal Service Fee	4.25
3. IL ICC Fee Recovery	.02
4. IL State Infrastructure Maintenance Fee Recov	.26
5. IL USF Surcharge	.35
Total Surcharges and Other Fees	6.27

Taxes	
6. Federal	.00
7. State	3.54
8. Municipa]	3.54
9. Non Home State	.00
Total Taxes	7.08

Total Invoice Charges

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

Total AT&T Long Distance

AT&T Messaging

Monthly Service - Oct 13 thru Nov 12	
Charges for 312 337-1953	
Unified Messaging Lite	22.44
Charges for 312 337-2002	
Unified Messaging Lite	22.44
Total Monthly Service	44.88
Total AT&T Messaging	44.88

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 \$342.29.

News You Can Use - Continued CARRIER INFO

AT&T Long Distance, or a company that resells their service, is your long distance and local toll carrier.

PAYMENT OPTIONS

Pay bills online FREE of charge at att.com. Go There Todayi Payments made with an AT&T representative may be subject to a \$5 payment convenience charge. You can mail your payment in the enclosed envelope.

RATE INCREASE

58.85

58.85

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 10/1/2017. Likeline 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.



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BRANDON WALSH DBA WESTGATE FINANCIAL OR 205 W WISCONSIN ST CHICAGO, JL 60614-5415 Page 1 of 3 Account Number 312 3J7-1953 Billing Data May 13, 2018

WebSite att.com

Invoice Number 312337195305

Apr 14 - May 13, 2018

Bill-At-A-Glance	
Previous Bill	315.65
Payment Received 5-08 - Thank You1	315.65CA
Adjustments	.00
Balance	.00
Current Charges	365.51
Amount to be Debited	\$365.51
Your Credit Card will be Debited by	Jan 7, 2018

Billing Summary

Q elles: att.com/m yell	
Plans and Services	261.36
1-900-321-2000	
Repair Service:	
1-800-245-8464	
For more information on products and services call	
1-800-321-2000	
AT&T Long Distance	59.27
1-800-321-2000	
AT&T Messaging	44.88
1-800-321-2000	44,00
Total of Current Charges	365.51

. CARRIER INFO

, BUSINESS RATE CHANGE

News You Can Use Summary

See 'News You Can Use' for additionet information.

. PREVENT DISCONNECT

. PAYMENT OPTIONS

AT&T Benefits

Thenk you for choosing AT&T

Your ALL FOR LESS package includes Local/Long Distance voice service and additional qualitying products. Your discounts are reflected in the applicable bip section for each of your services.

Plans and Servic	es		
Monthly Service - May 13 t	hru Jan 12		
Charges for 312 337-1953	· · · · ·		
Monthly Charges			135.00
LINE-BACKERO			11.40
Federal Access Charge			6.64
Charges for 312 337-1977			
LINE-BACKER®			11.40
Federal Access Charge			6.84
Charges for 312 337-2002			
Monthly Charges			1.40
LINE-BACKER®			11.40
Federal Access Charge			6.84
Total Monthly Service			192.12
Additions and Changes to S	arvica		
This section of your bill refle	cts charges and grad	lits resulting from	<u> </u>
account activity.	•	•••••	
ltem		Monthly	Amount
No. Description	Duantity	Rate	Billed
Date: May 13, 2018			
Order Namber 89038259128			
Effective May 1, 2018, y	0.01		
Bill reflects on increase			
\$30.00 in your Monthly			
Service charges. Charge			
prorated from May 1, 20			
thru May 12, 2018	10		
1. Monthly Service			
1. MOUTON SELACT			11,97
Local Calla			
Cali(s) Charged to 312 337-19			
Unlimited Local Usage Plan	Summery		
89 Cell(s) billed at no char	ge per call		.00
Total Galks) Charged to 312 3	37-1953		.00
Cali(s) Charged to 312 337-20	102		
Unlimited Local Usage Plan			
7 Callis) billed at no cham			.00
Total Callis) Charged to 312			
Total Local Calls			.00
			-141

Locul Services provided by ATRT Billerie, ATAT lediase, ATAT Michigen, ATAT Ohie or ATAT Wincensis kuzed uppen the sorvice address location.

CO GAEEN - Enrañ la popertieso bitling.



AT&T FO BOX 5080 CAROL STREAM IL 60197-5080



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5

Invoice Number 312337195305

Plans and Services

Surcharges and Other Fees	······
9-1-1 Emergency System	
Billed for Chicago	15.00
State Infrestructure Maintenance Fee	.89
State Additional Charges	.15
Federal Universal Service Fee	5.13
11. Universal Service Fee	2.52
IL Telecom Relay Svc and Eqp	.12
Cost Assessment Charge	3.33
Total Surcharges and Other Feas	27.15
Таказ	
Federal at 3%	5.16
lfanois at 7%	12.48
Municipal Telecommunications Tax	12,48
Total Texes	36.1Z
Total Plans and Services	261.36

AT&T Long Distance

Message Regarding Terms & Conditions:	
To view your Terms & Conditions for AT&T Long	
Distance, access www.att.com/cervicepublications or call ATAT at the toll free number on your bill.	
Invoice Summary	
(es of Fary 01, 2018)	
Current Charges	45.50
Service Charges	.00
Crudite and Adjustments Call Charges	.00
Surcharges and Other Fees	8.63
Suffragiyen and using rees. Texes	7.14
Total Invoice Sumary	59.27
Service Charges	
Nonthly Service Charges	
Type of Service Period Oty	
1. AFL United 3 Les M2H 04/27-05/26 1	37.50
2, Bus Intl Cing Stand 04/27-05/26 1	8.00
Total Monthly Service Darges	45.50
Total Service Charges	45.50
Call Charges - Nor 27th thru Apr 26th	
Calls for 312-337-1853	
Dometic	
No. Date Ties Place Called Number Code Bin	Asount
3 3-26 3469 PALATTHE IL 547 358-3580 D 8:00	.00
4 3-27 346P PALATINE IL 847 359-3590 0 10:12	.00
5 3-29 1244P HINSDALE IL 530 968-8205 D 0:30	.00
B 3-30 1008A NORTHBROOK JL 847 849-2800 D 1:12	.00
7 3-00 1008A HIMSDALE BL 530 985-5295 D \$2:30	.00
8 4-02 235P IRVINE CA 949 442-8081 D 0:30	.00

1	Date.		 Continued Place Call 		1	haber	Code	Mfn	Acunt
	4-02		IEVINE		49	F42-8081	D		.00
ĵ.	4-02	243P	santa aka					0:30	.00
	4-02		HOPKORS			830-1300		14:54	
2	4-04		CARROLLTON					3:00	
L	4-04		REIRSDALE					0:30	
ŀ			HTRSDALE			980-8205		0;30	
i	4-10		DESPLAINES					0:30	
5			NORTHEROOK					0:36	
ľ			NORTHEREOK					0:38	
			ROSELLE			882-8909		10:30	
			LEYONT			739-4150		0:36	
1			DESPLAINES					0:30	
			REPORTILLE					0:30	
			HE HESDALLE			986-8205		1:00	
			NAPERVILLE					0:42	
			HINSDALE					3:48	
1			LIBERTYL					0:30	
			LI BERTYVL Trvtne					6:48	
			SANTA AKA			442-5061		0:30	
			nopicinis					0:42	
			NUMERALE					5:18	
									.00
ł	1 14	4400	H) KSDALE HTUSDALE	ны қ ті 4	1947U	000-0205		0,30	
	stal Do	uesti:	c Culls for	312-	-337	-1953			.08
nu.									
	Dames	tic G	alls for 312	1-337	7+1	53			.00.
in 1	Cells	for	312-337-195		7+11	53			00. 06.
a) ai		for	312-337-195		7+11	X 3			
201 201 201 201 201 201 201 201 201 201	Cells for 3	i for : 12-33	312-337-195	3		italijae	Code		
201 201 201 201	Cells for 3 stic Date	: for : :12-33; Ties	912-337-195 7-1977) 5		tunber			.60
	for 3 tic Date 3-28	i for : i12-33; <u>Ties</u> 221P	312-337-195 7-1977 P1 <u>806 Ca</u> 11;	ad IL 2	217	tanbar	۵		.00
11 11 11	for 3 tic Date 3-28 4-17	i for : i12-33 <u>Time</u> 221P 5344 6354	912-337-195 7-1977 <u>Pisce Call</u> Springfld Elmorst Elmorst Elmorst		217	tanbar	0 p	1:48	00, 1000 <u>04</u>
a) ai	Calls for 3 stic <u>Date</u> 3-25 4-17 4-17	i for : i12-33 <u>Time</u> 221P 5344 6354	012-337-105 7-1077 <u>P1808 Galli</u> SPRINGFLD ELMINRST		217	tunber 698-2883 832-1750	U D D	1:48 0:48	00. 00. 00. 00. 00. 00.
	Calls for 3 stic <u>Date</u> 3-28 4-17 4-17 4-17	for : 12-33 <u>1188</u> 221P 834A 835A 836A	912-337-195 7-1977 <u>Pisce Call</u> Springfld Elmorst Elmorst Elmorst			(1906) 698-2883 832-9750 832-9750 243-0044	U 0 D 0	1:48 0:48 0:36	00, <u>104984</u> 00, 00, 00,
	Calls for 3 stic <u>Date</u> 3-28 4-17 4-17 4-17 4-17	for : 12-33 <u>1188</u> 221P 834A 835A 835A 836A	912-337-195 7-1977 Pisce Calli Springfld Elanarst Elanarst Jacksowi		217 530 217 217	698-2883 832-9750 832-9750 243-0044 243-0044	U 0 D 0	1:48 0:48 0:36 0:48	00. 00. 00. 00. 00. 00.

@2006 AT&T Kanwlodyn Vastures. All sights reported.



BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415 Page 3 of 3 Account Number 312 337-1953

Invoice Number 312337195305

AT&T Long Distance

Invoice Billing - Continued	
Calls for 312-337-2002	
Domestic	
No. Date Time Place Called Number Code Min	Anount
1 3-28 1224P SNFC CNTRL CA 415 423-1501 D 1:00	
Subtotal Domestic Calls for 312-337-2002	.00
Total Domestic Calls for 312-337-2002	.00
Total Calls for 312-337-2002	.00
Total Call Charges	.00
Surcharges and Other Fees	
2. Federal Regulatory Fee	1.40
3. Federal Universal Service Fee	4.58
4. IL ICC Fee Recovery	.02
5. IL State Infrastructure Maintenance Fee Recov	.26
IL USF Surcharge	,37
Total Surcharges and Other Fees	6.63
Taxes	
7. Federal	.00
8. State	3.57
9. Municipal	3.57
10. Non Home State	.00
Total Taxes	7.14

Total Invoice Charges

59.27

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	
O Operator Completed -	Dial Rates Apply	P. Person to Person
R Standard Overseas	S Station to Station	T Discount Overseas
X Conference	Y Economy Overseas	3 Three Way

Total AT&T Long Distance

59.27

AT&T Messaging

Monthly Service - May 13 thru Jun 12				
Charges for 312 337-1953				
Unified Messaging Lite	22.44			
Charges for 312 337-2002				
Unified Massaging Lite	22.44			
Total Monthly Service	44.88			
Total AT&T Messaging	44,88			

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 \$365.51.

CARRIER INFO

AT&T Long Distance, or a company that resells their service, is your long distance and local toll carrier.

PAYMENT OPTIONS

Pay bills online FREE of charge at att.com. Go There Todayl Payments made with an AT&T representative may be subject to a \$5 payment convenience charge. You can mail your payment in the enclosed envelope.

BUSINESS RATE CHANGE

Effective July 2, 2018, the monthly rates for Access Lines and PBX Trunks will increase to \$143.00 (Access Areas A,B,C). For details on money saving discount plans, please call the number listed on your bill.



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BRANDON WALSH DBA WESTGATE INNANCIAL GB 305 W WISCONSIN ST CHICAGO, IL 60614-5415 Page 1 of 3 Account Number 312 337-1953 **teach** Billiong Date Jon 13, 2018

Web Site 811, com

Invoice Number 312337195306

May 14 - Jun 13, 2018

365.51
365.51CR
.00
00.
242.26
\$242.26
Jul 9, 2018

Billing Summary

1

Online: stt.com/mystt	
Plans and Services	215.75
1-800-321-2000	
Repair Service:	
1-800-246-8464	
For more information on products and services call	
1-800-321-2000	
AT&T Long Distance	6.51
1-800-321-2000	
AT&T Massaging	20.00
1-800-321-2000	
Total of Current Charges	242.26

AT&T Benefits

Thenk you for choosing AT&T

Your ALL FOR LESS peckage includes Loca/Long Distance voice service and additional qualifying products. Your discounts are reflected in the applicable bill section for each of your services.

Plans and Services Promotions and Discounts

Fremotions and Discounts			
tem			
No. Description			
1 Essentials Feature Disc for Bill	Period		
Jun 13, 2018,			10.26CA
Z Essentials Time Line Crot for	Bill Period		
Jun 13, 2018			60. 90 C/R
Total Promotions and Discounts			70.26CA
Monthly Service - Jun 13 thre Jul 1	2		
Charges for 312 237-1953			
Monthly Charges			51.83
LINE-BACKER®			11.40
Faderal Access Charge			6.84
Citarges (or 312 337-1977			
Monthly Charges			50 B3
LINE-BACKER®			11,40
Federal Access Charge			6.84
Longial VCCR22 Cligitis			0.04
Charges for 312 337-2002			
Monthly Charges			52.23
LINE-BACKERO			11.40
Faderal Access Charge			6.84
Total Mostbly Service			205,61
Additions and Changes to Service			
This section of your hill reliacts chi		ite resulting trop	
account ectivity.	al Best Stick chan	inst i namoná mon	•
liam		Monthly	Amount
	O		
No. Description Date: May 22, 2016	LUBURA		DINGU
Order Norabar C1655906162			
Services Changed			
Charges for Services Added			
(Monthly Charges are Prorated	i trom May 23, 1	2018	
to Billing Date, Jun 13, 2018)			
 Bus Local Celling Essentials 	1	23.00	15.33
Bus Local Calling Essentials	2	45.00	30.66
3. Call Forwarding	3	83.49	55.65

News You Can Use Summary

. PREVENT DISCONNECT . LOCAL TOLL CHANGE . LONG DISTANCE INFO . PAYMENT OPTIONS See "News You Can Use" for additional information.

Lacal Surpitos provided by AT&T Aliavis, AT&T Indiano, AT&T Michigue, AT&T Obio or AT&T Wiscansin humbi upon the service address local loc

GO GREEN - Kornill in popuriusa bilimp.



Be Debited 312 337-1953 798 9

Amount to

BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415

\$242.26

AT&T PO BOX 5080 CAROL STREAM IL 60197-5080



Plans and Services

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Involce Number 312337195306

AT&T Long Distance

hem		Monthly	Amount	To view your Terms &
No. Obscription	Quantity	Rate	Billed	Distance, access www
Services Changed				or call AT&T at the to
Credits for Services Re				Involce Sumary
Monthly Charges were				(as of June 01,
are Prorated from May		3)		Current Charges
1, Bus Local Calling Assur		135.00	89.97CR	Service Charges
2. Charge to Change Intre	Late			Credits and Adjusteer
Long Distance Carrier			4.40	Cell Charges
3. Charge to Change Introl	Lata			Surcharges and Other
Long Distance Corrier			4.40	Taxes
4. Charge to Change Intra	Lats			Total Invoice Sumary
Long Distance Carrier			4.40	
Total Charges for Order Nur			24.67	Service Charges
Totel Additions and Change	is to Service		24.17	Northly Service Churg
Local Calls				
Calific) Charged to 312 337-1	50			Type of Service
Business Unlimited Toll				1, AFL Unite 3 Law
Local Toll - Over 16 Miles				2. But Int] Cing Si
31 minutes included in	t plan			Total Monthly Service
Unlimited Local Usage Plac	Summa Y			Total Service Charges
64 Callis) billed at no cha	rge per cell		,00,	
fotel Callis) Charged to 312	37-1953		30	Call Charges - Apr 27
				Calls for 312-337-194
Call(s) Charged to 312 337-2	902			Demestic
Unlimited Local Usage Plan	Summary			No. Date Time Pier
3 Call(s) billed at no char	ige per cali		-90	3 4-26 238P H143
Fotal Call(s) Charged to 312	337-2002		.00	4 4-27 416P H0P
Total Local Calls			.00	5 4-27 410P HOP
				8 4-30 851A H1K
Surcharges and Other Fees				7 5-04 225P DESP
I-I-1 Emorgency System				8 5-04 227P DES
Silled for Chicago			15.00	9 5-05 1148A ALLA
State Infrastructure Mainta	nance Fee		.74	10 - 5-09 1130A HUKS
State Additional Charges			.12	11 5-11 225P LIB
Federal Universal Service F	80		5.13	12 5-11 429P H2K
L Universal Service Fee			2.02	13 5-12 6529 NADI
L Telecom Relay Svc end E	qp		.12	14 5-15 1117A KORT
Cost Assessment Charge			3.33	15 5-15 201P HIM
lotal Surcharges and Other	Fee		26.46	18 5-16 1038A HIL
-				17 5-16 1227P KLU
laxes				16 5-18 216P MIL
ederal at 3%			4.25	19 5-16 231P XLU
llinois et 7%			10.41	20 5-24 416P PAR
Menicipal Telacommunicati	ns Tax		10.41	
Total Taxes			25.07	Subtotal Domestic Cal
Total Plans and Services			215.75	Total Domentic Calle

Message Regarding Terms & Conditions: To view your Terms & Conditions for AT&T Long Distance, access www.at.com/servicepublications or call AT&T at the toll free number on your bit. Involce Summry (as of June 01, 2016) Current Curryes	
Service Charges	3.00
Credits and Adjustments	.00
Cell Charges	. 69
Surcharges and Other Fees Taxes	1.72 .80
Total Invoice Sumary	8.68
Service Charges	
Nonthily Service Charges	
Type of Service Period Oty	
1, AFL Unitd 3 Las K2H (Adjusted) 05/23-05/28 1	5.00CR
2, Bus Int] Cing Stand 05/27-06/26 1	8.00
Total Monthly Service Charges	3,00
Total Service Charges	3.00
Call Charges - Apr 27th time Bay 28th	
Calls for 312-337-1953	
Domestic	
No. Date Time Place Called Rumber Code. Hin	
No. Date Time Piece Called Humber Code Min 3 4-26 2389 HJASDALE EL 636 988-8265 8 0:12	.00
No. Date Time Place Called Rumber Code Him 3 4-26 238P HJ#SDALE EL 630 988-8205 8:12 4 4-27 418P HOPKINS ISM 052 938-1300 0 0:365	00. 00.
Ho. Date Time Place Called Humber Code Place 3 4-26 230P HUKSAULE EL Cod 500 0:12 4 4-27 416P HOPKINS ISU IS22 308-1300 0 0:36 5 4-27 416P HOPKINS INI IS22 308-1300 0 0:36	00, 00, 00,
Ho. Date Time Pince Called Humber Code Him 3 4-26 238P HURSDALE EL C30 580 5011 4 4-27 418P HOPKINS Hs Hs 938-1300 0 0:36 5 4-27 418P HOPKINS Hs Hs 938-1300 0 5:6 5 4-27 418P HOPKINS Hs HS 938-1300 0 5:6 5 4-27 418P HOPKINS HS HS 480-1300 0 5:16 6 4-30 851A HURSDALE IL 830 MS64-8205 D 0:30	00, 00, 00, 00,
Ho. Date Time Pince Called Humber Code Him 3 4-26 2388 FULKSDALE EL 050 580 501 611 4 4-27 418° HOPKINS HS HS 938-1300 0 0:36 5 4-27 418° HOPKINS HS HS 938-1300 0 5:46 5 4-27 418° HORKINS HS 4288-1300 D 5:16 5 4-27 418° HORKINS HS 4288-1300 D 5:16 6 4-30 851A HIKSDALE 1L 830 HS61-8205 D 0:30	90. 00. 00. 00. 00.
Ho. Date Time Piece Called Humber Code Him 3 4-26 230P HitKSMLE EL 030 500 0:12 4 4-27 410P HOPKINS Isk 952 930-1300 0 0:38 5 4-37 410P HOPKINS MK 952 930-1300 0 0:30 6 4-30 8514 HIKSDALE 1L 830 968-8205 D 0:30 7 5-04 228P DESTAJAIES 1L 830 968-8205 D 0:30 6 5-04 227P DESTAJAIES 1L 840 868-8205 D 0:30 6 5-04 227P DESTAJAIES 1L 847 869-0296 0 0:30 8 6-08 1.442 287-8202 0 0:30 0 0:30	99, 09, 00, 00, 00, 00, 00,
Ho. Data Time Place Called Humber Code Him 3 4-26 2309 HikSDALE EL 000 500 0:12 4 4-27 418° HOPKINS HN H52 938-1300 0 0:36 5 4-27 418° HOPKINS HN H52 938-1300 0 0:36 6 4-20 418° HOPKINS HN H52 938-1300 0 0:30 6 4-30 851A HIKSDALE IL 830 868-8205 D 0:30 7 5-04 2239° DESPLAIRES IL 849 698-0296 D 0:30 7 5-04 2239° DESPLAIRES IL 847 698-0296 D 0:30 8 5-04 2239° DESPLAIRES IL 847 898-0296 D 0:30 9 5-05 1142A ATHAMERE MT 414 4208-8205 D 2:54 10 <t< td=""><td>00. 00. 00. 00. 00. 00. 00.</td></t<>	00. 00. 00. 00. 00. 00. 00.
Ho. Data Time Pirce Called Kunber Code Hin 3 4-26 228P HURSAULE EL 630 580-8205 0 6112 4 4-27 410P HOPKINS HB 938-1300 0 0:36 5 4-27 410P HOPKINS HB 829 338-1300 0 0:36 6 4-30 851A HIKSAULE IL 8.30 868-8205 D 0:30 7 5-04 223P DESPLAIMES IL 8.30 868-8205 D 0:30 8 5-04 223P DESPLAIMES IL 8.47 699-0296 D 0:30 9 5-04 223P DESPLAIMES IL 8.47 699-0296 D 0:30 9 5-04 223P DESPLAIMES IL 8.47 699-0296 D 0:30 9 5 11 5-11 238 HIKSAULE IL 8.30 688-8205 D 2:54 10 <td>00. 00. 00. 00. 00. 00. 00. 00.</td>	00. 00. 00. 00. 00. 00. 00. 00.
No. Date Time Place Called Bunker Code Plan 3 4-26 230P HUKSAULE EL 030 500 0:12 4 4-27 418P HOPKINS 104 652 330-1300 0 0:38 5 4-27 418P HOPKINS 104 852 330-1300 0 0:38 5 4-27 418P HOPKINS 104 852 330-1300 0 0:30 6 4-30 8514 HUKSAUE 11 830 808-8205 0 0:30 7 5-04 228P DESPLAIMES 11 808-0206 0 0:30 6 5-04 227P DESPLATERS 10 808-0206 0 0:30 9 5-04 227P DESPLATERS 11 808-0206 0 0:30 9 5-04 1130A HILMANKE 11 80-0205 0 5:54	90, 00, 00, 00, 00, 00, 00, 00, 00, 00,
No. Date Time Place Called Humber Code Him 3 4-26 230P HitKSNULE EL 000 500 0:12 4 4-27 410P HOPKINS IN B52 330-1300 0 0:38 5 4-37 410P HOPKINS IN B52 330-1300 0 0:38 6 4-30 8514 HINSDALE IL 830 868-8205 D 0:30 7 5-04 227P DESTHAMES L 847 869-0236 D 0:30 6 5-04 227P DESTHAMES L 847 869-0236 D 0:30 6 5-04 227P DESTHAMES L 847 869-0236 D 0:30 6 5-03 113A HIKSDALE IL 800 806-8205 D 2:54 10 5-13 5-12 425P HAULARULE L	90, 00, 00, 00, 00, 00, 00, 00, 00, 00,
No. Date Time Piece Called Humber Code Him 3 4-26 2309 HitKSMLE EL 050 500 6112 4 4-27 418° HOPKINS HN H22 338-1300 0 0:36 5 4-27 418° HOPKINS HN H22 338-1300 0 0:36 5 4-27 418° HOPKINS HN H22 338-1300 0 0:30 6 4-30 851A HIKSDALE IL 830 868-8205 0 0:30 7 5-04 2239 DESPLAIMES IL 847 690-0296 0 0:30 8 5-04 2239 DESPLAIMES IL 847 690-0296 0 0:30 9 5-05 1130A HIKSDALE IL 809-0296 0 0:30 9 5-05 1130A HIKSDALE IL 809-0296 0 0:30	90, 90, 00, 00, 00, 00, 00, 00, 00, 00,
No. Date Time Place Called Bunker Code Place 3 4-26 230P HIXSOULE EL 000 500 0:12 4 4-27 410P HOPKINS NH 02 330-1300 0 0:36 5 4-27 410P HOPKINS NH 02 338-1300 0 0:36 5 4-27 410P HOPKINS NH 02 338-1300 0 0:36 6 4-30 654A HIXENALE IL 0:30 868-8205 D 0:30 7 5-04 228P PESPLAIRES 1L 0:47 698-0296 D 0:30 8 5-04 228P DESPLAIRES 1L 0:47 698-0296 D 0:54 10 5-04 227P DESPLAIRES 1L 0:30 668-8205 D 5:54 10 5-03 113A HIXENALE 1L 0:30 688-8205 D 5:54 11 5-11 228P <td>90, 90, 00, 00, 00, 00, 00, 00, 00, 00,</td>	90, 90, 00, 00, 00, 00, 00, 00, 00, 00,
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No. Date Time Place Called Bunker Code Place 3 4-26 2309 HUKSMULE EL 030 500 0:12 4 4-27 189 HOPKINS 184 192 380-1300 0 0:38 5 4-27 119 HOPKINS 184 192 380-1300 0 0:38 6 4-30 8514 HUKSMULE 11 830 868-8205 0 0:30 6 4-30 8514 HUKSMULE 14 890-8206 0 0:30 6 5-04 2279 DESPLAINES 14 690-6206 0 0:30 6 5-04 2279 DESPLAINES 14 7690-6206 0 0:30 6 5-05 1143A HUKSMULE 14 298-8205 0 5:54 10 5-13 291 HUKSMULE 14 808-8205 1:18 1:143 1:1429	90, 00, 00, 00, 00, 00, 00, 00, 00, 00,
No. Date Time Place Called Bunker Code Plan 3 4-26 230P HIXSAULE EL 030 500 0:12 4 4-27 418P HOPKINS 104 102 0:13 0 0:13 4 4-27 418P HOPKINS 104 102 230-1300 0 0:36 5 4-27 418P HOPKINS 104 852 330-1300 0 0:36 6 4-30 8514 HIXSAULE 11 830 690-0296 0 0:30 6 5-64 228P DESPLAINES 11 847 890-0296 0 0:30 6 5-68 1143A HILMAUKEE 14 298-1206 0 0:30 6 5-68 1143A HILMAUKEE 14 298-1206 0 0:30 10 5-93 1134A HILMAUKEE 10 808-0205 0 1:4	90, 90, 90, 00, 90, 90, 90, 90, 90, 90,
No. Date Time Piece Called Humber Code Him 3 4-26 2309 HIKSDALE EL 000 500 0:11 4 4-27 418° HOPKINS HN H22 338-1300 0 0:32 5 4-27 418° HOPKINS HN H22 338-1300 0 0:36 5 4-27 418° HOPKINS HN H22 338-1300 0 0:30 6 4-30 851A HIKSDALE IL 830 868-8205 0 0:30 7 5-04 223° DESPLAIRES IL 47 690-0296 0 0:30 6 5-03 1142A HILMARKEE MT 44 280-0296 0 0:30 6 5-03 1142A HILMARKEE MT 44 280-0256 0 5:30 10 5-13 1142A HILSDALE IL 430 282-5230 0 1:00	90, 90, 90, 00, 00, 90, 90, 90, 90, 90,
No. Date Time Place Called Bunker Code Plan 3 4-26 230P HIXSAULE EL 030 500 0:12 4 4-27 418P HOPKINS 104 102 0:13 0 0:13 4 4-27 418P HOPKINS 104 102 230-1300 0 0:36 5 4-27 418P HOPKINS 104 852 330-1300 0 0:36 6 4-30 8514 HIXSAULE 11 830 690-0296 0 0:30 6 5-64 228P DESPLAINES 11 847 890-0296 0 0:30 6 5-68 1143A HILMAUKEE 14 298-1206 0 0:30 6 5-68 1143A HILMAUKEE 14 298-1206 0 0:30 10 5-93 1134A HILMAUKEE 10 808-0205 0 1:4	90, 90, 90, 00, 00, 90, 00, 00, 00, 00,
No. Date Time Piece Called Humber Code Hint 3 4-26 2309 HitkSMULE LL COS 909-E205 0 01:12 4 4-27 4189 HOPKINS IN B52 938-1300 0 0:38 5 4-27 4189 HOPKINS IN B52 938-1300 0 0:38 6 4-27 4189 HOPKINS IN B52 938-1300 0 0:30 6 4-30 8514 HINSDALE IL 830 868-8205 D 0:30 6 5-04 2279 DESPLAIRES IL 847 869-0296 0 0:30 6 5-04 1427 HISSDALE IL 830 868-8205 D 2:54 10 5-03 1384 HISSDALE IL 830 868-8205 D 1:81 12 5-11 2279 HISSDALE IL </td <td>90, 90, 90, 90, 90, 90, 90, 90, 90, 90,</td>	90, 90, 90, 90, 90, 90, 90, 90, 90, 90,

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BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415

Page 3 of 3 Account Number 312 337-1953 305 Billing Date Jun 13, 2018

Invoice Number 312337195306

AT&T Long Distance

Invoice Billing - Continu	Jed		
Calls for 312-337-2002			
Domestic			
No. Date Ties Place Ca	i))ed Number Co	de	Nin Arount
1 5-01 1137A MILWAUKE	E WI 414 298-8209	D	0:5400
Subtotal Domestic Calls f	or 312-337-2002		.00
Total Domestic Calls for	312-337-2002		.00
Total Calls for 312-337-2	002		.00
Total Call Charges			.99
Surcharges and Other Fees			·
2. Federal Regulatory F			.41
3. Federal Universal Se			1.32
4. IL State Infrastruct	ure Naintenance Fee Re	COV	.04
5. IL USF Surcharge	- F		.05CA
Total Surcharges and Other	r fæs		1.72
Taxes			
6. Federal			.00
7. State 8. Municipal			.40
9. Non Home State			.40
9. Non Home State Total Taxes			.00
JOTAI IAXAS			. 80
Total Invoice Charges			6.51
Key for Calling Codes:			
	3 Collect	C	Calling Card
	E Evening	F	Call Forwarding
	Special Intrastate	L	Late Night
M Multiple Rate Period	V Night/Weekend		-
O Operator Completed - Di		Р	Person to Person
• • • • • • • • • • • • • • • • • •	Station to Station		Discount Oversees
X Conference Y	Economy Oversees	3	Three Way

AT&T Messaging Promotions and Discounts Item No. Description 1 Discount for All For Less - Unified Messaging for Bill Period Jun 13, 2018 24.88CR Monthly Service - Jun 13 thru Jul 12 Cherges for 312 337-1953 Unified Messaging Lite 22.44

Monthly Service - Continued	
Charges for 312 337-2002	
Unified Messaging Lite	22.44
Total Monthly Service	44.88
Total AT&T Messaging	20.00

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 end prevent collaction 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 \$242.26.

LOCAL TOLL CHANGE

Our records indicate that your primary local toll long distance company has changed. The new company is AT&T litinois or a company that resells services of AT&T litinois. Please contact us if this does not agree with your records.

LONG DISTANCE INFO

Our records show that you have selected AT&T Long Distance or a company that resells services of AT&T Long Distance as the presubscribed carrier for all of your long distance services.

PAYMENT OPTIONS

Pay bills online FREE of charge at att.com. Go There Todayl Payments made with an AT&T representative may be subject to a \$5 payment convenience charge. You can mail your payment in the enclosed envelope.



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BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415 Page 1 ol 3 Account Number 312 337-1953-444 Billing Data Jul 13, 2015

Web Sile att.com

Invoice Number 312337195307

Jun 14 - Jul 13, 2018

Bill-At-A-Glance	
Previous Bill	242.26
Payment	100.6108
Adjustments	141.65CR
Balance	.00
Current Charges	351.97
Amount to be Debited	\$351.97
Your Credit Card will be Debited by	Aug 7, 2018

Billing Summary

t

Online: att.com/myste	
Plens and Services	259.63
1-800-321-2000	
Repair Service:	
1-800-246-8464	
For more information on products and services call	
1-800-321-2000	
ATAT Long Distance	72.34
1-600-321-2000	
ATST Messaging	20.00
1-800-321-2000	20.00
1-000-321-2000	
Total of Current Charges	351.97

AT&T Benefits

Thank you for choosing AT&T

Your ALL FOR LESS package includes Local/Long Distance voice service and additional qualifying products. Your discounts are reflected in the applicable bill section for each of your services.

Detail of Payments and Adjustments

ltem				
No.	Oste	Description	Adjustments	Payments
1	6-19	Monthly Service	141.65CR	
2	7-09	Paymont		102.61
Total	5		141.65CR	100.81

Plans and Services

Fremotions and Discounts	
No Description	
Essentiale Feature Disc for Bill Period	
Jul 13, 2018.	10.26CR
Manthly Service - Jel 13 thru Aug 12	
Charges for 312 337-1953	
Monthly Charges	51.83
LINE-BACKER®	[1.40
Federal Access Charge	7.21
Charges for 312 337-1977	
Monthly Charges	50.R3
LINE-BACKERO	11.40
Faderal Access Charge	7.21
Charges for 212 337-2002	
Monthly Charges	52.23
LINE-BACKER®	11.40
Federal Access Charge	7.21
Total Monthly Service	210.72
· · · · · · · · · · · · · · · · · · ·	

News You Can Use Summary

News rou can use	Summary
. PREVENT DISCONNECT	. LOCAL TOLL INFO
. LONG DISTANCE INFO	. AT&T PRIVACY UPDATE
. PAYMENT OPTIONS	. RATE INCREASE
. OPERATOR ASSISTANCE	. BAND A AND & USAGE

. BAND C & LOCAL TOLL See "News You Can Use" for additional information.

> Local Sarvices provided by AT&T tillaria. AT&T Indiana, AT&T Shicklasa, AT&T Okla as AT&T Wincansin based upon the service address localise. OO QJEEN - Enroll is gaparines billing.

Your Credit Card will be Debited by

Aug 7, 2018

\$351.97

🥰 at&t

Billing Date Jul 13, 2018

Account Number

312 337-1953 798 9

Amount to

Be Debited

BRANDON WALSH DDA WESTGATE FINANCIAL GR 305 W WISCONSIN ST EHICAGD, IL 60614-5415

AT&T PO BOX 5080 CAROL STREAM IL 60197-5080



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BRANDON WALSH DBA WESTGATE FINANCIAL GR DJ5 W WISCONSIN ST CHICAGO, IL 60814-5415 Page 2 of 3 Account Number 312 337-1953 **Account** Billing Date Jul 13, 2018

Invoice Number 312337195307

Plans and Services

account activity.			
tem		Monthly	Amount
No. Description	Buentity	Aata	Billed
Jala: Jul 12, 2018			
Inder Number H9038267471			
Effective Jul 3, 2018, your	r		
Bill reflects an increase o	of		
\$1.23 in your Monthly			
Service charges. Charge:	£ #f8		
prorated from Jul 3, 2018	l		
thru Jul 12, 2018			
1. Monthly Service			.41
locul Calla			
Cell(s) Charged to 312 337-19	53		
Beginese Vollmited Toll			
Local Toll - Over 15 Miles			
23 minutes included in p	plan		
Unlimited Local Usage Plan S			
78 Calks) billed at no charg			.00
Total Califs) Charged to 312 3	37-1953		XI.
Call(s) Charged to 312 337-20			
Unlimited Local Usage Plan I			
3 Call(c) billed at no charg			.00
Tomi Cell(s) Charged to 3123	37-2002		00. 10.
Jotel Lecal Cella			ш
Sarcharges and Other Fors			
9-1-1 Emergency System			
Billed for Chicago	F =-		15.00 .91
State Infrastructure Mainten: State Additional Charges	ance raa		.93
	-		5.25
Federal Universal Service Fer II. Universal Service Fee	5		2.62
IL Universities Service rea IL Telecom Rolay Svc and Eq	_		.12
i Li jelecom koley Sv¢ eno tig Cost Assessment Cherce	P .		3.33
Cost Also soment Crisiqe Tetal Surcharges and Other i			27.41
total on cumbra sea Amort			
Tarta Federal at 3%			5.3
Kännis at 7%			12.9
kanois at 77 Municipal Telecommunicatio	nt Tex		12.99
Nonicipat releccionationeario Tatal Texes			31.35
I GEORE A MARKED			
Tetal Plans and Services			259.63

AT&T Long Distance

Mexrege Regarding Terms & Conditions: To view your Terms & Conditions for AT&T Long Distance, access www.att.com/servicepublications or cell AT&T at the toll free number on your bill.

Invoice Sumary	
(es of July 01, 2018)	
Current Charges	
Service Charges	6.00
Credits and Adjustments	.00
Call Charges	42.57 13.05
Surcharget and Other Fees	8.72
Téxes Tota) Invoice Summuny	72.34
Service Durges	
Nonthly Service Charges	
Type of Service Period Oty	
1, Bus 2st1 Cing Stand 06/27-07/25 1	8.00
Tatal Honthly Service Charges	8.00
teret unteril erteten duerfen	•••
Total Service Charges	6.00
Call Charges - Nay 27th thru Jun 25th	
Calls for 312-337-1953	
Domestic	· · · · · ·
No. Date Time Place Called Number Code Him	Aecunt
2 5-30 1043A AUSTIN TX 512 338-4400 D 1:00 3 5-30 224P PARKSIDE NT 262 809-7595 D 1:00	.99 .09
	2.97
5 5-31 1119 BROOKLYN NY 718 222-6000 D 2:00 6 5-31 1129 BROOKLYN NY 718 222-6000 D 3:00	
7 6-12 11104 MILINAUDEE WI 414 955-5030 D 2:00	
8 6-12 11124 MILLAUREE WI 414 839-7695 D 1:00	
9 6-12 1137A MILLAUKEE WI 414 639-7695 D 6:00	
10 6-12 431P BROOKLYN NY 718 222-6000 0 1:00	
11 5-12 433P SHOOKLYN NY 718 222-5000 D 1:00	.99
12 6-12 438P BROOKLYN NY 718 222-6000 D 1:00 13 6-12 438P BROOKLYN NY 718 222-6000 D 1:00 14 8-21 0175 HEL YERY NY 212 223-8000 D 1:00	.15
13 6-12 4389 BROOKLYN NY 718 222-8000 D 1:00	.#
14 6-21 1017A NEW YORK WY 212 263-8687 D 3:00	
IN DATI INTO BUR THE REAL FOR THE TANDARD IN A 184	
4E 6.51 4056 MEL VIDY W 512 200-0007 B 1-00	.99
15 6-21 1025A MEN YORK NY 212 263-8887 D 1:00 18 6-21 1025A MEN YORK NY 212 263-8887 D 1:00	4,95
15 6-21 1027A MEN YORK MY 212 263-5887 D 1:00 18 6-21 1027A MEN YORK MY 212 263-5887 D 1:00	.99 4,95 .99
15 6-21 1025A MEM YORX MY 212 263-6887 0 5:00 16 6-21 1027A MEM YORX MY 212 263-6887 0 1:00 17 6-20 2429 MEM YORX MY 212 263-2022 0 5:00 18 6-28 3239 NEW YORX MY 212 263-2022 0 5:00	.99 4.95
15 6-21 1025A MEN YORK NY 212 263-5887 D 1:00 18 6-21 1025A MEN YORK NY 212 263-5887 D 1:00	.99 4.95
16 6-21 1017A MEM YORK MY 212 263-8887 D 1:00 16 6-21 1027A MEM YORK MY 212 263-8887 D 1:00 16 6-21 1027A MEM YORK MY 212 263-2022 D 5:00 17 6-26 242P MEM YORK NY 212 263-2022 D 5:00 18 6-28 325P NEM YORK NY 212 263-1616 D 5:00	.99 4,45 4.15
15 6-21 1023A MEM YORK MY 212 263-6887 D 1:00 16 6-21 1023A MEM YORK MY 212 263-6887 D 1:00 17 6-28 2127 MEM YORK MY 212 263-2022 D 5:00 18 6-28 3237 MEM YORK MY 212 263-2022 D 5:00	.99 4.95
16 0-21 1017A MEM TOLK MY 212 263-8887 D 1:00 16 6-21 1027A MEM TOLK MY 212 263-8887 D 1:00 16 6-21 1027A MEM TOLK MY 212 263-8887 D 1:00 17 6-20 2429 MEM TOLK MY 212 263-2022 D 1:00 16 6-24 325M MEM TOLK MY 212 263-2022 D 1:00 16 6-24 325M MEM TOLK MY 212 263-2022 D 5:00 18 6-20 325M MEM TOLK MY 212 253-1616 D 5:80 Scottotal Domestic Cells for 312-337-1853 D 5:80	.99 4.15 4.15 42.37
16 6-21 1017A MEM YORK MY 212 263-8887 D 1:00 16 6-21 1027A MEM YORK MY 212 263-8887 D 1:00 16 6-21 1027A MEM YORK MY 212 263-2022 D 5:00 17 6-26 242P MEM YORK NY 212 263-2022 D 5:00 18 6-28 325P NEM YORK NY 212 263-1616 D 5:00	.99 4,45 4.15
16 0-21 1017A MEM TOLK MY 212 263-8887 D 1:00 16 6-21 1027A MEM TOLK MY 212 263-8887 D 1:00 16 6-21 1027A MEM TOLK MY 212 263-8887 D 1:00 17 6-20 2429 MEM TOLK MY 212 263-2022 D 1:00 16 6-24 325M MEM TOLK MY 212 263-2022 D 1:00 16 6-24 325M MEM TOLK MY 212 263-2022 D 5:00 18 6-20 325M MEM TOLK MY 212 253-1616 D 5:80 Scottotal Domestic Cells for 312-337-1853 D 5:80	.99 4.15 4.15 42.37
14 0-21 1007A MEM TOLK MY 212 263-8887 D 1:00 15 6-21 1027A MEM TORK MY 212 263-8887 D 1:00 16 6-21 1027A MEM TORK MY 212 263-2022 D 5:00 17 6-20 242P MEM TORK MY 212 263-2022 D 5:00 18 6-20 325P NEW YORK NY 212 263-1616 D 5:00 18 6-20 325P NEW YORK NY 212 263-1616 D 5:00 18 6-20 325P NEW YORK NY 212 263-1616 D 5:00 Schtptal Domestic Calls for 312-337-1853 Total Domestic Calls for 312-337-1953	,99 4,95
14 0-21 10774 HEM TORK IN 212 203-2022 D 5.00 15 6-21 1027A MEM TORK IN 212 203-2022 D 5.00 16 6-21 1027A MEM TORK IN 212 203-2022 D 5.00 17 6-20 2429 MEM TORK IN 212 203-2022 D 5.00 18 6-24 3239 NEM TORK IN 212 203-2022 D 5.00 18 6-24 3239 NEM TORK IN 212 203-2022 D 5.00 18 6-24 3239 NEM TORK IN 212 203-2022 D 5.00 18 6-24 3239 NEM TORK IN 212 203-1616 D 5:00 18 6-24 3299 NEM TORK IN 212 203-1616 D 5:00 Sobtotal Domestic Calls for 312-337-1953 Total Domestic Calls for 312-337-1953	,99 4,95
14 0-21 107.4 HEM TORK MY 212 263-2022 D 5:00 15 6-21 1027A MEM YORK MY 212 263-2022 D 5:00 16 6-21 1027A MEM YORK MY 212 263-2022 D 5:00 17 6-20 2429 MEM YORK MY 212 263-2022 D 5:00 18 6-24 3299 MEM YORK MY 212 263-2022 D 5:00 18 6-20 3299 MEM YORK MY 212 253-616 D 5:00 Sobtotal Demestic Calls for 312-337-1953 Total Demestic Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Call Charges D D D	.99 4.95 4.95 42.57 42.57 42.57
16 0-21 1027A HEM TORK IN 212 203-0007 D 1:000 15 6-21 1027A HEM TORK IN 212 203-2022 D 5:00 18 6-21 1027A HEM TORK IN 212 203-2022 D 5:00 17 6-20 242P HEM TORK IN 212 203-2022 D 5:00 18 6-21 32P HEM TORK IN 212 203-2022 D 5:00 19 6-20 32P HEM TORK IN 212 203-2022 D 5:00 19 6-20 32P HEM TORK IN 212 203-1016 D 5:00 Sobtotal Demestic Calls for 312-337-1953 Total Demestic Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953	.99 4.15 <u>42.57</u> 42.57 42.57 42.57 42.57
14 0-21 107.4 MEM TORK MY 212 263-2022 D 5.00 16 6-21 1027.4 MEM YORK MY 212 263-2022 D 5.00 17 6-20 242P MEM YORK MY 212 263-2022 D 5.00 18 6-24 322P MEM YORK MY 212 263-2022 D 5.00 18 6-26 322P MEM YORK MY 212 253-1616 D 5:00 19 6-26 323P MEM YORK MY 212 253-1616 D 5:00 Sobtotal Domestic Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953	.99 4.15 4.65 42.57 42.57 42.57 42.57 42.57 42.57
1 0-21 1007A HEW TORK HY 212 223-8887 D 1:00 16 6-21 1027A HEW YORK HY 212 263-8087 D 1:00 16 6-21 1027A HEW YORK HY 212 263-8087 D 1:00 17 6-20 242P HEW YORK HY 212 263-2022 D 1:00 18 6-20 325P HEW YORK HY 212 263-2022 D 5:00 19 6-20 325P HEW YORK HY 212 263-2022 D 5:00 19 6-20 325P HEW YORK HY 212 263-2022 D 5:00 19 6-20 325P HEW YORK HY 212 263-1616 D 5:00 Sobtotal Demestic Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 Calls for 312-337-1853 20 Federal Regulatory Fee 21 Federal Watyeraal Service Fee <td></td>	
16 0-21 1027A MEM TORK MY 212 263-0027 D 1:00 15 6-21 1027A MEM TORK MY 212 263-0022 D 5:00 16 6-21 1027A MEM TORK MY 212 263-0022 D 5:00 17 6-20 242P MEM TORK MY 212 263-0022 D 5:00 18 6-21 32P MEM TORK MY 212 263-0022 D 5:00 18 6-20 32P MEM TORK MY 212 263-0022 D 5:00 19 6-20 32P MEM TORK MY 212 263-1016 D 5:00 Sobtotal Bomestic Cells for 312-337-1953 Total Cells for 312-337-1953 Total Cells for 312-337-1953 Tetal Cell Charges Surchargas and Other Feet 20. Federal Beylatory Fee 21. Federal Universal Service Fee 22. F. State Infrastructure Relatenance Fee Recov	.99 4.15 4.65 42.57 42.57 42.57 42.57 42.57 42.57 42.57 .17 .17 .17 .31
16 0-21 1027A NEW YORK W1 212 263-2022 D 5:00 16 6-21 1027A MEW YORK W1 212 263-2022 D 5:00 17 6-20 2429 MEW YORK W1 212 263-2022 D 5:00 18 6-20 2429 MEW YORK W1 212 263-2022 D 5:00 18 6-20 3239 NEW YORK W1 212 263-2022 D 5:00 19 6-20 3239 NEW YORK W1 212 263-2022 D 5:00 19 6-20 3239 NEW YORK W1 212 263-1616 D 5:00 Sobtotal Demestic Calls for 312-337-1953 Total Demestic Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 Total Calls for 312-337-1953 S S S 20. Federal Regulatory Fee S S S 21. Fed	
1 0-21 1007A MEM TOLL MP 22 263-0887 0 1:00 15 0-21 1027A MEM YORK MY 212 263-0222 D 1:00 18 6-21 1027A MEM YORK MY 212 263-2022 D 5:00 17 6-20 242P MEM YORK MY 212 263-2022 D 5:00 18 6-20 228P NEM YORK MY 212 253-2022 D 5:00 Subtotal Damestic Cells for 312-337-1853 Total Demestic Cells for 312-337-1853 Total Cells for 312-337-1853 Total Cells for 312-337-1853 Total Cells for 312-537-1853 Total Cells for 312-337-1853 Total Sorthurges and Other Fees 20, Federal Mediversal Service Fee 22, EL State Infrastructure Relintenance Fee Recov Total Serchurges and Other Fees	.99 4.15 4.15 42.57 42.57 42.57 42.57 42.57 42.57 .17 9.75 .31
1 0-21 1007A MEM TOLK MY 212 263-8887 0 1:00 16 6-21 1027A MEM YORK MY 212 263-2022 D 1:00 18 6-21 1027A MEM YORK MY 212 263-2022 D 1:00 17 6-26 242P MEM YORK MY 212 263-2022 D 1:00 18 6-26 325P MEM YORK MY 212 263-2022 D 5:00 19 6-26 325P MEM YORK MY 212 263-2022 D 5:00 19 6-26 325P MEM YORK MY 212 263-2022 D 5:00 19 6-26 325P MEM YORK MY 212 263-1616 D 5:00 Schtotal Demestic Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 Total Call Charges Sarchurges and Other Feet 20. Federal Regulatory Fee 20 Federal Regulatory Fee 21. Federal Bulversal Service Fee 22. El Stato Infrastructure Reintenance Fee Recov 21.8 Sarchurges and Other Fees Yate Yate Yate	
16 0-21 107.0 NEW YORK N° 212 263-2022 D 5:00 16 6-21 1027A MEW YORK N° 212 263-2022 D 5:00 17 6-20 242P MEW YORK N° 212 263-2022 D 5:00 18 6-24 322P MEW YORK N° 212 263-2022 D 5:00 19 6-26 322P MEW YORK N° 212 263-2022 D 5:00 19 6-26 322P MEW YORK N° 212 263-2022 D 5:00 19 6-26 322P MEW YORK N° 212 263-2022 D 5:00 Sobtistal Benestic Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 Total Calls for 312-337-1853 500 Samutaryes Samutaryes Samutaryes 20. Faderal Usiversal Service Fee 20. Faderal Belyersal Service Fee Samutaryes Samutaryes	.99 4.15 4.65 42.57 42.57 42.57 42.57 42.57 42.57 42.57 .17 .17 .17 .31

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BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415 Page 3 of 3 Account Number 312 337-1953 and Billing Date Jul 13, 2018

Invoice Number 312337195307

AT&T Long Distance Invoice Billing - Continued 1. Nuntcipal 4.36 2. Non Home State .00 Total Taxes 8.72 **Total Invoice Charges** 72.34 Key for Calling Codes: A Anytime C Calling Card **B** Collect D Day E Evening F Call Forwarding H Third Number I Special Intrastate L Late Night M Multiple Rate Period N Night/Weekend O Operator Completed - Dial Rates Apply P. Person to Person R Standard Overseas S Station to Station T Discount Overseas Y Economy Oversees X Conference 3 Three Way

Total AT&T Long Distance

AT&T Messaging

Promotions and Discounts	
ltem	
No. Description	
 Discount for All For Less - Unified Messaging 	
far Bill Period Jul 13, 2018	24.88CR
Monthly Service - Jul 13 thru Aug 12	
Charges for 312 337-1953	
Unified Messaging Lite	22.44
Charges for 312 337-2002	
Unified Messaging Lite	22.44
Total Monthly Service	44.88
Total AT&T Messaging	20.00

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 collaction 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 \$351.97.

LOCAL TOLL INFO

Our records show that you have AT&T Illinois or a company that resells services of AT&T Illinois as your carrier for local toll service.

News You Can Use - Continued

LONG DISTANCE INFO Our records show that you have selected AT&T Long Distance or a company that resells services of AT&T Long Distance as the presubscribed carrier far all of your long distance services.

AT&T PRIVACY UPDATE

WarnerMedia (formerly Time Warner) has joined our family! AT&T companies share information with each other. With our merger, WarnerMedia is now included. This will mean great deals, relevant offers and new ways for our customers to anjoy content from Turner, HBO and Warner Bros. Nothing has changed in the terms and conditions of your business contract, or in your rights and protections under our Privacy Policy. Your privacy comes first, as always. Please read more at att.com/PrivacyUpdate.

PAYMENT OPTIONS

Pay bills online FREE of charge at atLcom. Go There Today! Payments made with an AT&T representative may be subject to a \$5 payment convenience charge. You can mail your payment in the enclosed envelope.

RATE INCREASE

72.34

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 7/3/2018. 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.

OPERATOR ASSISTANCE

AT&T will discontinue Spanish and Cantonese Operator Assistance on or after 10/1/2018. Operator Assistance in English will still be provided. For more information, please call the toll free number shown on your bill.

BAND A AND B USAGE

Effective September 1, 2018, the Band A and B initial and additional per minute rates will increase from \$0.28 to \$0.33. If you have any questions regarding these changes or on discount calling plans that could save you money, please call the toll-free number listed on your bill or visit www.att.com.

BAND C & LOCAL TOLL

Effective September 1, 2018, the Band C per minute rate will increase from \$2.52 to \$2.90, the in-state (intrastate intraLATA) local toll rate to independent companies will increase from \$2.52 to \$2.90 per minute, and the out-of-state (interstate intraLATA) local toll per minute rate will increase from \$2.51 to \$2.90. If you have any questions on these changes or on discount celling plans that could save you money, please call the toll-free number listed on your bill or visit www.att.com.



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BRANCON WALSH **DBA WESTGATE FINANCIAL GR** 305 W WISCONSIN ST CHICAGO, IL 60614-5415

Page 1ol3 Account Number 312 337-1953 Billing Data Nov 13, 2018

Web Site B11.COM

levolce Number 312337195311

Oct 14 - Nov 13, 2018

Bill At-A-Glance	
Previous Bill	360.67
Payment Received 11-06 - Thank You!	360.67CR
Adjustments	.00.
Balance	.00
Current Charges	346.36
Amount to be Debited	\$346.35
Your Credit Card will be Debited by	Dec 10, 2018

Billing Summary

Oallae: att.com/mynit	
Plans and Services 1-800-321-2000	259.97
Repair Service: 1-800-246-8464	
For more information on products and services call 1-800-321-2000	
AT&T Long Distance	66.39
1-800-321-2000	
AT&T Messaging 1-800-321-2000	20.00
Total of Current Charges	345.36

AT&T Benefits

Thank you for choosing AT&T Your ALL FOR LESS package includes Loca/Lang Distance voice service and additional qualitying products. Your discounts are reflected in the applicable bill section for each of your services.

Plans and Services

Proceedings and Discounts	
No. Doscríption	
Essentiala Feature Disc for Bill Period	<u> </u>
Nov 13, 2018.	10.26CR
Monthly Service - Nov 13 thru Ore 12	
Charnes for 312 337-1953	
Monthly Charges	51.63
LINE-BACKER®	54.83 11.40
Federal Access Charge	
FEDERAL ACCESS CHATGE	7.15
Charges for 312 337-1977	
Monthly Charges	50.63
LINE-BACKER®	11.40
Federal Access Charge	7.15
Charges for 312 137-2002	
Monthly Charges	52.23
LINE-BACKER®	11.40
Federal Access Charge	7.15
Total Monthly Service	210.54
Local Cells.	
Call(s) Charged to 312 337-1953	
Business Unlimited Toll	
Local Toll - Over 15 Miles	
1 minutes lociuded in plan	
Unlimited Local Usage Plan Summary	
69 Call(s) billed at no charge per call	.00
Total Call(s) Charged to 312 337-1953	50. D0.
ean and a merion more an ease	.44
Cali(s) Charged to 312 337-2002	
Unlimited Local Usage Plan Summery	
5 Call(s) billed at no charge per cell	.00
Total Call(s) Charged to 312 337-2002	.90
Total Local Galls	.CO.

News You Can Use Summary

- PREVENT DISCONNECT
- LONG DISTANCE INFO BUSINESS RATE CHANGE

- RATE INCREASE
- See "News You Can Use" for additional information.

Losol Barviens provided by ATAT Blanks, ATAT indiano, ATAT likichigos, ATAT Oblo ar ATAT Winconsis based appen the posylog address incarios. GO OBEEN - Extallán paparlota Silling.

Amount to

Be Debited

Ĵ,	-+++	
	at&t	

Your Credit Card will be Debited by

Billing Data Nov 12, 2018

. LOCAL TOLL INFO

. PAYMENT OPTIONS COST ASSESSMENT CHRG

Dec 10, 2018

Account Number

312 337-1953 798 9

BRANDON WALSH DBA WESTBATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 50614-5415

\$346.36

AT&T PO BOX 5080 CAROL STREAM IL 60197-5080



Plans and Services

Surcharges and Other Fees 9-1-1 Emergency System	···· »· <u>a</u> . <u></u>
Billed for Chicago	15.00
State Infrastructure Maintenance Fee	.93
State Additional Charges	.15
Federal Universal Service Fed	5.65
IL Universal Service Fee	2.95
IL Telecom Relay Svc and Ego	.12
Cost Assessment Charge	3 33
Total Surcharges and Other Fors	21.35
Тилия	
Federal at 3%	5.38
llingis at 7%	12.99
Municipal Telecommunications Tax	12.99
Tatal Taxes	31,34
Total Place and Services	755.97

AT&T Long Distance

Message Regarding Terms & Con To view your Terms & Conditions Distance, access www.att.com/a or call AT&I at the toll free numbe Invoice Sussary (as of Aveebar D1, 2018)	for AT&T Long arvicepublications	
Correct Charges Service Charges		47.53
Credits and Adjustments		.00
Call Charges Surcharges and Other Face		2.97 8.52
Texes Total Invoice Sumary		7.37 66.39
Service Charges		
Aonthly Service Charges		
Type of Service	Period Oty	
1. Rin, Usage Charge	09/27-10/28 1 10/27-11/26 1	39.53
2. Bus Intl Cing Stand Total Monthly Service Charges		8.00 47.53
Total Service Charges		47,53
Coll Charges - Sep 27th thru Oct Colls for 312-337-1953 Dementic	24th	
No. Date Time Place Colled	Number Code Kin	Acount
3 10-11 334P PARKSIDE WI 2	62 909-7595 D t:00	.99

Page 2 of 3 Account Number 312 237-1953 Billing Date Nov 13, 2018

Invoice Number 012337195311

Involue Billing - Continued	
Ho. Data Time Place Celled Mumber Con	le Nin Aeount
4 10-25 10444 FORT MONTH TX 817 887-8402 0	
Subtotal Domestic Calls for 312-337-1953	2.87
Total Demestic Cella for 312-337-1953	2.87
Total Calls for 312-337-1953	2.67
Total Cell Charges	2.07
Surcharges and Other Fees	
5. Federal Regulatory Fee	1.73
B. Federal Universal Service Fee	8,08
7. IL ICC Fee Recovery	.02
8. IL State Infrastructure Maintenance Fee Rec	
9. IL USF Surcharge	.42
Total Surcharges and Other Fees	8,52
Taxas	
t0, Federal	.00
11. State	4.05
12. Hunicipal	3.32
13. Non Home State	.00
fotal Tazes	7.37
Total Invoice Charges	66.39
Key for Calling Codes:	
A Anytimo B Collect	C Celling Card
O Day E Evoning	F Cell Forwarding
H Third Number I Special Intrastate	L Late Night
M Multiple flate Period N Night/Weekend	
O Operator Completed - Dial Rates Apply	P. Person to Person
R Standard Oversoas S Station to Station	T Discount Overseas
X Conference Y Economy Overseas	3 Three Way
Total AT&T Long Distance	F6.39

AT&T Messaging	
Promotions and Discounts	
Item	
No. Description	
1 Discount for All For Less - Unlifed Messaging	
for Bill Period Nev 13, 2018	24.69GR
Monthly Service - Nov 13 thro Osc 12	
Charges for 312 337-1953	
Unified Messaging Lite	22.44

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AT&T Messaging	
Monthly Service - Continued	
Charges for 312 337-2002	
Unified Messaging Lite	22,44
Total Monthly Service	44.88
Total AT&T Messaging	20,00

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 \$346.35.

LOCAL TOLL INFO

Our records show that you have AT&T Illinois or a company that resells services of AT&T Illinois as your carrier for local toll service.

LONG DISTANCE INFO

Our records show that you have selected AT&T Long Distance or a company that resells services of AT&T Long Distance as the presubscribed carrier for all of your long distance services.

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 S5 payment convenience charge. You can mail your payment in the enclosed envelope.

BUSINESS RATE CHANGE

Effective January 4, 2019 rates for Access Lines and PBX Trunks will increase to \$165.00 (Access Areas A,B,C). For details on money saving discount plans, please call the number listed on your bill.

COST ASSESSMENT CHRG

Effective with bills issued on or after January 4, 2019, the Cost Assessment Charge will increase. The monthly rate will be \$2.48 per Access Line, Centrex Station, and ISDN Direct BRI. The monthly rate for ISDN Prime PRI will be \$12.48 and for PBX Trunks it will be \$22.32. The Cost Assessment Charge is a monthly charge for AT&T to recover its property taxes and ongoing costs incurred supporting the administration of local number portability. This charge is not a tax or fee that the government requires AT&T to collect from its customers. For more information, please contact an AT&T representative at the phone number listed on the front of your bill. BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415 Page 3 of 3 Account Number 312 337-1953 9055 Billing Date Nov 13, 2018

Invoice Number 312337195311

News You Can Use - Continued

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) increased on 10/1/2018. 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.



1 -.

> BRANDON WALSH **OBA WESTGATE FINANCIAL GR** 303 W WISCONSIN ST CHICAGO, IL 60514-5415

Page 3 of 4 Account Number 312 337-1953 Billing Date Apr 13, 2019

Web Site att.com

Invoice Number 312337195304

Mar 14 - Apr 13, 2019

Bill-At-A-Glance		Þ
Pravious Bill	1.401.50	7
Payment	.00	
Adjustments	29.90	
Past Due - Please Pay Immediately	1,431.40	
Current Charges	242.39	
Total Amount Due	\$1,673.79	
Current Charges Due in Full by	May 7, 2019	

Billing Summary

Distinct: ett.com/m yatt	
Plans and Services 1-800-321-2000	198.05
Repair Service: 1-S00-246-B454	
For more information on products and services cell 1-800-321-2000	
AT&T Long Distance 1-800-321-2000	34.24
AT&T Messaglag 1-800-321-2000	10,10
Total of Current Charges	242.39

. Total AT&T Savings . Thank you for choosing AT&T		726.33
Your ALL FOR LESS package includes Lo and additional qualifying products. Your	c=VLong Distance voi discounts are reflecte	ca service Id In
the applicable bil section for each of you	if astvices.	
Detail of Payments and A	djustments	
tem		
No. Data Doscription	Adjustments	Payments
 4-14 Late Payment Charges 	29.90	••••
olals	29.90	00 .
Plans and Services		
romations and Discounts		
tem		
lo. Description		
1 Discount for All For Less 2018 BLC for	Bill	
Period Apr 13, 2019	_	75.00CR
lonthly Service - Apr 13 three May 12		
Darges for 312 307-1953		
les Local Calling Unlimited A		65.00

. CARRIER INFO

News You Can Use Summary

. PREVENT DISCONNECT . PAYMENT OPTIONS WHITE PAGES (WP)

. COST ASSESSMENT CHRG See "News You Can Use" for additional information.

Record horrow portion with your exact is the onclosed envelope.

DUE BY: May 7, 2019 \$1,673.79

LATE: After May 7, 2019 \$1,709.59

Local Bervices provided by ATBT Aliests, ATBT Indians, ATBT Michiges, ATBT Chin at ATBT Wistonsin based upon the service address location.



Past Due Charges - \$1,431.40 - Please Pay Immediately Billing Date: Apr 13, 2019 Account Number Please include your account number on your check.

312 337-1953 798 9

00 GREEN - Encell in paperture billing.

Business Usage Serv Line Charge Unlimited Local Usage **Calling Name Display** Caller Identification Three Way Calling Call Forwarding Atternate Answering Busy Line Transfer Msg Wtg Audible & Visual Ind LINE-BACKER®

By choosing Bus Local Calling Unlimited A. you are saving \$242.81 over the cost of the same

services purchased separately. Federal Access Charge

> BRANDON WALSH DBA WESTGATE FINANCIAL DR 305 W WISCONSIN ST CHICAGO, IL 60614-5415

7.15

Make Chacks Payable to:

AT&T PO BOX 50BO CAROL STREAM IL 50197-5080



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BRANDON WALSH DBA WESTBATE RNANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415 Fage 2 of 4 Account Number 312 337-1953

Invoice Number 312337195304

Monthly Service - Continued			
Charges for 312 337-1977			
Bus Local Caffing Unlimited A			65.00
Business Usage Serv			
Line Charge			
Unlimited Local Usage			
Calling Name Display			
Caller Identification			
Three Wey Calling			
Call Forwarding			
LINE-BACKER®			
By choosing Bus Local Calling 1	Unlimited A.		
you are saving \$241.31 over the			
services purchased separately.			
,			
Federal Access Charge			7.15
_			
Charges for 312 337-2002			
Monthly Charges			.50
Bus Local Caliing Unlimited A			65.00
Business Usage Serv			
Line Chargo			
Unfimited Local Usege			
Calling Name Display			
Caller Identification			
Three Way Calling			
Cell Forwarding			
Alternete Answaring			
Mag Wag Audible & Visual In	nd		
LINE-BACKER®			
y choosing Bus Local Calling U	latimized A		
pu are saving \$242.21 over the			
Brvices purchased separately,	CAPT DI 014 99114		
orneos por enasos acharatory.			
ederal Access Charge			7.15
otal Manthly Service			216.95
dditions and Changes to Servic	Ce		
his section of your bill reflects : account activity.	energes and credit	resuring from	n
CCDUM BCUVAY. IBM		Mandhk	
	0	Monthly	Amount
o. Description Ale: Apr 12, 2019	Quantity	Rate	Billed
ate: Apr 12, 2019 rder Number 19008252679			
Effective Apr. 1, 2019, your Bill collection descents of			
Bill reflects a decrease of			
\$.39 in your Monthly			
Service charges. Charges er	ŧ.		
proreted from Apr. 1, 2019			
thru Apr 12, 2019 Monthly Service			.160

Local Calls	
Cell(s) Charged to 312 337-1953	
Unfinited Local Lisage Plan Summary	
54 Call(s) billed at no charge per call	.00
Total Call(s) Charged to 312 337-1953	.00
Call(s) Charged to 312 337-1977	
Valimited Local Usage Plan Sammary	
1 Collis) billed at no charge per call	.06
Total Call(s) Charged to 312 337-1977	.00
Calife) Charged to 312 337-2002	
Unlimited Local Usage Plan Summary	
5 Call(s) billed at no charge per call	.00
Total Calify) Charged to 312 337-2002	.00
Totel Local Calls	.00
Surcharges and Duber Fees	
9-1-1 Emergency System	
Billed for Chicago	15.00
State Infrastructure Meintenance Feo	.75
State Additional Charges	.13
Federal Universal Service Fee	5.40
IL Universal Service Fee	2.27
IL Telecom Relay Svc and Eqp	.12
Cost Assessment Charge	7.44
Total Surcharges and Other Fees	31.06
Texes	
Føderal at 3%	4.18
Illinois et 7%	10.51
Municipal Telecommunications Tax	10.51
Total Texes	25.20
Total Plans and Services	198.05

AT&T Long Distance

NOTICE OF PRICE INCREASE Thank you for being a valued AT&T customer. Effective June 12, 2019, the minimum usage charge lor customers that ere not on a long distance plan will increase from \$42.50 to \$47.50. The minimum usage charge only applies to customers that have not chosen a fong distance calling plan. For more information, to cancel service, or to discuss other long distance calling plans, please call the toll-free number on your bill or visit us anline at www.atl.com.

Massaga Regarding Terma & Conditions: To view your Terms & Conditions for AT&T Long Distance, access www.stl.com/servicepublications or call AT&T at the toll free number on your bit. Invoice Sumary (as of April 01, 2018) Current Charges Service Charges

25.00

O2006 ATBT Knewludge Unstares. All rights raserred,



BRANDON WALSH DBA WESTGATE FINANCIAL GR 365 W WISCONSIN ST CHICAGO, IL 50614-5415

Page 3 of 4 Account Number 312 337-1958 (1957) Billing Date Apr 13, 2019

Invoice Number 312337195304

Invoice Billing - Continued

Total Invoice Charges		34.24
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	-
0 Operator Completed -	Dial Retes Apply	P Person to Person
R Standard Overseas	S Station to Station	T Discount Overseas
X Conference	Y Economy Overseas	3 Three Way

Total AT&T Long Distance

34.24

AT&T Messaging

Promotions and Discounts	
ltem	
No. Description	
1 Discount for All For Less - Unified Messaging	
for Bill Period Apr 13, 2019	34.78CR
Monthly Service - Apr 13 thru May 12	
Charges for 312 337-1953	
Unជាខេd Massaging Lite	22.44
Charges for 312 337-2002	
Unified Messaging Lite	22.44
Total Monthly Service	44.88
Total AT&T Messeging	10.10

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 \$1,673,79.

CARRIER INFO

AT&T Long Distance, or a company that resells their service, is your long distance and local toll carrier.

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 payment convenience charge. You can mail your payment in the enclosed envelope.

AT&T Long Distance

	<u>111ng - Continued</u> nd Adjustments		
Call Char			.00
	a and Other Fees		.00 5.14
var enar ge. Taxas	and viller rees		5.14 4.10
	nice Summary		34.24
Service Cl)arg a t		
Nonthly Se	rvice Charges		
Type of Se		Period üty	
	inlimited 3 Line	03/27-04/26 1	15.00
	ntl Cing Stand	03/27-04/26 1	10.00
iotal Hont	hly Service Charges		25.00
iotal Serv	fice Charges		25.00
all Charg alls for	1ce Charges es - Feb 27th thru Har 312-337-1953	26th	25.00
Call Charg Calls for Comestic	es - Feb 27th thru Har 312-337-1953		
all Charg alls for Questic 0. Date	es - Feb 27th thru Har 312-337-1953 Time Place Called	<u>Number Code Nin</u>	<u>Asount</u>
all Charg alls for constic o. Date 3 3-07	es - Feb 27th thru Har 312-337-1953 <u>Time Place Called</u> 355P SNFC CNTRL CA 41	<u>NumberCode Min</u> 5 832-2000 D 3:30	<u>Amount</u> .00
all Charg alls for cuestic <u>0. Date</u> 3 3-07 4 3-07	es - Feb 27th thru Har 312-337-1953 <u>Time Place Called</u> 355P SNFC CNTRL CA 41 359P SNFC CNTRL CA 41	<u>NumberCode Hin</u> 5 832-2000 D 3:30 5 832-2000 D 4:12	Amount 00. 00.
Call Charg Calls for Comestic	es - Feb 27th thru Har 312-337-1953 <u>Time Place Called</u> 355P SNFC CNTRL CA 41	<u>NumberCode Hin</u> 5 832-2000 D 3:30 5 832-2000 D 4:12	<u>Anount</u> 00.
Call Charg Calls for Constic <u>10. Date</u> 3 3-07 4 3-07 5 3-07	es - Feb 27th thru Har 312-337-1953 <u>Time Place Called</u> 355P SNFC CNTRL CA 41 359P SNFC CNTRL CA 41	<u>Mumber Code Hin</u> 5 832-2000 D 3:30 5 832-2000 D 4:12 5 832-2000 D 6:36	Amount 00. 00.
Call Charg Calls for Comestic (0. Date 3 3-07 4 3-07 5 3-07 ubtotal D	es - Feb 27th thru Har 312-337-1953 <u>Time Place Called</u> 355P SNFC CNTRL CA 41 359P SNFC CNTRL CA 41 404P SNFC CNTRL CA 41	<u>Number Code Hin</u> 5 832-2000 D 3:30 5 832-2000 D 4:12 5 832-2000 D 6:36 37-1953	Amount 00. 00. 00.
Call Charg Calls for Comestic ID Date 3 3-07 4 3-07 5 3-07 Ubtotal D Octal Dome	es - Feb 27th thru Har 312-337-1953 <u>Time Place Called</u> 355P SNFC CNTRL CA 41 359P SNFC CNTRL CA 41 404P SNFC CNTRL CA 41 cmestic Calls for 312-3	<u>Number Code Hin</u> 5 832-2000 D 3:30 5 832-2000 D 4:12 5 832-2000 D 6:36 37-1953	Anount 00. 00. 00. 00.

5. Federal Regulatory Fee	1.33
7. Federal Universal Service Fee	3.50
8. IL ICC Fee Recovery	.01
9. IL State Infrastructure Maintenance Fee Recov	
10. IL USF Surcharge	.16
Total Surcharges and Other Fees	5.14

Texes .00 11. Federal .00 12. State 2.05 13. Municipal 2.05 14. Non Home State .00 Yotal Taxes 4.10

BRANDON WAŁSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, IL 60614-5415

Page 4 of 4 Account Number 312 337-1953 Billing Date Apr 13, 2019

Invoice Number 312337195304

News You Can Use

News You Can Use - Continued COST ASSESSMENT CHRG

AT&T charges you this monthly per line amount to recover its ongoing costs incurred for property taxes and supporting the administration of local number portability, a government program that enables customers to retain their telephone number when changing service providers. This fee is not a tax or charge that the government requires AT&T to collect from its customers.

WHITE PAGES (WP)

Some WP directories will move to a 14 month publication. If you normally receive an annual bill for your directory listings, you will be moved to a monthly bill. Questions regarding your directory listing bill, please call 800.303.6388 or, to get your free AT&T WP directory, where available, please call 877.243.8339 or visit www.mydirectories.yp.com.

AT&T PO BOX 5093 CAROL STREAM, IL 60197



SNMWILB

April 16, 2019

BRANDON WALSH DBA WESTGATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, 1L 60614-5415

Disconnect Notice

Account Number: 312-337-1953 🍅

AT&T appreciates your business. Our records show that your account is past due in the amount of \$1,491,50.

Failure to pay the past due balance, plus any current charges that become past due, by April 22, 2019 may result in interruption of your AT&T service and any other services associated with your account. These services may include, but are not limited to, internet, wireless, voicemail, or entertainment services.

Non-payment of 900 and some third party service provider charges will not result in interruption of local service, but may result in referral to a collection agency.

If your local telephone service is interrupted for non-payment, a restoral charge may apply. If payment is not received, your service will be disconnected. If your service is disconnected, new service orders will be required, service installation intervals may apply and additional reconnection charges may be requised.

This may be the only written notification or contact provided. If a payment is disbonored, no further notice may be given before discontinuing service,

Visit sub.att.com to pay your AT&T hills electronically, use the myAT&T app (where available) on your smartphone of vía our Interactive Voice Response system FREE of charge anytime day or night by calling 800-924-1743. Payments made with an AT&T representative may be subject to a \$5.00 convenience fee. You may also pay at an authorized payment location. Go to www att.com/paylocations to find a payment location near you. If you wish to discuss this notice, please contact us at the number above.

We value you as a customer and hope that you can belp us avoid this action by making your payment today. If you have already submitted your payment, we thank you and you may disregard this notice.

Thank you for choosing AT&T

Els a madriska gold de Parat

Account Number 312-337-1953 344 Please include your account number on your check, Amount Due, \$1,401.50 Due by Date: April 22, 2019

Amount Enclosed:

Make Checks Payable to:

BRANDON WALSH DBA WESTOATE FINANCIAL GR 305 W WISCONSIN ST CHICAGO, N. 60614-5415



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Total payment amount	\$1,431.40
Account number	3123371953
🔮 Thanks!	\$1,431.40
Payment confirmed and email receipt h	as been sent.
Scheduled for	Apr 21, 2019
Confirmation number	6627MYW9N04TY78
Method	New debit / credit card
Card number	xxxxxxxxxx3003
Expiration date	12/2021
Billing ZIP Code	60614
Payments may not appear in your balan	an for up to 24 bours

Payments may not appear in your balance for up to 24 hours.

What's next?

- >> More payment information
- > View payment history