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RECEIVED

JAN 11 2016

P.U.C.

January 7, 2016

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: **Section 63.71 Application of AT&T**

Dear Ms. Dortch:

On January 6, 2016, AT&T Services, Inc., on behalf of its affiliates, AT&T Alaska d/b/a AT&T Corp., AT&T Communications of Indiana, LLC d/b/a AT&T Corp., AT&T Communications of New York, Inc. d/b/a AT&T Corp., AT&T of Texas, LLC d/b/a AT&T Corp., AT&T Communications of Virginia, LLC d/b/a AT&T Corp., **AT&T Corp.**, BellSouth Telecommunications, LLC d/b/a AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T South Carolina, AT&T Mississippi, AT&T North Carolina, and AT&T Tennessee, **BellSouth Long Distance d/b/a AT&T Long Distance Service**, Illinois Bell Telephone Company d/b/a AT&T Illinois, Indiana Bell Telephone Company, Inc. d/b/a AT&T Indiana, Michigan Bell Telephone Company d/b/a AT&T Michigan, The Ohio Bell Telephone Company d/b/a AT&T Ohio, Pacific Bell Telephone Company d/b/a AT&T California and AT&T Nevada, **SBC Long Distance d/b/a AT&T Long Distance**, Southwestern Bell Telephone Company d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas, **Teleport Communications of America, LLC d/b/a AT&T Corp.**, Teleport Communications Group d/b/a AT&T Corp., and Wisconsin Bell, Inc. d/b/a AT&T Wisconsin filed a Section 63.71 Application to discontinue offering certain Operator Services throughout the United States and U.S. territories.

AT&T is filing an amended 214 Application on January 7, 2016, to correct the discontinuance date in the application that was submitted on January 6, 2016. If you have any further questions, please do not hesitate to contact me or Dave Talbott on (202) 457-3039.

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, DC 20554**

In the Matter of)	
)	
Section 63.71 Application of)	
)	File No.
AT&T Alaska,)	
AT&T Communications of Indiana, LLC,)	
AT&T Communications of New York, Inc.,)	
AT&T Communications of Texas, LLC)	
AT&T Communications of Virginia, LLC,)	
AT&T Corp.,)	
BellSouth Telecommunications, LLC,)	
BellSouth Long Distance,)	
Illinois Bell Telephone Company,)	
Indiana Bell Telephone Company, Inc.,)	
Michigan Bell Telephone Company,)	
The Ohio Bell Telephone Company,)	
Pacific Bell Telephone Company,)	
SBC Long Distance,)	
Southwestern Bell Telephone Company,)	
Teleport Communications of America, LLC,)	
Teleport Communications Group, and)	
Wisconsin Bell, Inc.)	
)	
For Authority Pursuant to Section 214 of)	
The Communications Act of 1934, As Amended,)	
To Discontinue the Provision of Service)	

SECTION 63.71 APPLICATION OF AT&T

AT&T Services, Inc. on behalf of its affiliates, AT&T Alaska d/b/a AT&T Corp., AT&T Communications of Indiana, LLC d/b/a AT&T Corp., AT&T Communications of New York, Inc. d/b/a AT&T Corp., AT&T of Texas, LLC d/b/a AT&T Corp., AT&T Communications of Virginia, LLC d/b/a AT&T Corp., AT&T Corp., BellSouth Telecommunications, LLC d/b/a AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T South Carolina, AT&T

Mississippi, AT&T North Carolina, and AT&T Tennessee, BellSouth Long Distance d/b/a AT&T Long Distance Service, Illinois Bell Telephone Company d/b/a AT&T Illinois, Indiana Bell Telephone Company, Inc. d/b/a AT&T Indiana, Michigan Bell Telephone Company d/b/a AT&T Michigan, The Ohio Bell Telephone Company d/b/a AT&T Ohio, Pacific Bell Telephone Company d/b/a AT&T California and AT&T Nevada, SBC Long Distance d/b/a AT&T Long Distance, Southwestern Bell Telephone Company d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas, Teleport Communications of America, LLC d/b/a AT&T Corp., Teleport Communications Group d/b/a AT&T Corp., and Wisconsin Bell, Inc. d/b/a AT&T Wisconsin, collectively referenced herein as AT&T, applies for authority under Section 214(a) of the Communications Act, as amended (“the Act”), 47 U.S.C. § 214 and Section 63.71 of the Federal Communications Commission’s (“Commission”) rules, 47 C.F.R. § 63.71, to discontinue offering certain Operator Services throughout the United States and U.S. territories.

As required by Section 63.71(a) and (b) of the Commission’s rules, AT&T is providing the following information:

Name and Address of Carrier (47 C.F.R. §§ 63.71(a)(1), (b)(2)):

AT&T Alaska d/b/a AT&T Corp.
AT&T Communications of Indiana, LLC d/b/a AT&T Corp.
AT&T Communications of New York, Inc. d/b/a AT&T Corp.
AT&T Communications of Texas, LLC d/b/a AT&T Corp.
AT&T Communications of Virginia, LLC d/b/a AT&T Corp.
AT&T Corp.
BellSouth Telecommunications, LLC d/b/a AT&T Southeast
BellSouth Long Distance d/b/a AT&T Long Distance Service
Illinois Bell Telephone Company d/b/a AT&T Illinois
Indiana Bell Telephone Company, Inc. d/b/a AT&T Indiana
Michigan Bell Telephone Company d/b/a AT&T Michigan
The Ohio Bell Telephone Company d/b/a AT&T Ohio

Pacific Bell Telephone Company d/b/a AT&T California
SBC Long Distance d/b/a AT&T Long Distance
Southwestern Bell Telephone Company d/b/a AT&T Southwest,
Teleport Communications of America, LLC d/b/a AT&T Corp.
Teleport Communications Group d/b/a AT&T Corp.
Wisconsin Bell, Inc. d/b/a AT&T Wisconsin

The address for these entities for purposes of this application is:

60 West Avenue, Room 405, Wayne, PA. 19087.

Date of Planned Service Discontinuance (47 C.F.R. §§ 63.71(a)(2), (b)(2)):

AT&T plans to discontinue this service to its retail customers on or after March 18, 2015, subject to Commission authorization of the discontinuance. In addition, AT&T plans to discontinue this service to wholesale customers that purchase these services pursuant to an agreement on or after June 4, 2016¹, subject to Commission authorization pursuant to 47 C.F.R. § 63.71(c).

Points of Geographic Areas of Service Affected (47 C.F.R. §§ 63.71(a)(3), b(2)):

AT&T will discontinue this service throughout its geographic service areas throughout the United States² including the District of Columbia and the U.S. territories of Puerto Rico and the U.S. Virgin Islands.

Brief Description of Type of Service Affected (47 C.F.R. §§ 63.71(a)(3), b(2)):

AT&T is discontinuing the following Operator Services:

¹ AT&T began providing its wholesale customers notice of these service changes in 2014, but out of an abundance of caution, AT&T is providing its wholesale customers additional time to address any applicable customer notification and/or legal/regulatory requirements.

² This proposed discontinuance of service does not apply to AT&T Corp.'s local residential customers in Maine, New Hampshire and Vermont. In these states, AT&T Corp. provides local services under an agreement with FairPoint Communications, and will continue to provide all Operator Services provided by FairPoint, until such time as FairPoint discontinues such services or until AT&T Corp. no longer provides local residential services in those states. However, this proposed discontinuance applies to interstate Operator Service provided by AT&T Corp. to residential and business customers.

1. **Collect Calling** - a billing arrangement by which the charge for an operator assistance call may be reversed (charged to the called station) provided the charge is accepted at the called station.
2. **Person-to-Person Calling** - a service where the person originating an operator assistance call specifies to the Company operator a particular person to be reached, a particular mobile service point to be reached through a Mobile Telephone Service attendant, or particular PBX service point, department, or office to be reached.
3. **Billed to Third Party** - a billing arrangement by which an operator assistance call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated.
4. **Busy Line Verification (BLV)** - allows an operator to establish a "talking" connection to an apparently busy station line to determine if the station line is in working order.
5. **Busy Line Interruption (BLI)** – allows an operator to interrupt a voice conversation in progress on a line to advise the interrupted subscriber that the interrupting party has a need to reach the subscriber.
6. **International Directory Assistance** - allows customers to obtain telephone numbers for international locations where such information is available to AT&T.

AT&T is discontinuing these services because of low market demand. Operator assistance calls have been declining at a rate of about 18.0% per year for the last several

years. Indeed, AT&T's operator assistance traffic volumes have dropped by 93% since 2004, and on average, AT&T has experienced more than an 18.7% decline in the volumes of these services over the last two years. These services have declined in popularity over the years due to the growth of other communication methods, including mobile phones, text messaging, email, and other social media applications. In regards to International Directory Assistance, many international telecommunications carriers no longer provide operator assistance services, which makes AT&T's service obsolete in those countries.

Further, if an end user wishes to continue to use these services, they can obtain alternative services from other wireline interexchange carriers providing operator services. Equal access and toll presubscription continues to be available, therefore, customers can reach their preferred primary IXC operator by dialing 00, or can reach a different IXC using widely available dial around services such as 10XXX, 800 numbers, etc. For all of these reasons, the public convenience and necessity will not be impaired by the discontinuance of these services.

AT&T will continue to provide Sent Paid Calls (e.g., direct dial assistance), Emergency Call Assistance and Rate Quotes where these services are currently provided.

Brief Description of the Dates and Methods of Notice to All Affected Customers (47 C.F.R. § 63.71(b)(3)):

AT&T sent customer notification letters via U.S. mail as an attachment to each customer's monthly bill between September 28, 2015 and December 31, 2015. In addition, AT&T posted copies of its customer notifications in several locations on its website at http://serviceguide.att.com/ACS/ext/pcn.cfm?type=SN_STSI,

<http://serviceguide.att.com/service/library/ext/aslstate.cfm?state=RI>,

<http://www.att.com/gen/public-affairs?pid=9700>,

http://cpr.att.com/pdf/bsld/fc/inter_intl_res_cust_notice_trans.html, and

http://cpr.att.com/pdf/sbclld/is/inter_res_cust_notice_trans.html.

In addition, beginning on October 10, 2015, when an AT&T customer uses one of the Operator Services included in this proposed discontinuance of service, an AT&T operator informs the customer of the proposed discontinuance, and provides a phone number where the customer can obtain additional information.

Copies of this Application are being sent, first class U.S. Mail, to the public utilities commissions and governors of the affected states and territories, and also to the Special Assistant for Telecommunications to the Secretary of Defense, as required by 63.71(a) of the Commission's rules.

Regulatory Classification of Carrier (47 C.F.R. § 63.71(b)(4)):

AT&T offers these services through affiliates that are considered dominant as well as other affiliates that are considered non-dominant. For ease of administration, AT&T consents to this application being reviewed pursuant to the Commission's processes that are applicable to dominant carriers.

Questions about this application may be addressed to David Talbott, AT&T Services, Inc., Assistant Vice-President – Federal Regulatory, 1120 20th Street, NW, Suite 1000, Washington, DC 20036, (202) 457-3039.

Conclusion:

The public convenience and necessity will not be adversely affected by the discontinuance of these services because other providers continue to provide operator

services, and the majority of the market has already replaced these services with other communications services and/or applications. AT&T respectfully requests that the Commission approve its Section 63.71 Application to discontinue the Operator Services discussed herein.

Respectfully submitted,

By: /s/ Terri L. Hoskins

Terri L. Hoskins
Christopher Heimann
Gary L. Phillips
David Lawson

AT&T Inc.
1120 20th Street, N.W.
Washington, D.C. 20036

(202) 457-3047

Its Attorneys

January 6, 2016

ATTACHMENT A
Customer Notices

News You Can Use

News You Can Use

ACCOUNT STATUS

Where allowed by law, AT&T may implement late payment interest of no more than 18% annually. Rates will vary based on state regulations. Interest will be calculated based upon daily balances and will be applicable for each day that a delinquent balance is outstanding. This charge will apply to all balances that are delinquent through such time that payment in full is received at AT&T. The late payment interest will be billed on a monthly basis. Accounts billed outside the US will not be charged LPI.

Where allowed by law, AT&T may implement a \$25 service fee for restoration of service where delinquency has caused an interruption. This fee will be applicable to each account that is being restored and will be included on your monthly billing statement.

Some products require electronic billing as their official bill media. When electronic billing is the official bill media, an informational statement may be sent containing some of the same information as the electronic bill. The informational statement is not your bill. However, if you choose to mail your payment instead of paying electronically, the informational statement has a tear-off that can be used to submit your payment.

JUST FOR YOUR BUSINESS

Make a statement - by not receiving one. View and download your bill details electronically via View Bills from the BusinessDirect website! This state-of-the-art online bill provides all the information that is necessary to manage your business. Pay, view and download your bill, in one easy step ... and it's FREE! For access to BusinessDirect, and View Bills, Please contact your Account Executive.

Where allowed by law, AT&T will charge a \$25 fee for any payment returned for insufficient funds, applied on your next invoice. AT&T values your business and thanks you for your cooperation in this matter.

REGULATORY NEWS

****Important News About Your Account****

You are requested to provide in writing to AT&T, within six months of this bill, any dispute with respect to the charges on this bill, unless a different notification period applies under your contract, State Tariff and/or Service Guide.

You can reach AT&T either by using the toll free number on your bill, or in writing at the remittance address listed on your bill.

http://serviceguide.att.com/servicelibrary/business/ext/state_tariff_buss.cfm

If you receive service pursuant to a signed contract or other term agreement with AT&T and it is currently in effect, its terms will govern the provision of your AT&T service.

AT&T's standard contract for detariffed services not covered by a signed contract or term agreement, including expired contracts or term plans that are not renewed, can be found at: <http://www.att.com/business/agreement>. Important limits of liability apply, including: AT&T is not liable for indirect or consequential damages (such as your lost profits or other economic loss), and direct damages during any 12 months cannot exceed one month of your payments for affected service.

Additional terms, conditions, charges, penalties, and price change information for all detariffed business services can be viewed at <http://www.att.com/serviceguide/business>. If you do not have access to the Internet, please contact your AT&T Sales Representative or Customer

News You Can Use

REGULATORY NEWS - Continued Care Center for information.

Federal regulation requires AT&T to inform our valued customers that basic local services will not be disconnected for the non-payment of non-regulated service charges. To avoid collection activity, please remember to pay all charges by the due date.

In addition, you may experience disconnection of your basic local service if payment is not received for the Long Distance portion of your bill except in the following states: Alabama, Arizona, California, Colorado, Hawaii, Idaho, Indiana, Iowa, Maryland, Michigan, Minnesota, Missouri, New Mexico, New York, New Jersey, North Carolina, North Dakota, Ohio, Oklahoma, Pennsylvania, Texas, Utah, Vermont, Virginia, Washington.

Connecticut Customers only: You may experience disconnection of your basic local service for the non-payment of Dial Tone and Directory Listing charges on your bill.

SERVICE WITHDRAWAL

Pending federal and state regulatory approval where applicable, on or after March 18, 2016, AT&T Corp. will discontinue the following services originating and terminating in the United States, the District of Columbia, Puerto Rico, the U.S. Virgin Islands and all international locations: Bill to a Third Number, Busy Line Verify / Interrupt, Collect, International Directory Assistance, and Person-to-Person. The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the section 63.71 Application of AT&T Corp., AT&T Communications of Indiana, LLC, AT&T Communications of New York Inc., AT&T Communications of Texas, LLC, AT&T Communications of Virginia, LLC, AT&T Alaska and Teleport Communications Group. Comments information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY at 711. Thank you, AT&T, 60 West Avenue, Room 405 Wayne, PA. 19087.

Attention Valued AT&T Customers:

If your invoice includes any back-billed charges, you have the right to pay these charges in full with your regular bill, or to call AT&T to make reasonable payment arrangements. You may choose to pay the back-billed amount in monthly installments equal to the number of back-billed months. Please take note that you must pay the full amount of your phone bill each month, including installments to repay back-billed charges, in order to avoid possible disconnection and other charges and penalties. If you are interested in using this payment method for any back-billed amount, please call AT&T on the toll-free number located on your bill.

DO NOT CALL

If your business makes outbound telephone solicitations, you must comply with federal do-not-call laws and regulations (47 C.F.R. 64.1200 and 16 C.F.R. 310) and any applicable state laws.

Attention Pennsylvania Customers:



Plans and Services

Local Calls

Direct Dialed Calls

Local Toll - Over 15 Miles

Table with 2 columns: Description (1 Minute(s) / Flat Rate) and Amount (.35)

Total for Direct Dialed Calls

Day Rate: Mon-Fri, 9am-11am, 2pm-8pm
Evening Rate: Mon-Fri, 8am-9am, 11am-2pm, 8pm-9pm - 0% Discount
Night/Wknd Rate: 9pm-8am, Sat/Sun/Holidays - 0% Discount

1 Call(s) made this month averaged \$.35 per call

Local Saver Pack Unlimited

52 Call(s) were placed this month

Surcharges and Other Fees

Table with 2 columns: Description (9-1-1 Emergency System, Billed for Chicago, etc.) and Amount (3.90, .12, etc.)

Taxes

Table with 2 columns: Description (Federal at 3%, Illinois at 7%, etc.) and Amount (.67, 1.64, etc.)

Total Plans and Services 31.68

AT&T Messaging

Monthly Service - Oct 22 thru Nov 21

Unified Messaging 8.95

Total AT&T Messaging 8.95

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.

News You Can Use - Continued

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 indicate that you have chosen not to have a long distance company.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

PAYMENT OPTIONS

Use the myAT&T App* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Illinois Bell Telephone Company d/b/a AT&T Illinois (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected.

IL UNIVERSAL SVC FEE

The IL Universal Service Fee will increase on 10/1/2015. This fee helps to maintain affordable rates for IL consumers in high-cost areas. Your current bill reflects this change.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received.



News You Can Use

News You Can Use - Continued

SERVICE INFORMATION

Your local services are provided by AT&T Indiana (Indiana Bell Telephone Company Incorporated). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), AT&T Communications of Indiana, LLC (Intrastate), and/or AT&T Corp. (Interstate and International). You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Indiana Bell Telephone Company d/b/a AT&T Indiana (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the \$63.71 Application of AT&T Indiana and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA. 19087.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

News You Can Use - Continued

PAYMENT OPTIONS

Use the myAT&T App* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5 convenience charge. *Compatible device and account registration required. Messaging and data charges may apply for download and usage.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

RATE NOTICE

The monthly rate will increase by \$2 on 1/3/2016 for the following packages: Complete Choice® Basic, Complete Choice® Enhanced, ALL DISTANCE® and ALL DISTANCE® ONLINE. To learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

RATE NOTICE

Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute out-of-state rates will increase from \$1.30 to \$1.50 on 1/1/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

RATE INCREASE

The monthly rate for Automatic Callback, Call Control, Call Screening, Multi-Ring 1st Number, Repeat Dialing, Speed Calling 8 and Three-Way Calling will increase from \$8.50 to \$9.00 on 1/3/2016. You will not be impacted by this increase if you subscribe to these features as part of a package. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

ONLINE BILL SUPPORT

Register at att.com/managemyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

MAKING PAYMENTS EASY

AT&T offers several convenient ways to pay your bill. You can pay online at att.com, use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

CUSTOMER SUPPORT

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Tagalog 800.956.8084; Russian 888.882.4839; Polish 800.417.1588. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.



Plans and Services

Table with 2 columns: Tax/Service, Amount. Rows include Federal at 3%, State at 6%, Total Taxes, and Total Plans and Services.

AT&T Internet Services

Notice: Charges appearing in this section are for services provided by AT&T Corp. and/or by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin, based upon your service address location.

For Billing Inquiries: High Speed Internet (DSL): 877.722.3755, Web Hosting: 888.932.4678, ConneCTech: 888.354.1260, AT&T Wi-Fi contact information located at attwifi.com.

Itemized Charges and Credits

Table with 3 columns: No., Date, Description, Amount. Includes services for 22642382 and Total AT&T Internet Services.

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.

LOCAL TOLL INFO

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

LONG DISTANCE INFO

Our records indicate that you have chosen not to have a long distance company.

News You Can Use - Continued

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Michigan Bell Telephone Company d/b/a AT&T Michigan (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

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MOVING SOON?

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PAYMENT OPTIONS

Use the myAT&T App* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at www.att.com/stoppaper using your checking account. It's easy, secure, and convenient!



AT&T Long Distance

Message 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 Summary
(as of October 09, 2015)

Table with 2 columns: Description, Amount. Rows include Service Charges (7.95), Credits and Adjustments (.00), Call Charges (.00), Surcharges and Other Fees (2.89), Taxes (.76), Total Invoice Summary (11.60).

Service Charges

Monthly Service Charges

Table with 3 columns: Type of Service, Period, Qty, Amount. Row 1: Nation Call 60 Prfd, 10/07-11/06, 1, 7.95. Total Monthly Service Charges: 7.95.

Total Service Charges 7.95

Surcharges and Other Fees

Table with 2 columns: Description, Amount. Rows include Carrier Cost Recovery Fee (1.99), Federal Universal Service Fee (.90), Total Surcharges and Other Fees (2.89).

Taxes

Table with 2 columns: Description, Amount. Rows include Federal (.00), State (.62), Municipal (.14), Non Home State (.00), Total Taxes (.76).

Total Invoice Charges 11.60

Total AT&T Long Distance 11.60

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 \$66.51.

CARRIER INFO

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

News You Can Use - Continued
MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

PAYMENT OPTIONS

Use the myAT&T App* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5 convenience charge. *Compatible device and account registration required. Messaging and data charges may apply for download and usage.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, The Ohio Bell Telephone Company d/b/a AT&T Ohio (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the \$63.71 Application of AT&T Ohio and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111 or at att.com. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA. 19087.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for auto payment at www.att.com/toppaper using your checking account. It's easy, secure, and convenient!



Plans and Services

Table with 2 columns: Item, Amount. Rows include Taxes (Federal at 3%, State at 5%, County at .5%, Stadium at .1%, Total Taxes 3.65) and Total Plans and Services 47.34.

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.

LOCAL TOLL INFO

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

LONG DISTANCE INFO

Our records indicate that you have chosen not to have a long distance company.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Wisconsin Bell, Inc. d/b/a ATT Wisconsin (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected.

News You Can Use - Continued
MOVING SOON?

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PAYMENT OPTIONS

Use the myAT&T App* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner.

SERVICE INFORMATION

Your local services are provided by AT&T Wisconsin (Wisconsin Bell, Inc.). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp.

RATE NOTICE

The Restoral of Service Fee for a Residence or Business line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at att.com or call 800.288.2020.

RATE NOTICE

Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute out-of-state rates will increase from \$1.30 to \$1.50 on 1/1/2016.

RATE NOTICE

The monthly rate for the following Primary and Additional Access Lines will increase on 1/3/2016: Access Area A and B from \$25 to \$26 and Access Area C from \$21 to \$24.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed.



News You Can Use

PAYMENT OPTIONS

Use the myAT&T App* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. *Compatible device and account registration required. Messaging and data charges may apply for download and usage.

RATE NOTICE

The Restoral of Service fee for a residence line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at att.com or call 800.288.2020.

RATE NOTICE

The monthly rate for Priority Call will increase from \$7.50 to \$9.00 on 1/3/2016. If you subscribe to this feature as part of a package, the rate you pay will not change. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

COLLECTION POLICY

If your final balance remains unpaid after the DUE BY date, it may become necessary to send your account for further collection activity. You may be held responsible for fees associated with the collection efforts, including attorney's fees, as permitted by law. If you have any questions, please contact us at 800.288.2020. AT&T appreciates your business and we look forward to doing business with you in the future.

RATE NOTICE

Your monthly rate for Residence Access Line Service will increase to \$26 on 1/3/2016. If you subscribe to one of our packages, you may not be impacted by this increase. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Arkansas (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

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ONLINE BILL SUPPORT

Register at att.com/managermyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

MAKING PAYMENTS EASY

AT&T offers several convenient ways to pay your bill. You can pay online at att.com, use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

CUSTOMER SUPPORT

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Japanese 800.573.7573. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.

EASY ONLINE SUPPORT!

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit att.com/support for self help tools, FAQs and troubleshooting tips. Check out att.com/repair to view our simplified online repair experience or visit att.com/bill to find answers to your billing questions.

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:

- The inside of the AT&T White Pages directory, or
- Visit us on the web at att.com/terms

TOLL AVAILABILITY

The long distance availability limit on your account is \$200.00

SERVICE INFORMATION

Your local services are provided by AT&T Arkansas (Southwestern Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.



DIRECTV

Taxes	
1. Sales Tax	6.81
Total DIRECTV	92.80

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges such as your telephone line, fees and surcharges, and any feature package, if applicable, MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$55.63. Also, neglecting to pay for other charges such as long distance, voice mail, InLine®, wireless, and Internet may result in these services being interrupted.

LONG DIST. PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT(800.668.3288). Moves of Lifeline service must be placed via phone.

ELECTRONIC PAYMENTS

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RATE NOTICE

Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute Out-of-State rates will increase from \$1.30 to \$1.50 on 1/1/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

SAVE WITH LIFELINE

Eligible customers can receive a discount on their monthly local telephone service. You may qualify if you participate in one of the following programs: Medicaid, SNAP, TANF, General Assistance, SSI, LIEAP, National School Lunch free lunch program, Federal Public Housing/Section 8, Food Distribution Program or if your income is at or below 150% of the federal poverty level. Call 877.677.0250 for information.

PAYMENT OPTIONS

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RATE NOTICE

The Restoral of Service fee for a residence line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at att.com or call 800.288.2020.

COLLECTION POLICY

If your final balance remains unpaid after the DUE BY date, it may become necessary to send your account for further collection activity. You may be held responsible for fees associated with the collection efforts, except for attorney fees, as permitted by law. If you have any questions, please contact us at 800.288.2020. AT&T appreciates your business and we look forward to doing business with you in the future.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Kansas (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

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News You Can Use

RATE NOTICE

Your monthly rate for Residence Access Line Service will increase to \$26 on 1/3/2016. If you subscribe to one of our packages, you may not be impacted by this increase. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Missouri (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

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EASY ONLINE SUPPORT!

Online support is quick, easy and available 24x7! Have questions about your AT&T products, features or services? Visit att.com/support for self help tools, FAQs and troubleshooting tips. Check out att.com/repair to view our simplified online repair experience or visit att.com/bill to find answers to your billing questions.

Terms and Conditions

For a complete listing of Terms and Conditions, please refer to:

- The inside of the AT&T White Pages directory, or
- Visit us on the web at att.com/terms

SERVICE INFORMATION

Your local services are provided by AT&T Missouri (Southwestern Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.



News You Can Use

MOVING SOON?

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ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

RATE NOTICE

Your monthly rate for Complete Choice® Basic, Complete Choice® Enhanced or ALL DISTANCE® will increase by \$2 on 1/3/2016. To learn more, visit us at att.com or call 800.288.2020.

RATE NOTICE

Local Toll (Interstate/IntraLATA Toll Service) Day, Evening & Weekend per minute Out-of-State rates will increase from \$1.30 to \$1.50 on 1/1/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-savings services, please visit us at att.com or call 800.288.2020.

RATE INCREASE

The monthly rate for Selective Call Forwarding will increase from \$8.50 to \$9.00 on 1/3/2016. If you subscribe to this feature as part of a package, the rate you pay will not change. If you have any questions or to learn more about our money-saving services, please visit us at att.com or call 800.288.2020.

RATE NOTICE

The per minute rate for In-State (Intrastate/IntraLATA) Local Toll Calls will increase from \$0.40 to \$0.45 on 1/3/2016. This change does not apply to AT&T Long Distance rates. If you have any questions or to learn more about our money-savings services, please visit us at att.com or call 800.288.2020.

PAYMENT OPTIONS

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RATE NOTICE

The Restoral of Service fee for a residence line will increase from \$35 to \$39 on 1/3/2016. For more information, please visit us online at att.com or call 800.288.2020.

RATE NOTICE

The monthly rate for Priority Call will increase from \$7.50 to \$9.00 on 1/3/2016. If you subscribe to this feature as part of a package, the rate you pay will not change. If you have any questions or to learn more about our money-savings services, please visit us at att.com or call 800.288.2020.

RATE NOTICE

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COLLECTION POLICY

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SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Oklahoma (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the §63.71 Application of AT&T Oklahoma and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.

ONLINE BILL SUPPORT

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AT&T Long Distance

Important Information - Continued

Distance, access www.att.com/servicepublications or call AT&T at the toll free number on your bill.

Invoice Summary

(as of October 13, 2015)

Table with 2 columns: Description, Amount. Includes Current Charges, Service Charges, Credits and Adjustments, Call Charges, Surcharges and Other Fees, Taxes.

Total Invoice Summary 31.73

Service Charges

Monthly Service Charges

Table with 4 columns: Type of Service, Period, Qty, Amount. Includes Unlimited Call One.

Total Service Charges 25.00

Surcharges and Other Fees

Table with 2 columns: Description, Amount. Includes Carrier Cost Recovery Fee, Federal Universal Service Fee, State Cost-Recovery Fee, TX Utility Gross Receipts Assessment, Texas Universal Service.

Taxes

Table with 2 columns: Description, Amount. Includes Federal Tax, State and Local Taxes.

Total AT&T Long Distance 31.73

News You Can Use

PREVENT DISCONNECT

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LONG DIST. PROVIDERS

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier.

MOVING SOON?

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ELECTRONIC PAYMENTS

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SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Southwestern Bell Telephone Company d/b/a AT&T Texas (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

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ONLINE BILL SUPPORT

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Vertical text at the bottom of the page, likely a scanning artifact or bleed-through from the reverse side.



AT&T Long Distance

Key to Calling Codes

D Day Z Other

Total Other AT&T Long Distance .00

News You Can Use

PREVENT DISCONNECT

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this account that amount is \$56.90. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

CARRIER INFORMATION

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

LATE CHARGE REMINDER

A flat \$6.50 Late Payment Charge may apply to any unpaid balance as of your next bill date. For more information, please visit us online at att.com or call 800.288.2020.

PAYMENT OPTIONS

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Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Nevada Bell Telephone Company d/b/a AT&T Nevada (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the \$63.71 Application of AT&T Nevada and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.

MAKING PAYMENTS EASY

AT&T offers several convenient ways to pay your bill. You can pay online at att.com, use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

ONLINE BILL SUPPORT

Register at att.com/managedmyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

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CUSTOMER SUPPORT

AT&T speaks many languages. English 800.288.2020; Spanish 800.870.5855; Russian 888.882.4839; Polish 800.417.1588; Cantonese 800.281.2288; Mandarin 888.333.2828; Korean 800.300.6657; Vietnamese 800.300.5315; Japanese 800.573.7573; Tagalog 800.956.8084. All other languages 800.203.8600; Disabilities and Aging 800.772.3140.



News You Can Use

PAYMENT OPTIONS

Use the myAT&T App* on your smartphone, visit att.com/bill to pay your AT&T bills electronically, or use our Interactive Voice Response system FREE of charge anytime day or night by calling 800.288.2020. Payments made with an AT&T representative will be assessed a \$5.00 convenience fee. *Compatible device and account registration required. Messaging and data charges may apply for download and usage.

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SURCHARGE INCREASE

The CA Universal LifeLine Telephone Service (ULTS) surcharge increased from 3.80% to 5.50% on 10/1/2015. If you have any questions, please call us at the number listed on the front of your bill.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, Pacific Bell Telephone Company, d/b/a AT&T California (AT&T) and SBC Long Distance, LLC d/b/a SBC Long Distance d/b/a AT&T Long Distance will discontinue the following services on or after March 18, 2016: Bill to a Third Number, Busy Line Verify/Interrupt, Collect calls, Person to Person calls, and International Directory Assistance Service.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file them electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the \$63.71 Application of AT&T California and AT&T Long Distance. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire a reasonable substitute service. AT&T Customer Service can be reached at the toll-free number on your bill or V/TTY 800.651.5111. Thank you, AT&T, 60 West Avenue, Room 405, Wayne, PA, 19087.

CA LIFELINE REMINDER

AT&T offers LifeLine Telephone Service for eligible low income customers. California LifeLine provides basic residential telephone service at discounted rates on Flat Rate and Measured Rate service. The Federal Lifeline program offers an additional benefit, Tribal Lands/Enhanced Lifeline. Tribal Lands/Enhanced Lifeline provides free monthly local access after credits are applied. To be eligible for Tribal Lands/Enhanced Lifeline, customers must live on federally recognized Tribal Lands. Additional service connection credits may also apply.

ONLINE BILL SUPPORT

Register at att.com/managermyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

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CUSTOMER SUPPORT

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Terms and Conditions

THREE PAYMENT OPTIONS: Electronically: through Automatic Payment Service or Online: AT&T eBillSM. At an Authorized Payment Location. Or mail to AT&T PO BOX 5025, Carol Stream, IL 60197-5025.

BILLING QUESTIONS: Call us at 800.288.2020, or write to: AT&T Residence Service, 2150 Webster Street, Room 401, Oakland, CA 94612; or AT&T Business Service, 14575 Presidio Square, Room CR, Houston, TX 77083; or visit att.com. If you have a complaint you cannot resolve with us, write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave, San Francisco, CA 94102 or at cpuc.ca.gov, or call 800.649.7570 or TDD 800.229.6846. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov call 888.225.5322, or TTY 888.835.5322. Note: The CPUC handles complaints for both interstate and intrastate unauthorized carrier changes ("slamming"). The California consumer protection rules are available online at calphoneinfo.com.

FEDERAL SURCHARGES: The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

TARIFF INFORMATION: Call 1-888-319-8800 or visit our web site www.att.com/servicepublications.

CALLER ID SELECTIVE & COMPLETE BLOCKING: Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial *67 (1167 - rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls except those you elect not to block. Dial *82 (1182 - rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

SERVICE INFORMATION

Your local services are provided by AT&T California (Pacific Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to att.com/servicepublications. Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.

CERTIFICATE OF SERVICE

I, **Lacretia Hill**, certify that I have, on January 6, 2016 served a copy of the foregoing Section 63.71 Application of AT&T by U.S. Mail postage prepaid to the addresses on the attached sheets.

/s/Lacretia Hill
Lacretia Hill

**Office of the Governor
160 State Capitol
900 Court Street
Salem, Oregon 97301-4047**

**Public Utility Commission of Oregon
550 Capitol St NE #215
PO Box 2148
Salem OR 97308-2148**

**Office of the Governor
225 Main Capitol Building
Harrisburg, Pennsylvania 17120**

**Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265**

**Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888**

**Office of the Governor
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**Public Service Commission of South
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101 Executive Center Dr., Suite 100
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**Office of the Governor
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**Public Utilities Commission
Capitol Building, 1st floor
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**Office of the Governor
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