Account Summary Box

1. Previous Balance - Total from your previous bill.
2. Payments Received - Total of payments toward your previous bill.
3. Credits & Adjustments To Previous - Total of any credits and/or adjustments against your previous bill.
4. Balance Past Due, Please Pay Immediately - Amount if any you still owe from your previous bill.
5. Current Charges Due by (date) - All Charges since your last bill plus your next month service charges.
6. Total Amount Due - Total of your current charges plus any remaining previous balance.
7. Auto Pay Option - If you have subscribed to auto pay, this is your advisement of when the payment will be made.

Summary of Current Charges

8. Monthly Recurring Charges - Your main products Monthly charges, this would include your Primary TV package, Internet, and Wireless services.
9. Total Bundle Charges - Subtotal of your primary products.
10. Additional Monthly Charges - Total of add on type services such as premium video packages or additional voice lines. Detail charges are on a following page.
11. Total Monthly Charges - The total of your bundle and additional monthly charges. Please note that we do bill in advance.
12. Prorated Charges - Total for services added or removed during the previous billing period.
13. One Time Charges - Total of all one time charges such as installation and activation details on following pages.
14. Usage Charges - Total for all services that are billed on a per use basis, such as Video on Demand and calls over your plan.
15. Credits and Adjustments - Total of credit and adjustments applies to your account.
16. Surcharges - Total of surcharges billed to your account.
17. Government Fees and Taxes - Total of government fees and taxes billed to your account.
18. Subtotal of non-monthly Charges - Subtotal of all charges for which you are not billed monthly. this includes items 13-17 above.
19. Current Charges Due by (date) - The total of all charges (Monthly and non-monthly) that are new on this bill, and the date by which these new charges are due. Does not include any previous balance you may still owe.
20. Wireless note - Any charges for your joint billed wireless services are reflected in the above charge items.

For Your Information

21. This is where you will find messages about your services.
22. If you have a joint bill your wireless service, any message they have for you will appear here.
23. Your total wireless charges are listed here for your convenience. The account number is also included for reference.
24. The actual wireless messages appear below the total charges message.

Remit Tab

25. If paying by mail, detach and return this tab.
### Previous Charges and Credits

This section is not a part of the current charges, however the total charge or credit is part of the total due.

1. **Previous Balance** - This is the total amount due from your previous bill.

2. **Payments Applied to Balance Due** - Listing of any payments made, incudes date, type of payment and amount

3. **Total of Payments** applied to the previous balance

4. **Previous Balance** - This amount maybe either a charge amount, zero or a credit balance. A credit amount will be indicated by “CR” after the amount.

### Monthly Recurring Charges

This section details your monthly charges which are billed one month in advance.

**Bill in advance:** AT&T U-verse bills you one month in advance for your service. So if your bill cycle is the 12th of each month, your bill will reflect monthly charges through the 11th of the following month.

**Single Line Promotions:** AT&T applies promotions two ways, this example shows the product and promotion description on a single line. Note: The charge amount reflects the normal charge minus the discount.

**Multi-line Promotions:** AT&T may also apply promotions as a separate line item, again we show the product and promotion description: Note the charge amount is only the discount provided by the promo (This feature is not shown in the example)

**Bundles Charges:** U-verse splits it’s monthly rates into two types. If you have more than one primary product (TV, Internet Access, U-verse voice and or Wireless) you have a bundle with it’s own subtotal

**Additional Monthly Charges:** The additional monthly charges subsection are for any non primary products (TV, Internet Access, and or Wireless) such as HBO or additional Set Top Box fees

**Total Monthly Charges:** This represents the total of bundled and additional charges

### Prorated Charges:

**Prorated Charges:** Since AT&T bills your monthly rate one month in advance, anytime an item that has a monthly rate or credit is added or removed, a partial month charge or credit will be created.

**Add or Remove:** You will be told if the product and/ or promotion is being added or removed.

**Activity Dates** - The date range of the billing activity is reflected

**Your Total Prorated Charges** - Note this does not include Wireless Prorated charges as they are included as part of the wireless monthly charges.

### Usage & Purchases

*These are charges that you may have incurred by using your products, but are not included as part of the monthly rate.

**Date and description** of the event. Note adult content will carry either a studio name or “adult content” for the description
Usage Charges:

1. **Domestic Off-net** Charges are calls to any Domestic telephone number that is not an AT&T U-verse number.

The first line will list the number of calls and minutes that phone number used from your plan. Remember that all AT&T U-verse phone lines on your account share minutes.

2. **Additional calls** beyond the plan are listed as line items, showing date, time, place & number called, minutes used and amount billed.

3. **International calls** are listed & subtotaled.

4. **International Mobile Termination Charge** for calls to a mobile phone in certain countries. Calls that are driving these charges are identified by an “mt” behind the charge amount of the call in the “International Call Charges” section. See line item 29 for an example.

5. **International & International Mobile Termination Charges** are totaled together for your “Total International Charges” for each number.

6. **Total Domestic Off-net Usage Charges & Total International Charges** create the “Total Usage Charges for” each telephone number.

7. **The total of your wireless usage** will display by wireless account here. Additional details will be available in the wireless section of the bill.

Credit and Adjustments:

8. **Adjustments** made during the previous bill cycle, but are applied to the current balance.

Surcharges

9. Any applicable surcharges are listed in this section.

10. **Your total Wireless Surcharges & Assessments** per wireless account are displayed here. Details are in the wireless section of your bill.

Government Fees and Taxes

11. **Fees and Taxes** are summarized by type in this section.

12. **Your total Wireless Federal and State & Local Tax** per wireless account are displayed here. Details are in the wireless section of your bill.

**Wireless Services header:**
The account number for your wireless service is listed. If you have more than one wireless account billed to your U-verse service, each accounts invoice is separated by this header

13. **Account level summary:** Your wireless charges and minutes are first presented as a summary. This will be followed with a regular charge and minutes used per line detail section. Finally an optional call detail section is presented to detail out individual call charges and minutes.
Wireless Services

1. **Taxes are summarized** at the account level, for wireless number level details see the individual wireless number charge detail sections.

2. **Additional wireless service FYI messages** appear here.

3. **Shared Minutes Used**: A summary of how you used your minutes.

4. **Your minutes summary** per wireless number is shown then a summary of your rollover minutes.

5. **Detailed Charges**: The details of your wireless service. This example is the charges for the first wireless number on this account.

---

### Wireless Account 12345678-987-65

**continued**

<table>
<thead>
<tr>
<th>Item</th>
<th>CR</th>
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</thead>
<tbody>
<tr>
<td>Savings and Benefits</td>
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<tr>
<td>Non-Communications Related Charges</td>
<td>12.58</td>
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<tr>
<td>Surcharges and Assessments</td>
<td>3.95</td>
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</table>

**Summary of Charges for 210-321-1111:**

- Monthly Service Charges: 15.99
- Other Charges and Credits: 0.56
- Savings and Benefits: 10.00 CR
- Non-Communications Related Charges: 12.00
- Surcharges and Assessments: 0.50

**Charges (before taxes):** 58.90

Federal Taxes: 4.68  
State & Local Taxes: 10.09  

As a participant of the combined bill program, your wireless charges will now appear on your residential account. The bill date for your wireless charges may have changed. This may initially result in a partial monthly charge or credit for your wireless services. Thank you for participating in the combined bill program.

**Group Summary of Totals**

Note: The following information summarizes only the shared plan services for your account. For additional information and details relating to all other services for a subscriber, please refer to the subscriber’s individual pages.

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### Wireless Account 12345678-987-65

**continued**

<table>
<thead>
<tr>
<th>Item</th>
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<tbody>
<tr>
<td>Total Monthly Service</td>
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<tr>
<td>Rollover Minutes Used</td>
<td>-130</td>
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<tr>
<td>Unused Package Minutes Added to Rollover</td>
<td>0</td>
</tr>
<tr>
<td>Rollover Minutes Expired (*)</td>
<td>0</td>
</tr>
<tr>
<td>(*) Unused Package Minutes Expire After 12 billing periods</td>
<td></td>
</tr>
</tbody>
</table>

**Monthly Service Charges for 210-321-1111**

Service from 04/29/05 through 05/28/05

01. Charge for FT 9 PN 900R 5KNW: 0.00  
   Including: Call Waiting  
   Including: Caller ID  
   Including: IMMEDIATE CALL FOR-  
   Including: MESSAGE NOTIFICATION  
   Including: NO ANSWER CALL FORWARD  
   Including: ONNET-Preferred Network  
   Including: Octel Voice Mail  
   Including: THREE-WAY CALLING  

02. Charge for Wireless Domestic LD: 0.00  
   Including: INTERNATIONAL LD  
   Including: Toll Domestic  

03. Charge for Wireless Roam LD: 0.00  
   Including: INTERNATIONAL LD  
   Including: Toll Domestic  

04. Charge for Wireless Direct Bill: 0.00  

05. Charge for Additional Line: 19.99  

06. Charge for Text Messaging: 0.00  
   Including: M2M MESSAGING  
   Including: Text Messaging  

07. Charge for Preferred Roam Area: 0.00  

08. Charge for $.79 Roam Rate: Free  

09. Mobile To Mobile: 0.00  

10. Discount: 4.00 CR  

**Total Monthly Service Charges:** 15.99

**Usage Usage for 210-321-1111**

FT 9 PN 900R 5KNW  
163 Calls, 03/29/05 through 04/28/05  
Free minutes used from 5000 Night/Wknd Mins  

11. Free Nwknd: 177.0 min  X  0.00  

---

<table>
<thead>
<tr>
<th>No.</th>
<th>Date</th>
<th>Time</th>
<th>Place Called</th>
<th>Number</th>
<th>ESN</th>
<th>Min</th>
<th>Amount</th>
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<tbody>
<tr>
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<td>12/19</td>
<td>0931A</td>
<td>WETMORE</td>
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<td>6459</td>
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<tr>
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<td>12/19</td>
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<td>INCOMING</td>
<td>CL</td>
<td>512</td>
<td>495</td>
<td>96678</td>
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