

Exhibit A



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Establish New Phone Service

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Credit Information

- According to the birthdate that you entered, you are under 18 years of age. If you are under 18, you will not be able to establish telephone service online.

* Required fields

Credit Information

[More Info](#)

To place an order online a credit check is required and we must ask for legal identification information, including either your driver's license number or your Social Security Number.

We respect your privacy and have taken steps to safeguard your personal data. This site uses 128-bit Secure Sockets Layer (SSL) technology to encrypt your information for transmission. For more information, see our [Privacy and Security Policy](#).

If you do not have either a driver's license, a state-issued ID, or a Social Security Number, or prefer not to provide this information online, you will not be able to complete this order online and must contact our [Customer Sales and Service Center](#) to place your order.

Based on the results of your credit check, you may be required to pay a deposit in order to connect SBC service.

Billing Name: Daniel J O Brien

*Birth Date: Month: [dropdown] Day: [dropdown] Year: 2008

ID Type #: [dropdown]

State: CA [dropdown]

Social Security Number: [redacted]

Previous Billing Information

Previous Telephone Number(1): [redacted]

Previous Telephone Number(2): [redacted]

Previous Street Number: [redacted]

Previous Street Name: [redacted]

Previous Box/Apt/Space: [redacted]

Previous City: [redacted]

Previous State: [redacted]

Previous Zip Code: [redacted]

Employer Information

Employer Name: ELECTRONIC FRONTIER FOUNDATION

Employer Phone: 415 - 436 - 9333

New Landlord Information (if renting)

New Landlord Name: [redacted]

New Landlord Phone: [REDACTED]

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Select Long Distance Provider(s)

Select Long Distance Service Provider(s)

[More Info](#)

You have many companies to choose from to provide your long distance service. If you like, you can choose from a list of available carriers below. Please indicate your preference for each line. We recommend SBC Long Distance for both your long distance and local toll service provider. If the long distance service provider you want is not listed, or you have questions regarding a long distance service provider, please cancel this order and contact us at 1-866-999-8161.

Choose SBC Long Distance as your Long Distance provider and become eligible for valuable promotions.



Line 1:

I would like SBC Long Distance as my long distance provider.

Exciting lower rates for all plans - [see what SBC Long Distance has to offer](#)

I would like the following long distance service provider:

- SPRINT COMMUNICATIONS INC
- FONE AMERICA INC (COIN ONLY)
- COVISTA COMMUNICATIONS
- LCI INTERNATIONAL TELECOM CORP

[Additional Carrier Info](#)

I prefer not to choose a long distance provider at this time.

If you do not select a Long Distance provider at this time you can still make long distance calls by dialing 10-10- and a provider's code or by using a prepaid calling card. If you choose a provider within six months from the completion of your order, there is no charge to add it. After six months, there will be a one-time charge that varies slightly by state but on average is \$5.00 per line.

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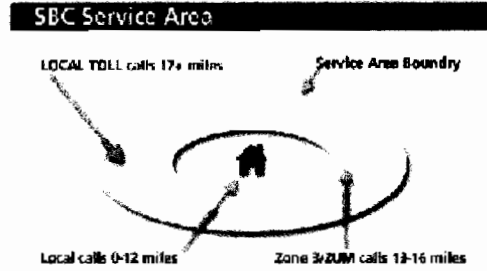
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Select Local Toll Provider(s)

Local toll calls are calls made outside your immediate local calling area but still within your SBC Service Area (LATA). Calls outside your Service Area are considered long distance. For more information, click on the [service area maps below](#).



Select Local Toll Service Providers

[More Info](#)

You have many companies to choose from to provide your local toll service. A list of the local toll providers available at this address is provided below. Please indicate your preference for each line. If the local toll service provider you want is not listed, or you have questions regarding a local toll service provider, please cancel this order and contact us at 1-866-999-8161.

Line 1:

I would like SBC Long Distance to provide my local toll service.

I would like the following local toll service provider:

- CALL SAVERS OF FRESNO
- AMERITEL
- I-LINK COMMUNICATIONS
- HOME OWNERS LONG DISTANCE INC

[Additional Carrier Info](#)

I prefer not to choose a local toll provider at this time.

If you do not select a local toll provider at this time you can still make local toll calls by dialing 10-10- and a provider's code or by using a prepaid calling card. If you choose a provider within six months from the completion of your order, there is no charge to add it. After six months, there will be a one-time charge that varies slightly by state but on average is \$5.00 per line.

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Flexible Package Options

Order All Distance® Select
and get Unlimited Nationwide calling and start saving today!

All items are optional. To order any of the products listed below, select the checkbox. To remove a product from a line, select the checkbox again. For a complete description of each product, including any restrictions or additional charges which may apply, select its underlined name. Prices are quoted per month, per line.

Solutions Options

Solutions can only be added to Line 1.

Add to:
Line1

ALL DISTANCE® SELECT \$ 39.94/month

Great news. Now it's even more economical to stay connected. With ALL DISTANCE® SELECT services, you get all the nationwide direct dialed long distance you want at a lower price. You'll also receive Personal ChoiceSM, a bundle that includes your residence Flat Rate Service with unlimited local calling, Caller ID, your choice of two selectable features and WireProSM. All for just \$39.94 a month, when purchased online.

Personal ChoiceSM \$ 21.95/month

Designed for privacy and control along with the convenience and flexibility you need in today's active households. It includes unlimited local calling, Caller ID and your choice of two custom calling features.

Personal ChoiceSM Plus \$ 28.95/month

Designed for privacy and control along with the convenience and flexibility you need in today's active households. It includes unlimited local calling, Caller ID and your choice of two custom calling features, plus The Message Center.

Enhanced ChoiceSM \$ 29.95/month

Designed for privacy and control along with the convenience and flexibility you need in today's active households. It includes unlimited local calling, Caller ID and your choice of five custom calling features.

Enhanced ChoiceSM Plus \$ 36.95/month

Designed for privacy and control along with the convenience and flexibility you need in today's active households. It includes unlimited local calling, Caller ID and your choice of five custom calling features, plus The Message Center.

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Privacy Options

All items are optional. To order any of the products listed below, click on the checkbox. To remove a product from a line, click the checkbox again. For a complete description of each product, including any restrictions or additional charges which may apply, click on its underlined name. Prices are quoted per month, per line.

Selective Call Blocking is included with your service. Selective Call Blocking allows you to determine which calls you want to block from being displayed in the Caller ID equipment of the person you're calling. Simply dial *67 (1167 from a rotary phone) to block your calls.

Privacy Options

		Add to:
		Line1
<u>Privacy Manager®</u>	\$ 6.50/month	<input type="checkbox"/>
Call screening service that works with Caller ID to identify incoming calls that have no telephone number. Stops telemarketers and other unidentified callers. Must have Caller ID.		
<u>Caller ID</u>	\$ 6.17/month	<input type="checkbox"/>
See the name/number of the caller before you answer.		
<u>Call Waiting ID</u>	\$ 3.23/month	<input type="checkbox"/>
See the name/number of the caller while you're on the phone. Must have Call Waiting and Caller ID.		
<u>Call Screen</u>	\$ 3.23/month	<input type="checkbox"/>
Prevents calls from up to ten phone numbers.		
<u>Anonymous Call Rejection</u>	\$ 1.90/month	<input type="checkbox"/>
Works with Caller ID to automatically stop incoming callers who have blocked their numbers.		
<u>Caller ID Blocking</u>	No Charge	<input type="checkbox"/>
Blocks Caller ID on all your outgoing calls. By choosing this option, you would have to unblock each call every time you encounter a service that does not accept blocked or private calls by dialing *82 (1182 from rotary phones). There is no monthly service charge associated with either of these services.		
<u>900/976 Call Blocking</u>	No Charge	<input type="checkbox"/>
Blocks calls from your phone to numbers that begin with the prefix 900 or 976.		

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Voice Mail & Maintenance Options

All items are optional. To order any of the products listed below, click on the checkbox. To remove a product from a line, click the checkbox again. For a complete description of each product, including any restrictions or additional charges which may apply, click on its underlined name. Prices are quoted per month, per line.

Voicemail Options

Voice mail is a service that lets you receive messages without an answering machine when you're away from home, on the phone, or online. The Message Center even takes messages for you when your power goes out.

The Message Center

\$ 8.95/month

Add to:
Line1

Answers your calls and records messages.¹

¹When you call The Message Center from outside your local calling area to pick up your messages, you will incur toll or long distance charges for the call. If you have Measured Rate Service, you will incur usage charges for every call The Message Center takes, as well as usage charges for every call you make from home to pick up your messages. The Message Center is offered pursuant to tariff and provided by SBC Messaging Services.

Maintenance Plan Options

Normally, we are responsible for repairs to SBC telephone service problems up to the point of entry into your residence, and you are responsible for repairs to the wiring and to the telephones inside your residence.* However, if you would prefer not to have to worry about paying for repairs, we have two optional maintenance plans available.

PHONE-PROTECTSM

\$ 4.99/month

Add to:
Line1

Covers problems with registered telephone units and protects you against costly phone-set repairs and replacement.^{2,3}

WireProSM

\$ 2.99/month

Covers repairs to jacks and standard phone wiring inside your home.

²Can only be added to Line 1 because product covers problems with all eligible and registered telephone units in your home.

³Phone-Protect coverage is subject to written terms and conditions; limitations of coverage apply.

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¹Under state law, landlords, and not tenants, are responsible for repair to and maintenance of inside telephone wire. This law only applies to one working jack. If you are renting, your landlord is required to provide you with one working jack in your home. When repairing your standard inside wire you have options. You can repair it yourself, hire an SBC technician to repair it on a per visit basis, or hire someone else to repair it. With WireProSM, we will repair your industry standard wire at no additional cost to you, provided that it is currently in working condition.

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Additional Options

All items are optional. To order any of the products listed below, select the checkbox. To remove a product from a line, select checkbox again. For a complete description of each product, including any restrictions or additional charges which may apply, select its underlined name. Prices are quoted per month, per line.

Additional Options

		Add to: Line1
<u>Call Waiting</u>	\$ 3.23/month	<input type="checkbox"/>
Alerts you to another call while on the phone.		
<u>Call Forwarding</u>	\$ 3.23/month	<input type="checkbox"/>
Forwards calls to another number.		
<u>Select Call Forwarding</u>	\$ 3.23/month	<input type="checkbox"/>
Transfer selected calls to another number.		
<u>Busy Call Forwarding</u>	\$ 2.75/month	<input type="checkbox"/>
Forwards calls when your line is busy.		
<u>Delayed Call Forwarding</u>	\$ 2.75/month	<input type="checkbox"/>
Forwards calls after a designated number of rings.		
<u>Three-Way Calling</u>	\$ 3.23/month	<input type="checkbox"/>
Connects you to two other numbers at the same time.		
<u>Call Return</u>	\$ 3.23/month	<input type="checkbox"/>
Calls back the last incoming number that called.		
<u>Repeat Dialing</u>	\$ 3.23/month	<input type="checkbox"/>
Rechecks a busy number for availability.		
<u>Priority Ringing</u>	\$ 3.23/month	<input type="checkbox"/>
Distinct ring for calls from numbers you specify.		
<u>Speed Calling 8</u>	\$ 3.23/month	<input type="checkbox"/>
Shortcut for eight frequently dialed numbers.		
<u>Metro PlanSM</u>	\$ 3.00/month	<input type="checkbox"/>
Provides unlimited ZUM 3 calling in seven metropolitan areas.		

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Select Long Distance and Local Toll Plans

SBC Residential Long Distance Calling Plans

Select	Calling Plan	Minutes Included	Additional Minute Rate	Monthly Charge
<input type="radio"/>	JustCallSM Plus 300	300	\$ 0.09	\$ 16.00
<input type="radio"/>	JustCallSM Plus 100	100	\$ 0.09	\$ 8.00
<input type="radio"/>	JustCallSM Plus	None	\$ 0.10	\$ 2.00

Would you like to choose an International Option?

SBC International Plans

Select	Calling Plan	Minutes Included	Additional Minute Rate	Monthly Charge
<input type="radio"/>	International SaverSM II	None	<u>One flat rate per Country</u>	\$2.95
<input type="radio"/>	JustCallSM Worldwide II			\$3.99
<input type="radio"/>	None			

*Would you like to receive an SBC long distance calling card? There is no extra charge to receive a card.

[More Info](#)

- Yes, please add at no additional charge*
- Not at this time

*There is no additional cost for ordering the card.

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View Your Order So Far...

You will receive the credit for the Installation charge of \$40 per line within two bill cycles.

View Order

[More Info](#)

Here's what you have ordered so far. Use the links in the **Actions** column below to add or remove items, change product options, and add or remove lines from your order.

Please review the products you have ordered. When you are finished, select the 'Next' button at the bottom of the page to begin wrapping up.

Items	Quantity	Monthly Price	One Time Charge	Actions
Line 1				
Flat Rate Service	1	10.69	33.01	Add another line Add items
Gift Credit	1		-40.00	
JustCallSM Plus	1	2.00		Remove Item
International SaverSM II	1	2.95		Remove Item
Total* for Line 1		\$ 15.64	\$ -6.99	
Total:*		\$ 15.64	\$ -6.99	

Notes

* Monthly Price is for direct-dialed domestic calling and excludes per-minute usage charges, block-of-time overage charges, surcharges, taxes, fees, and universal service charges. Discounts may apply.

The next page will take a long time to load. Please do not click the 'next' button more than once, and please do not click the 'stop' button on your browser.

\$40 Gift: Gift availability expires 10/31/06. New or existing customers will be given a \$40 gift per line established through AT&T.COM up to 3 lines. Only one gift per customer for the life of the offer. Gift is applied as a bill credit within two bill rounds of service establishment. This gift can be given with any offer the customer may qualify for. AT&T and the AT&T logo are trademarks and/or services of AT&T Knowledge Ventures .All rights reserved. Further details are provided during enrollment and registration.

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Directory Listing

Each new phone number is entitled to a complimentary directory listing. Please select the type of directory listing you would like for your main line. You also have the option of not listing your street address.

Type of Listing: Main Line

Please select one:

Listed in Directory **No charge** **Main Line**
 Name, address, and phone number listed in the White Pages and with Directory Assistance. (calls to 411) Do not list address

Dual Name Listing in Directory **No charge**
 Two people sharing the same last name at the same residence may be listed together. Do not list address

Second listing name (please enter first name only) :

Directory Assistance Listing Only **\$.14 per month**
 Name, address, and phone number are not listed in the directory but are available from Directory Assistance. Do not list address

Non-Published (See limitations) **\$.28 per month**
 Name, address, and phone number not listed in the directory and not available from Directory Assistance.

Note: If you elect to have your main line be Non-Published, all other lines on the account will be non-published as well, and (get it free). By submitting your order on these pages, you give consent for SBC to send your phone number, whether listed, non-listed or unpublished, to the email address you provide. If you do not want an email confirmation containing your new number and prefer to receive confirmation of your order in the US mail, please call an SBC service representative direct at 1-800-955-4296 to place your order for new service.

Directories

A complimentary copy of the local directory (White Pages and Yellow Pages) will automatically be delivered to the new service address within 7 to 10 business days of service activation.

If you would like to order additional copies of the directory, or copies of a different directory, please call our Directory Delivery hotline at 1-800-848-8000 once your new service is established.

I would prefer not to receive a directory.

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Wrap-Up: Directory Listing

We value you as a customer and want to respect your privacy. When we see products and services we know you can benefit from, we would like to call you and let you know. You have requested your line(s) be non-published. May we have permission to contact you in the future on the line(s) you have requested to be non-published?

Yes No

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Jacks and Wiring

Jacks and Wiring

[More Info](#)

We are only responsible for providing SBC dial tone up to the point of entry into your residence, and you¹ are responsible for the wiring, jacks, and telephones inside the home. That could mean that one or more jacks might not work as you expect. If you are renting, your landlord is required to provide you with one working jack in your home.

You have the option of doing inside wiring yourself¹, hiring someone to do it, or having an SBC technician do it. The charge to activate a non-working jack or install a new jack is \$125 for the first wire run, and \$50 for each additional wire run or new jack, plus \$6 for each jack plate. Costs are per visit, per billed telephone number, per premise. Additional charges for inside wire, jacks, or other materials may apply. Your installer will give you an estimate before beginning the work.

***Would you like an SBC technician to install or rewire any jacks?**

No

Yes

If yes, about how many jacks would you like installed or rewired?

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¹Under state law, landlords, and not tenants, are responsible for repair to and maintenance of inside telephone wire. This law only applies to one working jack. If you are renting, your landlord is required to provide you with one working jack in your home. When repairing your standard inside wire you have options. You can repair it yourself, hire an SBC technician to repair it on a per visit basis, or hire someone else to repair it. With WireProSM, we will repair your industry standard wire at no additional cost to you, provided that it is currently in working condition.



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Contact Information

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As part of the processing of your order we will be contacting you to confirm your installation date and new phone number(s). We will also contact you if there are any questions about your order.

Please review the information below for accuracy and enter or correct as necessary.

Title: Mr. Mrs. Ms. Dr.

*First name: Daniel

*Last name: O'Brien

*Daytime phone #: [] - [] - [] Ext: [] (No pager numbers, please)

Home Work Wireless Other

Alternate daytime #: 415 - 436 - 933 Ext: [] (No pager numbers, please)

Home Work Wireless Other

*Email address:

Alternate email:

Since you have provided SBC Companies your e-mail address:

*May we have your permission to send all of your SBC order confirmations, including important customer information disclosures and other required information, by email? Yes No

*May we have your permission to keep you up to date about the newest products and promotions from the SBC family of companies via email? Yes No

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- Please enter a valid alternate phone number

Contact Information

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As part of the processing of your order we will be contacting you to confirm your installation date and new phone number(s). We will also contact you if there are any questions about your order.

Please review the information below for accuracy and enter or correct as necessary.

Title: Mr. Mrs. Ms. Dr.

*First name: Daniel

*Last name: O'Brien

*Daytime phone #: [redacted] - [redacted] - [redacted] Ext: (No pager numbers, please)

Home Work Wireless Other

Alternate daytime #: 415 - 436 - 933 Ext: [redacted] (No pager numbers, please)

Home Work Wireless Other

*Email address: danny@eff.org

Alternate email: danny@spesh.com

Since you have provided SBC Companies your e-mail address:

*May we have your permission to send all of your SBC order confirmations, including important customer information disclosures and other required information, by email? Yes No

*May we have your permission to keep you up to date about the newest products and promotions from the SBC family of companies via email? Yes No

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Installation Date

Installation Date

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The installation date is the day your new phone service is installed and activated.

Your service is currently scheduled to be installed on **05/16/2006**.

Is this date acceptable?

- Yes, I'd like my service installed on the date listed above.
- No, I prefer that my service be installed on the following date:
(Must be a weekday between 05/16/2006 and 07/17/2006 and not a holiday)
Preferred date: Month: _____ Day: _____ Year: 200

Please note: Installation dates are not guaranteed. If for some reason the date cannot be met, we will contact you within three business days to reschedule your date of installation.

What time of day would you like your service installed?

- Anytime is fine (8am - 8pm)
- Morning (8am - 12pm)
- Afternoon (1pm - 5pm)
- Evening (4pm - 8pm)

Not all installations require a home visit. In case a technician will need to visit your property, please provide a telephone number where you can be reached on the day of installation and any other instructions below.

Access Instructions

[More Info](#)

On the day of installation, please be sure that dogs and other animals are securely confined and that gates are unlocked so that the technician may have full access to your property, otherwise your service activation could be delayed.

In addition, if you are requesting jack work, the technician will need access to your home and you or another adult 18 or older must be present.

If there is anything the technician will need to know to gain access to your property, please provide instructions below.

Access Instructions: (optional)

Example: "See manager for key."

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Order Confirmation

Thank you for your order. It has been submitted and you have been logged out.

Within 24 hours, you will receive an email acknowledgment of your order. Within three business days, you will receive a second email confirming your installation date, installation address, telephone number, and an order number. To change or cancel your order call 1-800-310-2355 and have the order number available.

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You will receive the credit for the Installation charge of \$40.00 per line within two bill cycles.

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