

# Exhibit 2



PATRICK L. HENDRICKS

My Service

Wireless Number: Redacted  
 Rate Plan: /NATP450RUMM5KNW

Rate Plan Charge: \$39.99  
 Term of Service: 24 months  
 Anytime/Daytime Minutes: 450  
 Night/Weekend Minutes: 5000  
 Mobile to Mobile Minutes: Unlimited in US  
 Upgrade Fee: \$18.00

\*Additional charges apply. See page 2 for details.

My Plan Details

DATAPLUS 200MB FOR iPhone WITH VISUAL VOICEMAIL \$15.00

- Eligible voice & data plan for iPhone required.
- 200MB of data (US Only). \$15/200MB of add'l data.
- Unlimited AT&T Wi-Fi Basic Hotspot usage.
- Visual Voicemail

ROLLOVER MINUTES Included

- Unused, accumulated Anytime Minutes that carry over from month to month.
- Start accumulating after your first full billing period; expire after 12 rolling bill periods.
- Oldest Rollover Minutes are used first. Not transferable or redeemable for cash or credit.
- If you change rate plans, any accumulated Rollover Minutes in excess of the new plan's number of monthly anytime minutes will expire upon such change.

MOBILE TO MOBILE MINUTES Included

- Calls made to and from other AT&T customers in your mobile to mobile calling area do not count against Anytime Minutes. Minutes do not rollover (exceptions may apply)
- Mobile to Mobile minutes only apply in the US

OTHER FEATURES \$20.00

- To review additional features on your plan please visit [att.com/wireless](http://att.com/wireless) for details

Using My Phone

Phone Model: Apple iPhone  
 To learn more about using your iPhone, go to: [www.apple.com/support/iphone](http://www.apple.com/support/iphone).

Using My Visual Voicemail

Set Up Mailbox/Check Messages  
 Tap on home screen. Tap **Voicemail** and follow the prompts.

Check Messages From Another Phone

1. Dial your 10-digit wireless phone number.
2. When the greeting begins, PRESS \*
3. Enter your password and follow the prompts.

Forgot Your Password?  
 Dial 611 and follow the prompts to reset.

To learn more about Visual Voicemail features and security, go to: [att.com/WirelessHelp](http://att.com/WirelessHelp). Customers with an existing voicemail account should review current messages before setting up Visual Voicemail. Existing messages will be deleted once your Visual Voicemail account has been established.

Services

Check usage via a FREE text message.  
 DIAL: \*MIN# Send (\*646#)

Check data usage via a FREE text message.  
 DIAL: \*DATA# Send (\*3282#)

Check phone upgrade discount availability.  
 DIAL: \*NEW# Send (\*639#)

FREE instant access to our automated bill pay system.  
 DIAL: \*PAY Send (\*729)

See [att.com/StarServices](http://att.com/StarServices) for limits regarding \*MIN#/\*DATA#.

Contact Us

Web: [att.com/wireless](http://att.com/wireless)  
 Wireless Phone: 611  
 Landline: 1-800-331-0500

Access our automated phone systems to pay your bill, check your minutes and more!

Generated on: 07/09/2010

Manage your account online! View your minutes, add features and access this document by registering for online account management at: [att.com/Mywireless](http://att.com/Mywireless).

## \$ Combined Billing

If you are currently receiving a combined bill from AT&T, your billing date will remain the same. If you have recently combined your wireless and AT&T local service bill, you will begin receiving a single bill from AT&T in approximately 30-60 days. Please continue to pay your wireless bill by mail until receipt of your first combined bill. If eligible for a combined bill discount, it will appear on your first combined bill.

The sample bill is not part of your contract.

Start Of Billing Cycle: To Be Determined

Wireless Summary For:	Redacted		
PATRICK L. HENDRICKS			
Monthly Service Charges	Prorated Charge	Monthly Charge	Total Charge
<b>Rate Plan</b>			
Previous Rate Plan			
Current Rate Plan /NATP450RUMMSKNW			
		39.99	39.99
<b>Other Services</b>			
MESSAGING UNLIMITED		20.00	20.00
DATAPLUS 200MB FOR iPhone WITH VISUAL VOICEMAIL		15.00	15.00
<b>Total Monthly Service Charge</b>			<b>\$74.99</b>
Usage, Additional Minutes, Roaming, Directory Assistance (411) and Long Distance Charges	<b>BASED ON ACTUAL USAGE</b>		
<b>Credits, Adjustments &amp; Other Charges*</b>			
Upgrade Fee		18.00	18.00
Activation Fee			
Regulatory Cost Recovery Charge		.60	.60
Federal Universal Service Fund		3.61	3.61
State Universal Service Fund			
Other AT&T Surcharges		.17	.17
<b>Total Credits, Adjustments &amp; Other Charges</b>			<b>\$22.38</b>
<b>Government Fees &amp; Taxes</b>			
State and Local Tax		12.60	12.60
911 Fee		3.31	3.31
<b>Total Government Fees &amp; Taxes**</b>			<b>\$15.91</b>
<b>Total Charges:</b>	(ESTIMATED)		<b>\$113.28</b>

\*AT&T imposes a Regulatory Cost Recovery Charge of up to a \$1.25 to help defray costs incurred in complying with State and Federal telecom regulation; State and Federal Universal Service charges and surcharges for government assessments on AT&T. These are not taxes or government required charges. \*\* The estimates above are based on the highest tax/fee/surcharge rates assessed in your state; actual charges may vary. For actual state percentages, visit [att.com/AdditionalCharges](http://att.com/AdditionalCharges). To prevent unauthorized charges, notify AT&T immediately if your phone is lost or stolen. Your rate plan brochure/contract controls if inconsistent with this document. ©2010 AT&T Intellectual Property. All rights reserved. AT&T, AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

## Standard Charges

Additional Minutes:	45¢/min.
411:	\$1.99/call + Airtime
Text/IM:	20¢ (25¢/50¢ Intl.)/message*
Picture/Video:	30¢/message*
iPhone Data Plan:**	\$15.00 per month

\*Charged for messages sent and received. Rates differ if text plan selected.  
\*\*Domestic US; International plans available.

**Airtime Minutes** apply to Visual Voicemail retrieved from mobile.

### Roaming Charges

International roaming charges apply for any usage outside the continental U.S., Puerto Rico and U.S.V.I.

## Our Policies

### 30-Day Equipment Return Policy

- Returns/exchanges must be like new and include all original packaging, accessories, manuals, and proof of purchase.
- No exchanges on Closeout items.
- iPhone returns subject to a 10% restocking fee except where prohibited.
- Authorized Retailer and Other Locations: See the specific location's return policy.

### 30-Day Service Cancellation Policy

- Payment required for services used.
- Activation fee will be refunded if termination occurs within 3 days of activation.
- See our complete policy at: [att.com/ReturnPolicy](http://att.com/ReturnPolicy).

### Wireless Phone Insurance

Asurion offers MobileProtect™, Insurance for your iPhone®. See [mymobileprotect.com](http://mymobileprotect.com) for details.

### iPhone Warranty and Repair

All iPhone warranty and repair is handled by Apple at [www.apple.com/support](http://www.apple.com/support) or 1-800-MY-IPHONE or Apple Retail stores with an appointment. New iPhones have a one year hardware manufacturer's warranty. Refurbished iPhones may differ. Warranty replacement iPhones may be refurbished devices.

## Wireless Service Agreement

Wireless Number:

Redacted

Account Number:

The Wireless Service Agreement consists of:

1. The Terms of Service **and its arbitration clause**.
2. The rate plan terms including the Data Service Terms and Conditions and applicable feature terms.
3. Rates and other details about the rate plan (in Customer Service Summary, brochure or at [att.com/wireless](http://att.com/wireless)).

### Early Termination Fee (ETF)

If I terminate this Agreement before the end of my Commitment, I will pay an ETF of up to \$325 if purchasing certain specified Equipment (e.g., Smartphones) OR up to \$150 for other Equipment for each tel. no. associated with my service as indicated in the Terms of Service.

### Guaranty

If I am signing on behalf of an entity, I represent that I am authorized to sign on its behalf, and I agree to be jointly responsible with the entity for payment of any sums that become due under, and to be bound by, this Agreement. I agree you can collect directly from me without first proceeding against the entity.

### Contract Provisions

This Agreement incorporates and includes by reference AT&T's current Terms of Service #FMSTCT06100152E and its **arbitration clause**. This Agreement also incorporates and includes by reference the versions of the following AT&T brochures that are effective as of the date of this Agreement: i. AT&T's Rate Plan Brochure describing the services listed above under "Monthly Plan;" and, ii. AT&T's Features Brochure(s) describing the service feature(s) listed above under "Other Services." I acknowledge that the Terms of Service Booklet, the Rate Plan Brochure and the Features Brochure(s) were separately provided to me before the time I signed this Agreement.

### Service/Coverage Limitations

Service is not available at all times in all places. There are gaps in coverage within the service areas shown on maps.

### iPhone and Certain Other Devices

Eligible voice and data plans are required for iPhone and certain other devices. The data plans do not cover international data charges. I agree that AT&T may add required plans to my account and bill me the appropriate monthly fee if I use an iPhone or other device that has plan requirements.

### Optional Roadside Assistance is Available from AT&T

Enroll for \$2.99/month and get the first 30 days free. After the free period the charge is \$2.99/month per line. You may cancel at any time by contacting AT&T.

### 30-Day Cancellation Policy

I may terminate this Agreement within 30 days after activating service without paying an Early Termination Fee. I will pay all fees and charges incurred through the termination date, but AT&T will refund any activation fee if I terminate within three days of activation. Also, I may have to return any handsets and accessories purchased with this Agreement and pay any applicable restocking fees. If I terminate after the 30th day but before the Agreement's Service Commitment has expired, I will pay AT&T an Early Termination Fee for each wireless telephone number associated with the service.

### Mobile Content

I understand that wireless devices can be used to purchase goods, content, and services (including subscription plans) like ring tones, graphics, games, and news alerts from AT&T or other companies. I understand that I am responsible for all authorized charges associated with such purchases from any device assigned to my account, that these charges will appear on my bill (including charges on behalf of other companies), and that such purchases can be restricted by using parental controls available from an AT&T salesperson, at [att.com/wireless](http://att.com/wireless), or by calling AT&T.

### Optional Wireless Phone Insurance is Available

If not already enrolled, ask about optional Wireless Phone Insurance. If eligible, you have 30 days from the date of activation or upgrade to add it. Provided by Asurion Protection Services, underwritten by CNA. See brochure for complete terms and conditions. Key terms include:

- Premium: \$4.99/month
- Non-refundable Deductible: from \$50-\$125/per claim.
- Limits: Two claims per 12 months; maximum replacement value of \$1500/per claim.
- Replacements may be refurbished or different model.
- Cancel at any time for a prorated refund of the monthly charge.
- iPhone is not eligible for insurance through AT&T but is available through Asurion at [mymobileprotect.com](http://mymobileprotect.com).

**I HAVE READ AND AGREE TO BE BOUND BY THIS AGREEMENT WITH ITS SEPARATE TERMS OF SERVICE, RATE PLAN AND FEATURES BROCHURES (including but not limited to, their Changes to Terms and Rates, Limitations of Liability, and Arbitration clauses). If buying an iPhone, I agree that using it acts as an acceptance of the Apple and third party terms and conditions included with the iPhone.**

## My Service Details

Agreement Start Date: 07/09/10

Deposit Amount: \$0

Dealer/Sales Code: FA144

IMEI:

Redacted

SIM:

## Signing My Agreement

You will sign this agreement electronically.

1. If you do not sign using a signature capture device, dial \*862 from your phone or 1-866-895-1092.
2. Listen and follow the prompts.
3. Upon completion, your phone will be activated.

If electronic signature is not available, please sign below:

Signature

# **Exhibit 3**

MobileNumber=Redacted  
AccountNumber=Redacted  
CustomerName=PATRICK HENDRICKS  
Market=NCA  
Site=SFR  
AcceptanceDate=07/09/2010  
AcceptanceTime=14:04:40  
AcceptanceType=IVR  
ContractElectronicAcceptance=YES

# **Exhibit 4**



PATRICK HENDRICKS  
Redacted  
OAKLAND CA Redacted

Page 1 of 5  
Account Number Redacted  
Billing Date Mar 28, 2009  
Web Site att.com

**Bill-At-A-Glance**

Previous Bill	168.79
Payment	138.43CR
Adjustments	30.36CR
Balance	.00
Current Charges	132.20

**Total Amount Due \$132.20**

Amount Due in Full by Apr 28, 2009

**Billing Summary**

Questions? Visit att.com

<b>Plans and Services</b>	46.25
1 800 288-2020	
<b>AT&amp;T Internet Services</b>	35.00
1 877 722-3755	
<b>AT&amp;T Wireless Services</b>	50.95
1 800 331-0500	
<b>Total Current Charges</b>	<b>132.20</b>

**News You Can Use Summary**

- PREVENT DISCONNECT
- PAYMENT OPTIONS
- LISTINGS INCREASE
- BUNDLE TODAY!
- CARRIER INFORMATION
- ELECTRONIC PAYMENTS
- AT&T UNIVERSAL CARD

See "News You Can Use" for additional information

**AT&T Benefits**

Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$15 package discount for combining your voice service with two or more additional qualifying products.  
Your monthly savings: \$54.49

**Detail of Payments and Adjustments**

Item No.	Date	Description	Adjustments	Payments
1.	3-13	Payment		138.43
2.	3-28	Adj for - AT&T Wireless Services	30.36CR	
Totals			30.36CR	138.43

**Plans and Services**

**Monthly Service - Mar 28 thru Apr 27**

3. <b>Combined Communications Svcs</b>	35.00
<b>ALL DISTANCE®</b>	
by AT&T California	
Residence Flat Rate Serv	
Line Sharing Basis	
Metro Plan	
Caller ID	
Call Waiting	
Call Waiting ID	
Call Forwarding	
Call Return	
Call Screen	
Priority Ringing	
Select Call Forwarding	
Speed Calling 8	
Three-Way Calling	
WirePro™	
Unltd Nationwd Clg Advantage4	
by AT&T Long Distance	
4. Caller ID Selective Blocking	.00
<b>Total Monthly Service</b>	<b>35.00</b>

**Surcharges and Other Fees**

5. Federal Subscriber Line Charge	4.39
6. Rate Surcharge	.37
7. State Regulatory Fee	.08
8. Federal Universal Service Fee	.76

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.

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

Return bottom portion with your check in the enclosed envelope.

**DUE BY: Apr 28, 2009 \$132.20**

**LATE: After Apr 30, 2009 \$137.34**



Billing Date Mar 28, 2009

Account Number **Redacted**  
Please include your account number on your check

PATRICK HENDRICKS  
Redacted  
OAKLAND CA Redacted

Make check payable to:  
AT&T  
PAYMENT CENTER  
SACRAMENTO CA 95887-0001

1000 Redacted

1671900000000000000000000000013220





**Plans and Services**

**Surcharges and Other Fees - Continued**

1. Carrier Cost Recovery Fee (Long Dist)	1.99
<b>Total Surcharges and Other Fees</b>	<b>7.57</b>

**Government Fees and Taxes**

2. CA High Cost Fund Surcharge - A:	.04
3. CA High Cost Fund-B and CA Advanced Svc Fund	.17
4. California Teleconnect Fund Surcharge	.02
5. Universal Lifeline Telephone Service Surcharge	.39
6. CA Relay Service and Communications Devices Fund	.06
7. 9-1-1 Emergency System	.14
8. Local	2.86
<b>Total Government Fees and Taxes</b>	<b>3.68</b>

**Total Plans and Services** 46.25

**AT&T Internet Services**

**Important Information**  
For Billing Inquiries:  
AT&T High Speed Internet customers call 1-800-288-2020.  
AT&T Yahoo! Web Hosting customers call 1-866-722-9932.  
For billing questions regarding AT&T Web Hosting™, call 1-888-932-4678.  
For dedicated DSL lines through AT&T Business DSL IP service, call 1-866-375-4748.  
AT&T Wi-Fi contact information located at www.attwifi.com.  
For all Homezone (HZ) billing inquiries, visit www.att.com/moneyclip and login through "Manage Your MoneyClip™ Account" to view and/or manage your monthly Homezone video billing transactions. For email inquiries regarding High Speed Internet billing only, visit www.att.com/gen/general?pid=10913. For written inquiries regarding High Speed Internet billing only, please address to AT&T High Speed Internet Billing Inquiry, P. O. Box 2937, Rohnert Park, CA 95927-2937.

**Summary of Current Charges**

Monthly Service	35.00
<b>Total Summary of Current Charges</b>	<b>35.00</b>

**Monthly Service**

**Internet Services**

No.	Description	Quantity	
9	AT&T HSI ELITE	1	35.00
	Service Date: 03/04/09 - 04/03/09		
	PATRICK HENDRICKS		
	<b>Redacted</b>		
	<b>Total AT&amp;T Internet Services</b>		<b>35.00</b>

**AT&T Long Distance**

**Important Information**

Thank you for subscribing to ALL DISTANCE® service with unlimited domestic long distance provided by AT&T Long Distance (\$4.00 of the total ALL DISTANCE® service package price is United National Cfg Advantage 4, the domestic direct dial long distance service, not including taxes and surcharges). ALL DISTANCE® service call detail and any other AT&T Long Distance charges will be listed below. Any usage not previously billed may appear within the details below.

**Message Regarding Terms & Conditions:**

To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/public\\_affairs](http://www.att.com/public_affairs) or call 1 888 225-8530 to have a copy mailed.

**Account Summary**

Description	
Charges for March	.00
<b>Total Account Summary Charges</b>	<b>.00</b>

**Invoice Summary**

(as of MARCH 16, 2009)

**Current Charges**

Service Charges	.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	.00
Government Fees and Taxes	.00
<b>Total Invoice Summary</b>	<b>.00</b>

**Call Charges - Feb 15th thru Mar 14th**

Domestic Usage Summary	Amount
Calls for Redacted	
Domestic Minutes Used	35
Number of Calls	9
<b>Total Domestic Direct Dial Charges</b>	<b>.00</b>

**Calls for Redacted**

**Domestic Item**

No.	Date	Time	Place Called	Number	Code	Min	
10.	2-13	1156A	FREMONT CA	Redacted	000	5:00	.00
11.	2-18	850A	FRNK MAIN CA		000	1:00	.00
12.	2-18	911A	CROCKETT CA		000	2:00	.00
13.	2-18	925A	FRNK OLIVRCA		000	5:00	.00
14.	2-19	1012A	FREMONT CA		000	4:00	.00
15.	2-27	942A	FREMONT CA		000	3:00	.00
16.	3-02	1026A	LINDA VSTA CA		000	11:00	.00
17.	3-11	136P	ANTIOCH CA		000	1:00	.00
18.	3-11	137P	ANTIOCH CA		000	3:00	.00
<b>Subtotal Domestic Calls for Redacted</b>							<b>.00</b>

Thank you for being a valued AT&T customer! When you send us a check as payment, you give a one time authorization to clear your check electronically. Electronic payments may clear the same day we receive the payment. Your original check will not be returned. If we cannot post the transaction electronically, we will present an image copy of your check for payment. If you do not wish to participate in AT&T's check conversion program please call 1 800 245-3080. If you want to save time and stamps, sign-up for auto payment at [www.att.com/stoppaper](http://www.att.com/stoppaper) using your checking account or credit card. It's easy, secure, and convenient!



PATRICK HENDRICKS  
Redacted  
OAKLAND CA Redacted

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Account Number Redacted  
Billing Date Mar 28, 2009

**AT&T Long Distance**

**Domestic - Continued**

No.	Date	Time	Place Called	Number	Code	Min	
Total Domestic Calls for Redacted							.00
Total Calls for Redacted							.00
<b>Total Call Charges</b>							.00
<b>Key to Calling Codes</b>							
D	Day		Z	Other			
<b>Total AT&amp;T Long Distance</b>							.00

**AT&T Wireless Services**

**Important Information**

NOTICE OF REVISED ARBITRATION CLAUSE IN CONTRACT  
We wish to inform you that, effective immediately, AT&T has revised the arbitration clause in your Wireless Service Agreement. For more information, please visit <http://www.att.com/disputeresolution>  
Attention TTY Users  
For Deaf/hard of hearing customers: (TTY) 1 866 241-6567  
Questions on accessibility by persons with disabilities: 1 866 241-6568

**Account Summary**

Description	
Charges for March	50.95
<b>Total Account Summary Charges</b>	<b>50.95</b>
Adjustments (included in previous charges) 30.36CR	

**Wireless Summary - Redacted**

Cycle Dates: Feb 9, 2009 - Mar 8, 2009

Promotions and Discounts	\$3.00CR
Monthly Service	\$44.99
Credits, Adjustments and Other Charges	\$1.72
Data Usage	\$2.49
Taxes	\$4.75
<b>Total Wireless Charges</b>	<b>\$50.95</b>

**Promotions and Discounts**

1. Discount for NATP450RUMM5KNW	3.00CR
<b>Total Promotions and Discounts</b>	<b>3.00CR</b>

**Monthly Service**

Mar 9 thru Apr 8	
2. NATP450RUMM5KNW 450 ANYTIME MINUTES	39.99

5000 Nght & Wknd Min	
ANYTIME ROLLOVER MINS	
CALLER ID LINE BLOCK	
Call Forwarding	
Call Hold	
Call Waiting	
Caller ID	
NATION GAIT/GSM	
NO ANSWER CALL FORWARD	
THREE-WAY CALLING	
UNLTD EXP M2M MINS	
3. 5000 N&W	.00
4. AT&T Direct Bill	.00
5. AT&T Domestic LD	.00
DOMESTIC LD	
INTERNATIONAL LD	
6. AT&T Roam LD	.00
DOMESTIC LD	
INTERNATIONAL LD	
7. EXPANDED INTL ROAM	.00
8. Enhanced_Voice_Mail	.00
9. Fast Forward N/C	.00
10. GSM Coverage Area	.00
11. IntlDialingAllowed	.00
12. IntlRoamAllowed	.00
13. IntlRoamTollN/C	.00
DOMESTIC LD	
INTERNATIONAL LD	
14. Off-Network Roam	.00
15. Standard LD	.00
DOMESTIC LD	
Toll International	
16. Unlimited Expd M2M	.00
17. DATA PAY PER USE	.00
18. MESSAGING 200	5.00
Multimedia Messaging	
Text Messaging	
<b>Total Monthly Service</b>	<b>44.99</b>

**Credits, Adjustments and Other Charges**

19. Regulatory Cost Recovery Charge	.43
20. Federal Universal Service Charge	1.21
21. State Public Utility Surcharge	.08
<b>Total Credits, Adjustments and Other Charges</b>	<b>1.72</b>

**Voice Usage Summary**

Rollover Summary	
Previous Balance	749
Minutes Used	-111
Minutes Expired (*)	0
Current Rollover Balance	638
(*) Unused Plan Minutes Expired After 12 Billing Periods	

**5000 N&W**

732 Minutes Used  
5,000 Minutes Included



PATRICK HENDRICKS  
Redacted  
OAKLAND CA Redacted

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Account Number Redacted  
Billing Date Mar 28, 2009

## AT&T Wireless Services

### Voice Usage Summary - Continued

#### Unlimited Expd M2M

98 Minutes Used

#### Rollover FM 450

561 Minutes Used

450 Minutes Included

#### Total Voice Usage Summary

.00

### Data Usage Summary

#### MESSAGING 200

35 Text Messages Used

1 Multimedia Messages Used

200 Messages Included

#### DATA PAY PER USE

249 Kilobytes Used

249 Billed at \$0.01/KB

1.

Total DATA PAY PER USE

2.49

Total Data Usage Summary

2.49

#### Taxes

2.	CA Advanced Services Fund (CASF)	.11
3.	CHCFA	.06
4.	CHCFB	.11
5.	Relay Service Device Fund	.09
6.	State 911 Tax	.24
7.	TeleconnectFund	.03
8.	Universal Lifeline	.54
9.	City Utility Users Tax	3.57

#### Total Taxes

4.75

#### DirectBill Charges

Detail of DirectBill charges can be viewed at [att.com/directbill](http://att.com/directbill). The direct billing option offers you the ability to purchase products such as ringtones, games, graphics and wireless software from AT&T preferred Internet merchants.

### Total AT&T Wireless Services

50.95

Wireless services provided by AT&T Mobility

## 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 \$13.50. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

### CARRIER INFORMATION

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

### PAYMENT OPTIONS

Pay bills online FREE of charge at [att.com](http://att.com). Go There Today! You can also pay by calling 1.800.288.2020 and saying "Pay Bill". Payments made with an AT&T representative may be subject to a \$5.00 payment convenience fee. You can mail your payment in the enclosed envelope.

### 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](http://www.att.com).

### LISTINGS INCREASE

Effective 6/1/09, the monthly rate for additional White Page listings and lines of information for residential customers will increase from \$1.50 to \$1.75. For more information, please visit us online at [att.com](http://att.com) or call an AT&T Service Representative at 1.800.288.2020. Thank you for choosing AT&T.

### AT&T UNIVERSAL CARD

SAVE UP TO 10% ON YOUR AT&T SERVICES with AT&T Universal Savings Card for the first 12 months and up to 5% savings thereafter. Save even more with low APR on balance transfers and NO annual fee. Restrictions apply. Call 1.800.361.9793 for details.

### BUNDLE TODAY!

As an AT&T customer, when you bundle Home Phone with Unlimited Long Distance, Wireless, high-speed Internet and AT&T Advanced TV service, you'll enjoy greater savings. So bundle today and start saving month after month. Call 1.800.819.0882 or visit [att.com/luckyyou](http://att.com/luckyyou) to take advantage of our limited-time cash back offer.

## Terms and Conditions

**THREE PAYMENT OPTIONS:** Electronically: through Automatic Payment Service or Online: AT&T eBill<sup>SM</sup>. At an Authorized Payment Location. Or mail to AT&T Payment Center, Sacramento, CA 95887-0001.

**BILLING QUESTIONS:** Call us first at 1 800 288-2020, or write: Residence Service, POB 9039, South San Francisco, CA 94083; or Business Service, POB 78230, San Francisco, CA 94107, or visit [att.com](http://att.com). We will investigate and notify you. If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave, San Francisco, CA 94102 or at [www.cpuc.ca.gov](http://www.cpuc.ca.gov), or call 1-800-649-7570 or TDD 1-800-229-6846. 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](mailto:fccinfo@fcc.gov) or call 1-888-225-5322, or TTY 1-888-835-5322. Note: The CPUC handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California consumer protection rules are available online at [www.calphoneinfo.com](http://www.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/public\\_affairs](http://www.att.com/public_affairs).



PATRICK HENDRICKS  
Redacted  
OAKLAND CA Redacted

Page 5 of 5  
Account Number Redacted  
Billing Date Mar 28, 2009

## Terms and Conditions

**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.

**LATE PAYMENT CHARGES:** If the unpaid balance on your bill is \$30.00 or more, a late payment charge of \$2.50, plus 2.0% on the unpaid balance, calculated monthly, will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub.

# **Exhibit 5**



PATRICK HENDRICKS  
Redacted  
OAKLAND CA Redacted

Page 1 of 5  
Account Number Redacted  
Billing Date May 28, 2009  
Web Site att.com

**Bill-At-A-Glance**

Previous Bill	130.28
Payment Received 5-21 Thank you!	130.28CR
Adjustments	.00
Balance	.00
Current Charges	130.56
<b>Total Amount Due</b>	<b>\$130.56</b>
Amount Due in Full by	Jun 28, 2009

**Billing Summary**

Questions? Visit att.com

<b>Plans and Services</b>	46.41
1 800 288-2020	
<b>AT&amp;T Internet Services</b>	35.00
1 877 722-3755	
<b>AT&amp;T Wireless Services</b>	49.15
1 800 331-0500	
<b>Total Current Charges</b>	<b>130.56</b>

**News You Can Use Summary**

- PREVENT DISCONNECT
  - PAYMENT OPTIONS
  - AGREEMENT ENCLOSED
  - CARRIER INFORMATION
  - ELECTRONIC PAYMENTS
  - BUNDLE TODAY!
- See "News You Can Use" for additional information

Return bottom portion with your check in the enclosed envelope.

**DUE BY: Jun 28, 2009      \$130.56**

**LATE: After Jun 30, 2009      \$135.67**



Billing Date May 28, 2009

Account Number **Redacted**  
Please include your account number on your check

PATRICK HENDRICKS  
**Redacted**  
OAKLAND CA Redacted

Make check payable to:  
AT&T  
PAYMENT CENTER  
SACRAMENTO CA 95887-0001

**AT&T Benefits**

Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$15 package discount for combining your voice service with two or more additional qualifying products.  
Your monthly savings: \$54.49

**Plans and Services**

**Monthly Service - May 28 thru Jun 27**

<b>1. Combined Communications Svcs</b>	<b>35.00</b>
<b>ALL DISTANCE®</b>	
by AT&T California	
Residence Flat Rate Serv	
Line Sharing Basis	
Metro Plan	
Caller ID	
Call Waiting	
Call Waiting ID	
Call Forwarding	
Call Return	
Call Screen	
Priority Ringing	
Select Call Forwarding	
Speed Calling 8	
Three-Way Calling	
WirePro™	
Unltd Nationwd Cig Advantage 4	
by AT&T Long Distance	
<b>2. Caller ID Selective Blocking</b>	<b>.00</b>
<b>Total Monthly Service</b>	<b>35.00</b>
<b>Surcharges and Other Fees</b>	
<b>3. Federal Subscriber Line Charge</b>	<b>4.39</b>
<b>4. Rate Surcharge</b>	<b>.37</b>
<b>5. State Regulatory Fee</b>	<b>.06</b>
<b>6. Federal Universal Service Fee</b>	<b>.91</b>
<b>7. Carrier Cost Recovery Fee (Long Dist)</b>	<b>1.99</b>
<b>Total Surcharges and Other Fees</b>	<b>7.72</b>
<b>Government Fees and Taxes</b>	
<b>8. CA High Cost Fund Surcharge - A:</b>	<b>.04</b>
<b>9. CA High Cost Fund-B and CA Advanced Svc Fund</b>	<b>.17</b>
<b>10. California Teleconnect Fund Surcharge</b>	<b>.02</b>
<b>11. Universal Lifeline Telephone Service Surcharge</b>	<b>.39</b>
<b>12. CA Relay Service and Communications Devices Fund</b>	<b>.06</b>
<b>13. 9-1-1 Emergency System</b>	<b>.14</b>

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.  
U.S. Pat. D410, 950 and D414, 510

1000 Redacted

167190000000000000000000000013056



**Plans and Services**

**Government Fees and Taxes - Continued**

1. Local	2.87
<b>Total Government Fees and Taxes</b>	<b>3.89</b>
<b>Total Plans and Services</b>	<b>46.41</b>

**AT&T Internet Services**

**Important Information**

For Billing Inquiries:  
 AT&T High Speed Internet (DSL) customers call 1-800-288-2020.  
 AT&T Yahoo! Web Hosting customers call 1-866-722-9932.  
 AT&T Web Hosting™ (Shared Hosting, Virtual Dedicated Server (VDS) and Managed Dedicated Server (MDS)), call 1-888-932-4678.  
 A&T Wi-Fi contact information located at [www.attwifi.com](http://www.attwifi.com).  
 For all Homezone (HZ) billing inquiries, visit <https://mtbselfcare.sbcis.sbc.com/> and login to view and/or manage your monthly Homezone video billing transactions. For email inquiries regarding High Speed Internet billing only, contact [www.att.com/gen/general?pid=10913](http://www.att.com/gen/general?pid=10913) For written inquiries regarding High Speed Internet billing only, please address to AT&T High Speed Internet Billing Inquiry, P.O. Box 2937, Rohnert Park, CA 95927-2937.

**Summary of Current Charges**

Monthly Service	35.00
<b>Total Summary of Current Charges</b>	<b>35.00</b>

**Monthly Service**

**Internet Services**

No.	Description	Quantity	
2.	AT&T HSI ELITE	1	35.00
Service Date: 05/04/09 - 06/03/09			
PATRICK HENDRICKS			

**Redacted**

<b>Total AT&amp;T Internet Services</b>	<b>35.00</b>
---	--------------

**AT&T Long Distance**

**Important Information**

Thank you for subscribing to ALL DISTANCE® service with unlimited domestic long distance provided by AT&T Long Distance (\$4.00 of the total ALL DISTANCE® service package price is Unltd Nationwd Clg Advantage 4, the domestic direct dial long distance service, not including taxes and surcharges). ALL DISTANCE® service call detail and any other AT&T Long Distance charges will be listed below. Any usage not previously billed may appear within the details below.

Message Regarding Terms & Conditions:  
 To view your Terms & Conditions for AT&T Long

**Important Information - Continued**

Distance, access [www.att.com/public\\_affairs](http://www.att.com/public_affairs) or call 1 888 225-8530 to have a copy mailed.

**Account Summary**

Description	
Charges for May	
<b>Total Account Summary Charges</b>	<b>.00</b>

**Invoice Summary**

(as of MAY 16, 2009)

**Current Charges**

Service Charges	.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	.00
Government Fees and Taxes	.00
<b>Total Invoice Summary</b>	<b>.00</b>

**Call Charges - Apr 15th thru May 14th**

<b>Domestic Usage Summary</b>		Amount
Calls for Redacted		
Domestic Minutes Used	86	
Number of Calls	39	
<b>Total Domestic Direct Dial Charges</b>		<b>.00</b>

**Calls for Redacted**

**Domestic Item**

No.	Date	Time	Place Called	Number	Code	Min	
3.	4-13	311P	BSHP RNCH CA	Redacted	000	3:00	.00
4.	4-14	850A	BSHP RNCH CA		000	1:00	.00
5.	4-14	926A	BSHP RNCH CA		000	2:00	.00
6.	4-21	822A	COLUMBIA MO		000	1:00	.00
7.	4-22	910A	CONCORD CA		000	1:00	.00
8.	4-22	912A	CONCORD CA		000	1:00	.00
9.	4-22	915A	CONCORD CA		000	1:00	.00
10.	4-22	254P	FREMONT CA		000	1:00	.00
11.	4-22	328P	FREMONT CA		000	1:00	.00
12.	4-22	402P	FREMONT CA		000	1:00	.00
13.	4-22	403P	FREMONT CA		000	1:00	.00
14.	4-22	428P	FREMONT CA		000	1:00	.00
15.	4-22	432P	FREMONT CA		000	5:00	.00
16.	4-23	841A	CONCORD CA		000	1:00	.00
17.	4-23	914A	FREMONT CA		000	17:00	.00
18.	4-24	1228P	CONCORD CA		000	1:00	.00
19.	5-09	1249P	GRANTSPASSOR		000	16:00	.00
20.	5-11	951A	FREMONT CA		000	4:00	.00
21.	5-11	1002A	FREMONT CA		000	1:00	.00
22.	5-11	1003A	FREMONT CA		000	2:00	.00
23.	5-11	1003A	FREMONT CA		000	1:00	.00
24.	5-11	1004A	FREMONT CA		000	1:00	.00

Thank you for being a valued AT&T customer! When you send us a check as payment, you give a one time authorization to clear your check electronically. Electronic payments may clear the same day we receive the payment. Your original check will not be returned. If we cannot post the transaction electronically, we will present an image copy of your check for payment. If you do not wish to participate in AT&T's check conversion program please call 1 800-245-3080. If you want to save time and stamps, sign-up for auto payment at [www.att.com/stopper](http://www.att.com/stopper) using your checking account or credit card. It's easy, secure, and convenient!



PATRICK HENDRICKS  
Redacted  
OAKLAND CA Redacted

Page 3 of 5  
Account Number Redacted  
Billing Date May 28, 2009

**AT&T Long Distance**

**Domestic - Continued**

Item	No.	Date	Time	Place Called	Number	Code	Mfn	
	1.	5-11	1005A	FREMONT CA	Redacted	000	1:00	.00
	2.	5-11	1006A	FREMONT CA	Redacted	000	1:00	.00
	3.	5-11	1006A	FREMONT CA	Redacted	000	1:00	.00
	4.	5-11	1008A	FREMONT CA	Redacted	000	1:00	.00
	5.	5-11	1010A	FREMONT CA	Redacted	000	1:00	.00
	6.	5-11	1011A	FREMONT CA	Redacted	000	1:00	.00
	7.	5-11	1012A	FREMONT CA	Redacted	000	1:00	.00
	8.	5-11	1012A	FREMONT CA	Redacted	000	1:00	.00
	9.	5-11	1013A	FREMONT CA	Redacted	000	1:00	.00
	10.	5-11	1015A	FREMONT CA	Redacted	000	2:00	.00
	11.	5-11	1015A	FREMONT CA	Redacted	000	1:00	.00
	12.	5-11	1018A	FREMONT CA	Redacted	000	1:00	.00
	13.	5-11	1018A	FREMONT CA	Redacted	000	1:00	.00
	14.	5-11	1019A	FREMONT CA	Redacted	000	2:00	.00
	15.	5-11	1019A	FREMONT CA	Redacted	000	1:00	.00
	16.	5-11	1020A	HINSDALE IL	Redacted	000	4:00	.00
	17.	5-13	1124A	HANPTON VA	Redacted	000	1:00	.00
Subtotal Domestic Calls for Redacted								.00
Total Domestic Calls for Redacted								.00
Total Calls for Redacted								.00
Total Call Charges								.00
Key to Calling Codes								
D Day Z Other								
Total AT&T Long Distance								.00

Cycle Dates: Apr 9, 2009 - May 8, 2009

Promotions and Discounts	\$3.00CR
Monthly Service	\$44.99
Credits, Adjustments and Other Charges	\$2.35
Taxes	\$4.81
Total Wireless Charges	\$49.15

**Promotions and Discounts**

18. Discount for NATP450RUMM5KNW	3.00CR
<b>Total Promotions and Discounts</b>	<b>3.00CR</b>

**Monthly Service**

May 9 thru Jun 8	
19. NATP450RUMM5KNW	39.99
450 ANYTIME MINUTES	
5000 Nght & Wknd Min	
ANYTIME ROLLOVERMINS	
CALLER ID LINE BLOCK	
Call Forwarding	
Call Hold	
Call Waiting	
Caller ID	
NATION GAIT/GSM	
NO ANSWER CALL FORWARD	
THREE-WAY CALLING	
UNLTD EXP M2M MINS	
20. 5000 N&W	
21. AT&T Direct Bill	.00
22. AT&T Domestic LD	.00
DOMESTIC LD	.00
INTERNATIONAL LD	
23. AT&T Roam LD	.00
DOMESTIC LD	
INTERNATIONAL LD	
24. EXPANDEDINTLROAM	.00
25. Enhanced_Voice_Mail	.00
26. Fast Forward N/C	.00
27. GSM Coverage Area	.00
28. IntlDialingAllowed	.00
29. IntlRoamAllowed	.00
30. IntlRoamTollN/C	.00
DOMESTIC LD	.00
INTERNATIONAL LD	
31. Off-Network Roam	.00
32. StandardILD	.00
DOMESTIC LD	
Toll International	
33. Unlimited Expd M2M	.00
34. DATA PAY PER USE	.00
DATA ACCESS	
Data Detailed Billing	
35. MESSAGING 200	5.00
Multimedia Messaging	
Text Messaging	
<b>Total Monthly Service</b>	<b>44.99</b>

**AT&T Wireless Services**

**Important Information**

NOTICE OF REVISED ARBITRATION CLAUSE IN CONTRACT  
We wish to inform you that, effective immediately, AT&T has revised the arbitration clause in your Wireless Service Agreement. For more information, please visit <http://www.att.com/disputeresolution>  
Attention TTY Users  
For Deaf/hard of hearing customers: (TTY) 1 866 241-6567  
Questions on accessibility by persons with disabilities: 1 866 241-6568

**Account Summary**

Description	
Charges for May	49.15
<b>Total Account Summary Charges</b>	<b>49.15</b>

Wireless Summary - Redacted





**AT&T Wireless Services**

**Credits, Adjustments and Other Charges**

1. Regulatory Cost Recovery Charge	.83
2. Federal Universal Service Charge	1.44
3. State Public Utility Surcharge	.08
<b>Total Credits, Adjustments and Other Charges</b>	<b>2.35</b>

**Voice Usage Summary**

**Rollover Summary**

Previous Balance	597
Unused Minutes Added	179
Minutes Expired (*)	-65
Current Rollover Balance	711
(*) Unused Plan Minutes Expired After 12 Billing Periods	

**5000 N&W**

686 Minutes Used
5,000 Minutes Included

**Unlimited Expd M2M**

700 Minutes Used
------------------

**Rollover FM 450**

271 Minutes Used
450 Minutes Included

**Total Voice Usage Summary** .00

**Data Usage Summary**

**MESSAGING 200**

26 Text Messages Used
200 Messages Included

**Data Usage Detail**

**Text Messaging**

Item

No.	Date	Time	Place Called	Number	Code	Units	
4.	4-10	554P	MTH TEXT MC	Redacted	A	1.0	.00
5.	4-10	554P	MTH TEXT MC		A	1.0	.00
6.	4-10	928P	MTH TEXT MC		A	1.0	.00
7.	4-14	326P	MTH TEXT MC		A	1.0	.00
8.	4-14	326P	MTH TEXT MC		A	1.0	.00
9.	4-14	333P	MTH TEXT MC		A	1.0	.00
10.	4-14	333P	MTH TEXT MC		A	1.0	.00
11.	4-14	335P	MTH TEXT MCA		A	1.0	.00
12.	4-14	338P	MTH TEXT MCA		A	1.0	.00
13.	4-14	342P	MTH TEXT MCA		A	1.0	.00
14.	4-14	343P	MTH TEXT MCA		A	1.0	.00
15.	4-14	344P	MTH TEXT MCA		A	1.0	.00
16.	4-14	345P	MTH TEXT MCA		A	1.0	.00
17.	4-16	610P	MTH TEXT MCA		A	1.0	.00
18.	4-18	831P	MTH TEXT MCA		A	1.0	.00
19.	4-20	1255P	MTH TEXT MCA		A	1.0	.00
20.	4-20	1255P	MTH TEXT MCA		A	1.0	.00
21.	4-21	925A	MTH TEXT MCA		A	1.0	.00
22.	4-28	720P	MTH TEXT MCA		A	1.0	.00
23.	4-28	722P	MTH TEXT MCA		A	1.0	.00
24.	5-05	1224P	MTH TEXT MCA		A	1.0	.00
25.	5-05	1245P	MTH TEXT MCA		A	1.0	.00
26.	5-05	1247P	MTH TEXT MCA		A	1.0	.00
27.	5-05	1248P	MTH TEXT MCA		A	1.0	.00

28. 5-05 100P MTH TEXT MCA	Redacted	A	1.0	.00
29. 5-05 123P MTH TEXT MCA		A	1.0	.00
<b>Total Text Messaging</b>				<b>.00</b>

Text Messaging is billed in  
Units Per-Message

Key to Calling Codes  
A Anytime

**Total Data Usage Detail**

.00

**Taxes**

30. CA Advanced Services Fund (CASF)	
31. CHCFA	.11
32. CHCFB	.06
33. Relay Service Device Fund	.11
34. State 911 Tax	.09
35. Teleconnect Fund	.24
36. Universal Lifeline	.03
37. City Utility Users Tax	.54
<b>Total Taxes</b>	<b>3.63</b>

**Total Taxes**

4.81

**Direct Bill Charges**

Detail of Direct Bill charges can be viewed at  
[att.com/directbill](http://att.com/directbill). The direct billing option offers you the  
ability to purchase products such as ringtones, games,  
graphics and wireless software from AT&T preferred  
Internet merchants.

**Total AT&T Wireless Services**

49.15

Wireless services provided by AT&T Mobility

**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 \$13.50. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

**CARRIER INFORMATION**

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



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OAKLAND CA Redacted

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Billing Date May 28, 2009

## News You Can Use

### PAYMENT OPTIONS

Pay bills online FREE of charge at att.com. Go There Today! You can also pay by calling 1.800.288.2020 and saying "Pay Bill". Payments made with an AT&T representative may be subject to a \$5.00 payment convenience fee. You can mail your payment in the enclosed envelope.

### 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](http://www.att.com).

### AGREEMENT ENCLOSED

**IMPORTANT:** A new Residential Service Agreement for your AT&T Services is enclosed. This agreement is effective July 15, 2009. Additional information about the agreement is also enclosed. Please carefully review these materials. These documents are also available online at [att.com/servicepublications](http://att.com/servicepublications). Thank you for choosing AT&T.

### BUNDLE TODAY!

As an AT&T customer, when you bundle Home Phone with Unlimited Long Distance, Wireless, high-speed Internet and AT&T Advanced TV service, you'll enjoy greater savings. So bundle today and start saving month after month. Call 1.800.819.0882 or visit [att.com/maysavings](http://att.com/maysavings) to take advantage of our limited-time cash back offer.

## Terms and Conditions

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### 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), AT&T Communications of California, Inc., and/or 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](http://att.com/servicepublications).