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EXHIBIT 1

EXHIBIT 1

Greg and Coleen Godwin
3421 Las Palmas Avenue
Glendale, California 91208

September 15, 2011

California Public Utilities Commission
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, California 94102

Re: Overpayment of \$185.48

To Whom It May Concern:

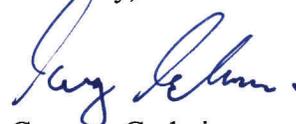
Our AT&T bill states we should write to you if we have a complaint that cannot be resolved with AT&T. AT&T has provided our home phone, cell phone and internet service under a combined account for several years. In March of this year we switched to a U-verse plan including home phone, internet service and television. Cell phone service became a separate plan at that time. This change-over caused a payment processing confusion that resulted in a double payment. We have called and written to AT&T numerous times since April regarding the refund of the double payment. We have requested the refund or a written explanation as to why they refuse to make the refund. AT&T has failed to respond in any way other than in a letter dated May 31st stating that we should call their generic customer service number again. Please see the following attachments showing the history of our complaint:

1. Transcript of 5/18/11 on-line discussion showing that AT&T's right-hand (Landline) and left-hand (Mobility) use each other as an excuse to not deal with the problem;
2. Our letter dated 5/18/11;
3. Exhibit A - Excerpt of March 2, 2011 AT&T bill
4. Exhibit B - Excerpt of March 11, 2011 AT&T bill
5. Exhibit C - May 4, 2011 AT&T bill
6. Exhibit D - Excerpt of undated first separate AT&T cell phone bill under new account no. 140391699 for service period 2/16/11 - 3/15/11;
7. Exhibit E - Excerpt of undated AT&T bill for service period 3/16/11 - 4/15/11;
8. Exhibit F - Letter from AT&T dated April 9, 2011;
9. Letter from AT&T dated May 31, 2011;
10. Our letter dated 6/08/11;
11. Our letter dated 8/10/11;
12. May 23, 2011 revised final AT&T bill;
13. Excerpt of undated AT&T bill for service period 5/16/11 - 6/15/11.

We believe we are currently entitled to a refund of \$185.48 and we hope you can prompt AT&T into some sort of action regarding this matter.

Thank you very much!

Sincerely,



Gregory Godwin

ATTACHMENT 1

Please wait for a site operator to respond.

>Welcome to AT&T Chat. You are now chatting with 'Beverley Lewis'

Beverley Lewis: Good evening Ms. Godwin. I see that you have questions about your bill, is this correct?

Beverley Lewis: For account verification, please send me the last four numbers of the account holder's social security number.

Coleen Godwin: yes. on 5/2 we paid 159.63 to acct# 140391699 but it was credited to acct #81824867547643 in error. Now our account is suspended.

Coleen Godwin: 7990

Beverley Lewis: I apologize about any inconvenience. I will be more than happy to assist you within finding a solution to this issue.

Beverley Lewis: Thank you for that information. Please allow up to three minutes for me to review information on your account.

Coleen Godwin: ok thank you

Beverley Lewis: What account was it credited to?

Coleen Godwin: we used to have a blended account, #81824867547643, it was credited to that old account

Coleen Godwin: We added UVerse on March 5 and accounts have been a bit messed up ever since

Beverley Lewis: I so see per the notes on your account that you have spoken to or chatted with someone about this issue.

Beverley Lewis: Have you spoken to Landline about returning the funds?

Coleen Godwin: they were pretty unhelpful

Beverley Lewis: Have you spoken to your Financial Institution?

Coleen Godwin: they said it was an att mobility issue

Coleen Godwin: my bank says the payment has cleared

Beverley Lewis: I am sorry but they gave you incorrect information. We are unable to reverse a payment on that was made to a landline account. What did Landline tell you?

Coleen Godwin: Landline said we had to talk to Mobility

Beverley Lewis: I am sorry but since you made the payment to Landline, we are unable to assist you with the payment that has already been made to them. They would have to credit the payment amount back to your account.

Beverley Lewis: I am sorry but this is not a Mobility issue Ms. Godwin.

Coleen Godwin: Then why is my cell phone suspended if its not a Mobility issue?

Beverley Lewis: The service is suspended because payment was not made to this account.

Coleen Godwin: How do I get Landline to refund the overpayment?

Beverley Lewis: You would have to speak with them Ms. Godwin and explain the issue. Did you owe a balance to them?

Coleen Godwin: No, there was no outstanding balance owed.

Coleen Godwin: So, when I pay Mobility, will my cell service be reinstated?

Beverley Lewis: If there was no outstanding balance, they should be able to credit the payment back to your account. Wireless and Landline are two different departments and we do not have access to each others billing.

Coleen Godwin: Thank you for the explanation.

Beverley Lewis: Yes, it will then be restored.

Coleen Godwin: any re-instatement fee or late fee or ??

Beverley Lewis: You are very welcome and I am sorry for any confusion. May I answer anything else for you?

Beverley Lewis: The previous representative already credited the \$36.00 restoral fee. You will see the credit on your next bill.

Coleen Godwin: all right, thank you! It may be interesting to get that money back from Landline, as they may consider that account now closed!

Beverley Lewis: I agree. I do hope it works out for you Ms. Godwin.

Beverley Lewis: Thank you for selecting AT&T as your service provider. We appreciate your business. It has been my pleasure assisting you today. Please click the close button to end your session. A customer satisfaction survey will automatically appear and we would appreciate your feedback.

ATTACHMENT 2

Greg and Coleen Godwin
3421 Las Palmas Avenue
Glendale, California 91208

May 18, 2011

AT&T Residence Service
POB 9039
South San Francisco, California 94083

Re: Overpayment of \$173.27 on Account Number 818 248-6754 764 3

To Whom It May Concern:

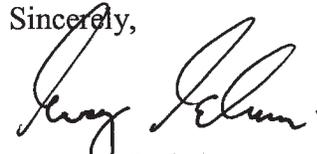
We had combined billing of cell phone, home phone and internet for several years under the above account number. We switched to AT&T U-verse with combined home phone, internet and TV starting March 5, 2011.

Apparently, this caused our old combined billing account ("Old Account") to terminate. The balance on this account on the March 2, 2011 bill was \$215.64. *See Exhibit A.* After a \$32.39 credit on the March 11, 2011 bill, the ending balance on the account was \$183.25. *See Exhibit B.* This balance included \$173.27 for cell phone service for the period 1/16/11 – 2/15/11. *See Exhibit A, page 2.* This same \$173.27 for the period 1/16/11 – 2/15/11 was paid as shown on our first separate cell phone bill under new account no. 140391699. *See Exhibit D, pages 1 and 3.* We subtracted this already paid amount from the Old Account bill leaving a balance of \$9.98 which we paid on April 9, 2011. This payment was posted correctly on April 13, 2011 as shown on the May 4, 2011 bill. *See Exhibit C.* This should have left a zero balance for the Old Account. We received a letter from AT&T dated April 9, 2011 stating that we owed \$183.25 on the Old Account. *See Exhibit F.* I called the 800 phone number on April 22nd to inquire about this past due amount and was told that we were fully paid and no outstanding balance remained. I requested that a note be made in the system to document the account status as fully paid. I then received a bill dated May 4th that showed a balance due of \$13.64. Not yet realizing the May 3rd misappropriation of a \$159.63 cell phone payment (see below), we paid the remaining, but erroneous, balance of \$13.64 on May 17th simply to avoid future problems. Today, we learned that this \$13.64 amount had been sent to a collection agency.

We paid our first separate cell phone bill (\$155.27) under new account 140391699 for the service period 2/16/11 – 3/15/11 on April 9, 2011. This amount was posted correctly on April 12th. *See Exhibit E, pages 1 and 3.* We paid our second separate cell phone bill (\$159.63) on May 2nd. I later discovered that this amount was posted to the supposedly closed Old Account on May 3rd. *See Exhibit C.* Because this \$159.63 payment had not been applied to our cell phone bill that was due May 5th, our cell phone service was terminated on May 17th.

Please send us a check or credit one of our continuing accounts (140391699 or 109783301) for both the \$159.63 that we had to pay twice per my phone call today to AT&T and the \$13.64 that we paid in a vain attempt to avoid any of these very problems.

Sincerely,



Gregory Godwin

ATTACHMENT 3

GREGORY GODWIN
3421 LAS PALMAS AVE
GLENDALE CA 91208 - 1526

Page 1 of 5
Account Number 818 248-6754 764 3
Billing Date Mar 2, 2011

Web Site att.com



Monthly Statement

*4/9
Pd \$9.98
✓ #10011*

Bill-At-A-Glance

Previous Bill	231.87
Payment - Thank you!	231.87CR
Adjustments	30.00CR
Balance	30.00CR
Current Charges	245.64
Total Amount Due	\$215.64
Amount Due in Full by	Apr 2, 2011

AT&T Benefits

- AT&T U-verse: Now showing on 3 screens. Watch at home, online and on your mobile phone. Now you can watch what you want, when you want, where you want. Geographic and service restrictions apply. Call 1.800.983.8426 or go online: att.com/valueofuverse.

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1.	2-23	Payment		231.87
2.	3-02	Adj for - AT&T Wireless Services	30.00CR	
Totals			30.00CR	231.87

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services 1 800 288-2020	37.38
AT&T Internet Services 1 877 722-3755	34.99
AT&T Wireless Services 1 800 331-0500	173.27
Total Current Charges	245.64

*mostly
wireless
3/11/11
services pd
2/18/11
(see 2/11/11 bill)*

*215.64
←
42.37
32.39 ←
79.88*

Plans and Services

Monthly Service - Mar 2 thru Apr 1	
3. Residence Flat Rate Serv Line Sharing Toll/Call Restrict	19.95
4. Caller ID Complete Blocking	.00
5. Toll Blocking	1.90
6. WirePro SM	7.50
Total Monthly Service	29.35

Surcharges and Other Fees	
7. Federal Subscriber Line Charge	4.37
8. Rate Surcharge	.28CR
9. State Regulatory Fee	.05
10. Federal Universal Service Fee	.67
Total Surcharges and Other Fees	4.81

Government Fees and Taxes	
11. CA High Cost Fund-B and CA Advanced Svc Fund	.13
12. California Teleconnect Fund Surcharge	.03
13. Universal Lifeline Telephone Service Surcharge	.34
14. CA Relay Service and Communications Devices Fund	.06
15. 9-1-1 Emergency System	.11
16. Federal	.79
17. Local	1.76
Total Government Fees and Taxes	3.22

Total Plans and Services 37.38

News You Can Use Summary

- CARRIER INFORMATION
- PAYMENT OPTIONS
- AT&T LD WEB NOTICE
- MOVING SOON?
- ELECTRONIC PAYMENTS
- CA LOCAL TAX
- SUPPORT MADE EASY!

See "News You Can Use" for additional information

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

GO GREEN - Enroll in paperless billing.



AT&T Internet Services

Important Information

For Billing Inquiries:
 High Speed Internet (DSL): 1.800.288.2020
 Web Hosting: 1.888.932.4678
 ConneCTech: 1.866.294.3464
 AT&T Yahoo! Web Hosting: 1.866.722.9932

AT&T Wi-Fi contact information located at attwifi.com.
 To submit an inquiry through our website please visit
 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

Itemized Charges and Credits	34.99
Total Summary of Current Charges	34.99

Itemized Charges and Credits

Item No.	Description	Quantity	
Charges for 6633890			
1.	AT&T HSI EXPRESS	1	34.99
	Service Date: 02/24/11 - 03/23/11		
	GREGORY GODWIN		
	HSI No. 818 248-6754		
	gregorygodwin@sbcglobal.net		

Total AT&T Internet Services **34.99**

AT&T Wireless Services

Important Information

Add a Line with Family Talk from AT&T
 FamilyTalk(R) plans start at just \$69.99/month including
 700 Rollover Minutes. Add up to three additional lines
 for only \$9.99 each. Sign up now by calling 800-449-1672
 or visit ATT.COM/ADDALINE
 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 February	173.27

Total Account Summary Charges **173.27**

Adjustments (included in previous charges) 30.00CR

Wireless Summary - 140391699

Cycle Dates: Jan 16, 2011 - Feb 15, 2011

Monthly Service	\$139.98
Credits, Adjustments and Other Charges	\$23.65
Taxes	\$9.64
Total Wireless Charges	\$173.27

Mobile Charges Summary

323 459-6705 Group: 1	
GREGORY A. GODWIN	
Monthly Service	\$9.99
Credits, Adjustments and Other Charges	\$1.10
Taxes	\$0.99
Charges for this mobile	\$12.08
626 641-0640 Group: 1	
JAMES A. GODWIN	
Monthly Service	\$9.99
Credits, Adjustments and Other Charges	\$1.10
Taxes	\$0.99
Charges for this mobile	\$12.08
818 281-2839 Group: 1	
COLEEN D. GODWIN	
Monthly Service	\$120.00
Credits, Adjustments and Other Charges	\$21.45
Taxes	\$7.66
Charges for this mobile	\$149.11

Group Usage Summary - Group: 1

Voice	
Rollover Summary	
Previous Balance	3,992
Unused Minutes Added	417
Minutes Expired (*)	0
Current Rollover Balance	4,409
(*) Unused Plan Minutes Expired After 12 Billing Periods	

FT9NTN700RUMMUNW

149 Minutes Used by	323 459-6705
199 Minutes Used by	626 641-0640
282 Minutes Used by	818 281-2839
630 Minutes Used by This Group	
700 Minutes Included	

Data

FT9NTN700RUMMUNW

71 Text Messages Used by	323 459-6705
563 Text Messages Used by	626 641-0640
586 Text Messages Used by	818 281-2839
1,220 Text Messages Used by This Group	
4 MMS Messages Used by	626 641-0640
3 MMS Messages Used by	818 281-2839
7 MMS Messages Used by This Group	



ATTACHMENT 4

GREGORY GODWIN
3421 LAS PALMAS AVE
GLENDALE CA 91208 - 1526

Page 1 of 2
Account Number 818 248-6754 764 3
Billing Date Mar 11, 2011

Web Site att.com



Monthly Statement

Bill-At-A-Glance

Previous Bill	215.64
Payment	.00
Adjustments	.00
Past Due - Please Pay Immediately	215.64
Current Charges	32.39CR
Total Amount Due	\$183.25
Current Charges Due in Full by	Apr 8, 2011
FINAL BILL	

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services	32.39CR
1 800 288-2020	
Total Current Charges	32.39CR

Plans and Services

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Based on a request, effective Mar 5, 2011, local service(s) will be provided by AT&T California.

Please contact them directly at (800) 288-2020 for service-related concerns.

Charges for 818 248-6754

Order No. D64098176

PON LS107985355A

Item No.	Description	Quantity	Monthly Rate	Amount Billed
Services Disconnected (Monthly Charges were Billed in Advance and are Prorated from Mar 5, 2011 to Apr 2, 2011)				
1.	Residence Flat Rate Serv Line Sharing Toll/Call Restrict	1	19.95	17.29CR
2.	WirePro SM	1	7.50	6.50CR
3.	Federal Subscriber Line Charge	1	4.37	3.79CR
4.	Federal Universal Service Fee	1	.67	.58CR
5.	Toll Blocking	1	1.90	1.65CR
Total 818 248-6754				29.81CR
Total Additions and Changes to Service				29.81CR

Surcharges and Other Fees

6.	Rate Surcharge			.24
7.	State Regulatory Fee			.04CR
Total Surcharges and Other Fees				.20

Government Fees and Taxes

8.	CA High Cost Fund-B and CA Advanced Svc Fund			.12CR
9.	California Teleconnect Fund Surcharge			.02CR
10.	Universal Lifeline Telephone Service Surcharge			.29CR
11.	CA Relay Service and Communications Devices Fund			.05CR
12.	9-1-1 Emergency System			.10CR
13.	Federal			.68CR
14.	Local			1.52CR
Total Government Fees and Taxes				2.78CR

Total Plans and Services

32.39CR

News You Can Use Summary

- ELECTRONIC PAYMENTS
- PAYMENT OPTIONS
- SUPPORT MADE EASY!
- CUSTOMER SUPPORT
- WE'LL MISS YOU!
- AT&T LD WEB NOTICE
- MOVING SOON?

See "News You Can Use" for additional information

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

GO GREEN - Enroll in paperless billing.

Return bottom portion with your check in the enclosed envelope.

ATTACHMENT 5

GREGORY GODWIN
3421 LAS PALMAS AVE
GLENDALE CA 91208 - 1526

Page 1 of 1
Account Number 818 248-6754 764 3
Billing Date May 4, 2011

Web Site att.com



Monthly Statement

*PAID
5/18
16241
we did + do
not owe*

Bill-At-A-Glance

Previous Bill	183.25
Payment	169.61 CR
Adjustments	.00
Past Due - Please Pay Immediately	13.64
Current Charges	.00
Total Amount Due	\$13.64
Current Charges Due in Full by	Jun 2, 2011

Detail of Payments and Adjustments

Item	No.	Date	Description	Adjustments	Payments
	1.	4-13	Payment		9.98
	2.	5-03	Payment		159.63
Totals					169.61

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 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, 14575 Presidio Square, Room CR, Houston, TX 77083, or visit 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, 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 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.

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.

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services	.00
1 800 288-2020	
Total Current Charges	.00

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

GO GREEN - Enroll in paperless billing.

ATTACHMENT 6



Page: 1 of 8
Billing Cycle Date: 02/16/11 - 03/15/11
Account Number: 140391699

How To Contact Us:

- 1-800-331-0500 or 611 from your cell phone
- For Deaf/Hard of Hearing Customers (TTY/TDD)
1-866-241-6567

Wireless Number(s)

323-459-6705
626-641-0640
818-281-2839

Previous Balance	173.27
Payment Posted	-173.27
BALANCE	0.00
Monthly Service Charges	139.98
Usage Charges	0.00
Credits/Adjustments/Other Charges	5.65
Government Fees & Taxes	9.64
TOTAL CURRENT CHARGES	155.27
Due Apr 05, 2011	
Late fees assessed after Apr 15	
Total Amount Due	\$155.27

PAID 4/9 / ✓ #10012

Add a Line with Family Talk from AT&T

FamilyTalk(R) plans start at just \$69.99/month including
700 Rollover Minutes. Add up to three additional lines
for only \$9.99 each. Sign up now by calling 800-449-1672
or visit ATT.COM/ADDALINE

Return the portion below with
payment only to AT&T Mobility.



Questions? Call 1-800-331-0500 or 611 from your wireless phone.

Prior Activity	140391699
Previous Balance	173.27
Detail of Payments Posted	
Payment Feb 18, 2011	-173.27
TOTAL BALANCE	\$0.00

Wireless Detail									140391699
Wireless Number	Minutes Used	Msg/KB/MB Used	Monthly Service	Usage Charges	Credits, Adj & Other Charges	Government Fees & Taxes	Non-Comm Related Charges	Total	
323-459-6705	111	56	9.99	0.00	1.10	0.99	0.00	12.08	
GREGORY A. GODWIN (See Page 4 for a list of individual charges.)									
626-641-0640	271	793	9.99	0.00	1.10	0.99	0.00	12.08	
JAMES A. GODWIN (See Page 5 for a list of individual charges.)									
818-281-2839	346	633,339	120.00	0.00	3.45	7.66	0.00	131.11	
COLEEN D. GODWIN (See Page 6 for a list of individual charges.)									
Total	728	634,188	139.98	0.00	5.65	9.64	0.00	155.27	
TOTAL AMOUNT DUE								\$155.27	

Group Details

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.

FamilyTalk Nation 700 with Rollover

Shared Minutes Used

Wireless Number	Period	Monthly Service	Rollover Minutes	Other Shared Minutes	Billed Minutes	Billed Charges
323-459-6705	02/16-03/15	9.99	15	96	0	0.00
626-641-0640	02/16-03/15	9.99	96	175	0	0.00
818-281-2839	02/16-03/15	60.00	171	175	0	0.00
Total		79.98	282	446	0	0.00

Shared Data Used

Wireless Number	Monthly Service	Shared Text Msgs	Shared MMS Msgs	Shared KB	Billed Text Msg	Billed MMS Msg	Billed KB	Billed Charges
323-459-6705	0.00	56	0	0	0	0	0	0.00
Period 02/16-03/15								
626-641-0640	0.00	787	6	0	0	0	0	0.00
Period 02/16-03/15								
818-281-2839	30.00	782	9	0	0	0	0	0.00
Period 02/16-03/15								
Total	30.00	1625	15	0	0	0	0	0.00

Summary of Rollover Minutes for the Group

Previous Rollover Balance	4,409
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ATTACHMENT 7



Page: 1 of 8
 Billing Cycle Date: 03/16/11 - 04/15/11
 Account Number: 140391699

How To Contact Us:

- 1-800-331-0500 or 611 from your cell phone
- For Deaf/Hard of Hearing Customers (TTY/TDD)
1-866-241-6567

Wireless Number(s)

323-459-6705
 626-641-0640
 818-281-2839

pd 5/2
ev#10239

Previous Balance	155.27
Payment Posted	-155.27
BALANCE	0.00
Monthly Service Charges	139.98
Usage Charges	3.98
Credits/Adjustments/Other Charges	5.66
Government Fees & Taxes	10.01
TOTAL CURRENT CHARGES	159.63
Due May 05, 2011	
Late fees assessed after May 15	
Total Amount Due \$159.63	

Paid again on AT&T website w/ Sears CC 5/18/11

Discontinued service @ 1pm, 5/17/11 (\$159.63 posted to wrong AT&T acct?)

Add a Line with Family Talk from AT&T 5/18 - AT&T cannot correct error - I'm on my own.

FamilyTalk(R) plans start at just \$69.99/month including 700 Rollover Minutes. Add up to three additional lines for only \$9.99 each. Sign up now by calling 800-449-1672 or visit ATT.COM/ADDALINE

Return the portion below with payment only to AT&T Mobility.

221 Venture Way
 Lafayette, LA 70507

#BWNJSZT
 #040001403916996#
 6645.5.183.43155 1 AT 0.365 1x
 GREGORY A. GODWIN
 3421 LAS PALMAS AVE
 GLENDALE CA 91208-1526

Account Number:	140391699
Total Amount Due:	\$159.63
Amount Paid:	
\$	

* Please do not send correspondence with payment.

Yes, enroll me in AutoPay
 Signature required on reverse

Total Amount Due by May 05, 2011

Please Mail Check Payable To:

AT&T Mobility
 PO Box 60017
 Los Angeles, CA 90060-0017



9100000014039169900000000159630000015963005



Questions? Call 1-800-331-0500 or 611 from your wireless phone.

Prior Activity	140391699
Previous Balance	155.27
Detail of Payments Posted	
Payment Apr 12, 2011	-155.27
TOTAL BALANCE	\$0.00

Wireless Detail									140391699
Wireless Number	Minutes Used	Msg/KB/MB Used	Monthly Service	Usage Charges	Credits, Adj & Other Charges	Government Fees & Taxes	Non-Comm Related Charges	Total	
323-459-6705	97	57	9.99	0.00	1.08	0.99	0.00	12.06	
GREGORY A. GODWIN (See Page 4 for a list of individual charges.)									
626-641-0640	254	1,158	9.99	0.00	1.08	0.99	0.00	12.06	
JAMES A. GODWIN (See Page 5 for a list of individual charges.)									
818-281-2839	243	1,319,614	120.00	3.98	3.50	8.03	0.00	135.51	
COLEEN D. GODWIN (See Page 6 for a list of individual charges.)									
Total	594	1,320,829	139.98	3.98	5.66	10.01	0.00	159.63	
TOTAL AMOUNT DUE									\$159.63

Group Details

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.

FamilyTalk Nation 700 with Rollover

Shared Minutes Used

Wireless Number	Period	Monthly Service	Rollover Minutes	Other Shared Minutes	Billed Minutes	Billed Charges
323-459-6705	03/16-04/15	9.99	30	67	0	0.00
626-641-0640	03/16-04/15	9.99	148	106	0	0.00
818-281-2839	03/16-04/15	60.00	70	173	0	0.00
Total		79.98	248	346	0	0.00

Shared Data Used

Wireless Number	Monthly Service	Shared Text Msgs	Shared MMS Msgs	Shared KB	Billed Text Msg	Billed MMS Msg	Billed KB	Billed Charges
323-459-6705	0.00	57	0	0	0	0	0	0.00
Period 03/16-04/15								
626-641-0640	0.00	1154	4	0	0	0	0	0.00
Period 03/16-04/15								
818-281-2839	30.00	708	1	0	0	0	0	0.00
Period 03/16-04/15								
Total	30.00	1919	5	0	0	0	0	0.00

Summary of Rollover Minutes for the Group

Previous Rollover Balance	4,127
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ATTACHMENT 8

AT&T
PO BOX 5093
CAROL STREAM, IL 60197



April 09, 2011

3/18 mark 8:30am
cell phone cut off
for 12.64 owed
+ sent to collection
service

called 4/22 2:15 pm

GREGORY GODWIN
3421 LAS PALMAS AVE
GLENDALE, CA 91208

Transfenda
"mobility" dept.
re cell phone

Anna belle
(CA)

said does no good
to know her name

All pd up + good
- made note in system

Account Number: 818-248-6754 764

GREGORY GODWIN

+ could not help me.
to reinstate service with
(offered me X "courtesy" waiver of \$36 fee but I had to resolve my
my own by Fri 5/20 - told her to wait as I doubted this could
be done so fast
without AT&T
cooperation)

Payment has not been received for your former AT&T California account, 818-248-6754 764 in the amount of \$183.25. If you have not made your payment, please do so immediately. If your payment has already been sent, please disregard this notice.

Failure to pay the outstanding balance on your account may result in collection efforts against you. To avoid this, please pay the outstanding charges in full today.

If you have questions regarding your service with AT&T, you may contact AT&T California toll free at 1-800-300-5099.

You can make a payment electronically by going online at www.att.com, or by calling 1-800-ATT-2020 and simply say "Pay Bill". You may also pay at an authorized payment location. Go to www.att.com/paylocations or call 1-800-ATT-2020 and say "Payment Location" to find a location near you.

Thank you for your prompt attention to this matter.

This is an attempt to collect a debt and any information obtained will be used for that purpose. Unless you dispute the validity of this debt or any portion of it within (30) days after receipt of this letter the debt will be assumed to be valid. If you notify AT&T California within thirty (30) days of this letter that the debt or any portion of the debt is disputed, we will investigate your claim and based upon our investigation of your claim, mail verification of the debt to you.

Please Detach and Return This Portion With Your Payment

Account Number **818-248-6754 764 3**

Please include your account number on your check.

Amount Due: **\$183.25**

Due by Date: April 09, 2011

Amount Enclosed: _____

Make Checks Payable to:

GREGORY GODWIN
3421 LAS PALMAS AVE
GLENDALE, CA 91208

AT&T Payment Center
Sacramento, CA 95887-0001



2021.001.000607.01.01.0000000 NNNNNNNY 1213.1213



9759 81824867547643 5000000999999 0661000000002156400000018325

ATTACHMENT 9



May 31, 2011

Gregory Godwin
3421 Las Palmas Ave
Glendale, CA 91208-1526

Re: (818) 248-6754 764

Dear Gregory Godwin:

Thank you for your recent correspondence. We have attempted to contact you, however we have been unable to reach you. We need to speak to you directly regarding your account.

Please call our customer service center at 1-800-ATT-2020 (1-800-288-2020).
AT&T California values your business and looks forward to speaking to you.

Sincerely,

Allison D.
Service Representative
AT&T California

ATTACHMENT 10

The Godwins
3421 Las Palmas Avenue
Glendale, California 91208

June 8, 2011

AT&T Residence Service
POB 9039
South San Francisco, California 94083

Re: Overpayment of \$173.27 on Account Number 818 248-6754 764 3

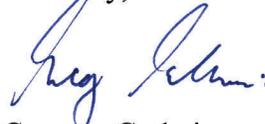
To Whom It May Concern:

I received a May 31, 2011 response to my May 18, 2011 letter stating that your attempts to contact me had been unsuccessful and requesting that I call your generic customer service number for assistance. I have attached a copy of your response for reference. I find no evidence of any prior attempt to contact me regarding this matter and I have no interest in starting over by phone with the customer service center. I started there and experienced only waits, transfers and a run-around. This is why I wrote to you explaining the situation in detail and attached relevant documentation.

I believe you have enough information to make a determination. If not, please write me to request what additional information you may require from me. I would appreciate it if all further communications regarding this issue be in writing.

Thank you very much!

Sincerely,

A handwritten signature in blue ink that reads "Greg Godwin". The signature is written in a cursive style with a large initial "G".

Gregory Godwin



May 31, 2011

Gregory Godwin
3421 Las Palmas Ave
Glendale, CA 91208-1526

Re: (818) 248-6754 764

Dear Gregory Godwin:

Thank you for your recent correspondence. We have attempted to contact you, however we have been unable to reach you. We need to speak to you directly regarding your account.

Please call our customer service center at 1-800-ATT-2020 (1-800-288-2020).
AT&T California values your business and looks forward to speaking to you.

Sincerely,

Allison D.
Service Representative
AT&T California

ATTACHMENT 11

The Godwins
3421 Las Palmas Avenue
Glendale, California 91208

August 10, 2011

AT&T Residence Service
POB 9039
South San Francisco, California 94083

Re: Overpayment of \$173.27 on Account Number 818 248-6754 764 3

To Whom It May Concern:

After several protracted attempts to resolve the above overpayment issue with your customer service center, I wrote you on May 18, 2011 explaining the issue in great detail and provided extensive supporting documentation. On May 31, 2011, you wrote that you had attempted to reach me, presumably by phone, and had been unable to do so. I have voice mail on my cell phone and an answering machine on my home phone and had no messages from you at any time in the last two weeks of May. You requested that I simply call you customer service center. I responded by letter on June 8, 2011 stating that I had no interest in being given further run-around with customer service and to please address the issue in writing. I am writing again today as there has been no further response from you.

The only additional information since May 18th is that:

- we received a May 23, 2011 “revised final bill” showing a balance of \$23.79 credit. There was no explanation of how this figure was determined.
- you charged us a \$36, restoral fee on the statement for the service period ending 6/15/11. We were told this restoral fee would be waived.

For your convenience, I attach the May 18th letter with all its exhibits, the revised final bill, your May 31, 2011 letter to me, my June 8, 2011 response letter and an excerpt of the statement for the service period ending 6/15/11.

Again, please send us a check or credit one of our continuing accounts (140391699 or 109783301) for both the \$159.63 that we had to pay twice to AT&T and the \$13.64 that we paid in a vain attempt to avoid any of these very problems, less the \$23.79 refund, plus the \$36.00 restoral fee for a net reimbursement of \$185.48.

If I do not hear from you in writing by the end of this month, I will forward the matter to the California Public Utilities Commission per the instructions on your monthly statements.

Sincerely,



Gregory Godwin

ATTACHMENT 12

GREGORY GODWIN
3421 LAS PALMAS AVE
GLENDALE CA 91208 - 1526

Page 1 of 1
Account Number 818 248-6754 764 3
Billing Date May 23, 2011

Web Site att.com



Monthly Statement

Bill-At-A-Glance

Previous Bill	13.64
Payment - Thank you!	13.64CR
Adjustments	23.79CR
Balance	23.79CR
Current Charges	.00
Balance	\$23.79CR

Payment is Not Required

REVISED FINAL BILL

Billing Summary

Billing Questions? Visit att.com/billing

Plans and Services	.00
1 800 288-2020	
Total Current Charges	.00

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1.	5-19	Payment		13.64
2.	5-23	Adj for - AT&T Internet Services	23.79CR	
Totals			23.79CR	13.64

AT&T Internet Services

Itemized Adjustments

Miscellaneous Adjustments

3. Adjustments	23.79CR	
Total AT&T Internet Services		.00

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 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, 14575 Presidio Square, Room CR, Houston, TX 77083, or visit 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, 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 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.

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.

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

GO GREEN - Enroll in paperless billing.

ATTACHMENT 13



Page: 1 of 9
 Billing Cycle Date: 05/16/11 - 06/15/11
 Account Number: 140391699

How To Contact Us:

- 1-800-331-0500 or 611 from your cell phone
- For Deaf/Hard of Hearing Customers (TTY/TDD)
1-866-241-6567

Wireless Numbers with Rollover

323-459-6705
 626-641-0640
 818-281-2839

Previous Balance	316.44
Payment Posted	-159.63
PAST DUE BALANCE Pd ev 10248	156.81
Payable Immediately	
Monthly Service Charges	139.98
Usage Charges	0.00
Credits/Adjustments/Other Charges	45.29
Government Fees & Taxes	11.93
TOTAL CURRENT CHARGES	197.20
Due Jul 05, 2011	
Late fees assessed after Jul 15	
Total Amount Due	\$354.01

Add a Line with Family Talk from AT&T

FamilyTalk(R) plans start at just \$69.99/month including 700 Rollover Minutes. Add up to three additional lines for only \$9.99 each. Sign up now by calling 800-449-1672 or visit ATT.COM/ADDALINE

*pd 197.20
 ev # 10254
 7/5*

Return the portion below with payment only to AT&T Mobility.

221 Venture Way
 Lafayette, LA 70507

#BWNJSZT
 #060001403916994#
 5571.42.1982.428340 1 AT 0.365 1x
 GREGORY A. GODWIN
 3421 LAS PALMAS AVE
 GLENDALE CA 91208-1526

Account Number:	140391699
Total Amount Due:	\$354.01
Amount Paid:	
\$	

* Please do not send correspondence with payment.

Yes, enroll me in AutoPay
 Signature required on reverse



Please Mail Check Payable To:

AT&T Mobility
 PO Box 60017
 Los Angeles, CA 90060-0017



910000001403916990000000001972000000035401003

4



Page:
Billing Cycle Date:
Account Number:

3 of 9
05/16/11 - 06/15/11
140391699

Questions? Call 1-800-331-0500 or 611 from your wireless phone.

Prior Activity	140391699
Previous Balance	316.44
Detail of Payments Posted	
Payment by Master Card posted on May 18, 2011	-159.63
TOTAL PAST DUE BALANCE	\$156.81

Account Charges	140391699
Credits, Adjustments & Other Charges	
Service Restoral Fee Credit	-36.00
Restoral Fee	36.00
Restoral Fee	36.00
Late Payment Charge	2.28
Federal Universal Service Charge	1.55
State Public Utility Surcharge	0.04
ACCOUNT CREDITS, ADJUSTMENTS & OTHER CHARGES	\$39.87
Government Fees & Taxes	
CHCF B	0.07
Relay Service Device Fund	0.05
Teleconnect Fund	0.02
Universal Lifeline	0.27
City Utility Users Tax	2.47
City Utility Users Tax	0.15
ACCOUNT GOVERNMENT FEES & TAXES	\$3.03

Wireless Detail									140391699
Wireless Number	Minutes Used	Msg/KB/MB Used	Monthly Service	Usage Charges	Credits, Adj & Other Charges	Government Fees & Taxes	Non-Comm Related Charges	Total	
323-459-6705	48	77	9.99	0.00	1.07	0.90	0.00	11.96	
GREGORY A. GODWIN (See Page 4 for a list of individual charges.)									
626-641-0640	367	1,525	9.99	0.00	1.07	0.90	0.00	11.96	
JAMES A. GODWIN (See Page 6 for a list of individual charges.)									
818-281-2839	443	835,669	120.00	0.00	3.28	7.10	0.00	130.38	
COLEEN D. GODWIN (See Page 7 for a list of individual charges.)									
Total	858	837,271	139.98	0.00	5.42	8.90	0.00	154.30	
TOTAL AMOUNT DUE								\$354.01	