



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

10/08/25

04:59 PM

C2510006

Joyce Marie Hurt, By Kathryn Romo,
Conservator of the Estate of Joyce Marie Hurt,

Complainant,

vs.

Pacific Bell d/b/a AT&T California (U1001C),

Defendant.

(ECP)

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
Joyce Marie Hurt, By Kathryn Romo, Conservator of the Estate of Joyce Marie Hurt Attn: Kathryn Romo, Conservator <u>Service Address:</u> 679 Brookfield Drive Livermore, CA 94551-1837 <u>Mailing Address:</u> 236 Brook Avenue SE Concord NC 28025 T: 336-575-0026 E-mail: Kathrynjromo@gmail.com	Pacific Bell d/b/a AT&T California (U1001C) Attn: Mark Berry, Director-Regulatory 430 Bush Street, 5th Floor San Francisco CA 94108 T: 415-417-5033 E-mail 1: U1001C-Regulatory@att.com E-mail 2: mb2861@att.com E-mail 3: rj2397@att.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Joyce Marie Hurt, by Kathryn Romo,
Conservator of the Estate of Joyec
Marie Hurt

COMPLAINANT(S)

vs.

(B)

AT&T Services, Inc.

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with
the Commission's Consumer Affairs staff?

☒ YES

☐ NO

Has staff responded to your complaint?

☐ YES

☒ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES

☒ NO

Do you have money on deposit with the
Commission?

☐ YES

☒ NO

Amount \$

Is your service now disconnected?

☒ YES

☐ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Joyce Marie Hurt	236 Brook Ave SE, Concord, NC 28025	336.575.0026

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
AT&T Services, Inc.	P.O. Box 6247, San Antonio, TX 78209	877-981-3661

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

See attached.

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☒ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

Whether AT&T Services, Inc. failed to provide Kathryn Romo access to the account belonging to Joyce Marie Hurt, and continued to bill \$2,139.17 for unused phone lines.

Whether AT&T's procedures for handling requests from court-appointed conservators violates California and federal law.

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order. State clearly the exact relief desired. (Attach additional pages if necessary)

I respectfully request that the CPUC:

Order AT&T Services, Inc. to refund \$2139.17, the amount billed for the unused lines after my initial submission of the required documents that authorized my access and management of the account.

Require AT&T to review and improve procedures for handling requests from court-appointed conservators.

(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

Kathryn.j.romo@gmail.com

(J)

Dated Concord, North Carolina, this 8th day of October, 2025
(City) (date) (month) (year)

Kathryn J. Romo

Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)**REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	Kathryn Romo, Conservator of the Estate of Joyce Marie Hurt
Address:	236 Brook Ave SE, Concord, NC 28025
Telephone Number:	336.575.0026
E-mail:	kathrynjromo@gmail.com
Signature	<i>Kathryn J. Romo</i>

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on September 14, 2025, at Concord, North Carolina
(date) (City)

Kathryn Fomo,
(Complainant Signature) conservator of the
estate of Joyce Marie
Hart

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

Kathryn Romo

Signature

9/14/2025

Date

Kathryn Romo, Conservator of the
Print your name Estate of Jose Maria Hurt

(F)

Details of Complaint

I, Kathryn Romo, submit this complaint on behalf of Joyce Marie Hurt, for whom I serve as Conservator of the Estate, regarding AT&T Services, Inc.'s (AT&T) failure to properly cancel unused cellular phone accounts. Ms. Hurt is eight-four years old and suffers from Alzheimer's disease.

On October 14, 2023, I sent an initial email to att_poa@att.com request to gain access to Ms. Hurt's account in order to assess the lines on the account and cancel unneeded lines. Despite receiving all documentation it requested, AT&T failed to provide access. Rather, it advised that I must go into a local corporate store to verify my identity. As requested, I went into a local corporate store in October 2023. I was advised that no account changes could be done in the store, and that I would need to call "611" to make account changes. I called AT&T customer services on three occasions in October 2023. Each time, I was told that no one could access the account without Ms. Hurt's pin number.

On May 3, 2025, I sent another email to request access to the account, and again on June 4, 2025; May 15, 2025; June 4, 2025; and June 15, 2025. On May 14, 2025, I sent a certified letter with certified copies of my conservatorship letters. However, it was not until I filed an unofficial complaint with CPUP that AT&T terminated the phone lines. On July 1, 2025, Darren Nielsen of AT&T's Office of the President finally assisted me with terminating the phone lines. While Mr. Nielson mentioned a refund, this refund was never received.

I submit this official complaint to request a refund of the money paid towards unused phone lines that AT&T made impossible to cancel or otherwise gain access to. Enclosed with this complaint are copies of proof that the certified letter was received on June 9, 2025. Additionally, are my email communications with AT&T and copies of statements that I could obtain after receiving access to the online account in July 2025. However, earlier statements could not be received from AT&T.

Sincerely,


Kathryn Romo

Your bill details begin on the next page

Our best deals are blooming!

You're eligible for an upgrade!

Take a look at our latest offers at att.com/newphones

Scan the QR code to log in and start your upgrade





Issue Date: May 06, 2024

Account Number: 436038025681

Exhibit C



JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page: 1 of 5
Issue Date: May 06, 2024
Account Number: 436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.



Account summary

Your last bill	\$171.94
Payment, Apr 25 - Thank you!	-\$171.94
Remaining balance	\$0.00

Service summary

 Wireless	Page 2	\$171.94
Total services		\$171.94

Total due **\$171.94**

AutoPay is scheduled to debit your bank account on May 25, 2024

Ways to pay and manage your account:



Scan to pay





Service activity

Wireless

Number	User	Page	Monthly charges			Company fees & surcharges	Government fees & taxes	Total
			Plan	Equipment	Add-ons			
Group 2		2	\$41.00	-	-	\$1.07	-	\$42.07
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.55	\$1.49	\$31.04
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.55	\$1.49	\$38.02
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.29	\$1.49	\$20.78
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.55	\$1.49	\$40.03
Total			\$131.00	\$6.98	\$8.99	\$19.01	\$5.96	\$171.94

Group 2
4 Devices

Monthly charges	Apr 07 - May 06	
1. Mobile Share Value 4GB with Rollover Data		\$41.00

Company fees & surcharges	
2. Federal Universal Service Charge	\$1.00
3. State Public Utility Surcharge	\$0.07

Total for Group 2 \$42.07

Shared usage summary (Apr 07 - May 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	339	614
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	339	614
Included in plan		4.00	unlimited	unlimited
*Rollover available through May 06: 4.00GB		0.00		
Rollover available starting May 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				

Data (MB)	
Additional Group Data*	2,048
Total used	225

...Group 2 continued

* Visit att.com/myatt and myatt mobile app for information regarding your additional data. Additional data does not roll over.

 Phone, 925.724.8465
JOYCE HURT

Monthly charges		Apr 07 - May 06
1. Access for Smartphone 4G LTE w/ VVM		\$40.00
2. Discount for Access		-\$15.00
Company fees & surcharges		
3. Administrative Fee		\$1.99
4. Federal Universal Service Charge		\$0.99
5. Regulatory Cost Recovery Charge		\$1.50
6. State Public Utility Surcharge		\$0.07
Government fees & taxes		
7. 911/988 Surcharge		\$0.38
8. CA Universal Svc PPP Srchg		\$1.11
Total for 925.724.8465		\$31.04

 Phone, 925.960.5381
JOYCE HURT

Monthly charges		Apr 07 - May 06
1. Access for Smartphone 4G LTE w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. SAMSUNG GALAXY A53 5G 128GB - - Installment 15 of 36		\$6.98
Company fees & surcharges		
4. Administrative Fee		\$1.99
5. Federal Universal Service Charge		\$0.99
6. Regulatory Cost Recovery Charge		\$1.50
7. State Public Utility Surcharge		\$0.07
Government fees & taxes		
8. 911/988 Surcharge		\$0.38
9. CA Universal Svc PPP Srchg		\$1.11
Total for 925.960.5381		\$38.02

SAMSUNG GALAXY A53 290000046891246
5G 128GB -

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 15 of 36 (Apr 10, 2024)	\$6.98
Balance remaining after current installment	\$146.30

To pay off this installment plan early, please visit att.com/installmentpayoff for details.

 Phone, 925.980.2683
JOYCE M. HURT

Monthly charges		Apr 07 - May 06
1. Access for Smartphone 4G LTE w/ VVM		\$40.00
2. Discount for Access		-\$15.00

925.980.2683 continues...



...925.980.2683 continued

3. Discount for customer loyalty	-\$10.00
4. Mexico Roaming Bonus	\$0.00
5. VVM over Wi-Fi	\$0.00

Company fees & surcharges

6. Administrative Fee	\$1.99
7. Federal Universal Service Charge	\$0.75
8. Regulatory Cost Recovery Charge	\$1.50
9. State Public Utility Surcharge	\$0.05

Government fees & taxes

10. 911/988 Surcharge	\$0.38
11. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.2683 **\$20.78**



Phone, 925.980.5824
JOYCE M. HURT

Monthly charges

Apr 07 - May 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative Fee	\$1.99
6. Federal Universal Service Charge	\$0.99
7. Regulatory Cost Recovery Charge	\$1.50
8. State Public Utility Surcharge	\$0.07

Government fees & taxes

9. 911/988 Surcharge	\$0.38
10. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.5824 **\$40.03**

Total for Wireless **\$171.94**

News you can use

Disaster preparedness and response

During emergencies, disasters (including wildfires), and power shutoffs, your wireless and wireline phone services may be impacted. IF YOU ARE UNDER A

DECLARED DISASTER WARNING, FIND SAFE SHELTER RIGHT AWAY. IF TOLD TO EVACUATE, DO SO IMMEDIATELY.

During a disaster, we may use a variety of ways to support first responders and help displaced individuals, including:

- Reinforcing network facilities and preparing response equipment
- Staging areas to provide stabilized wireless connectivity for our customers

News you can use continues...



...News you can use continued

- Finding safe, effective places for customers to use their wireless devices
- Deploying mobile satellite equipment to enhance wireless service in impacted areas
- Helping customers by providing device-charging stations at local shelters and offering personalized customer account assistance at any open retail location

To learn more about how we help communities during a disaster, please go to att.com/disasterrelief

Add a new line for less than you think

Add a friend, add an aunt, add a line for someone you love - everyone gets our best deals. Call: 866.766.2888.

Connect, explore, discover and more

AT&T internet brings you closer to more people in less time, with the bandwidth to play, stream, video chat, and more. Stay connected, add internet to your wireless today. Call 800-399-5075.

It's easier with myAT&T!

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2

Important information

Late payment fee

The late payment fee for consumer and Signature bills not paid in full by the payment due date is up to \$7.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional charges on a per line basis, including federal and state universal service charges, an Administrative Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, and charges associated with cell site rents and maintenance), and a Regulatory Cost Recovery Charge (to recover costs of compliance with certain government imposed regulatory requirements, including Wireless Number Portability and Number Pooling, and E911). These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at <http://consumers.cpuc.ca.gov/complaints>, or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at <http://ddtp.cpuc.ca.gov>

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

911 calling with TTY and Real-Time Text

Due to technical limitations, Wi-Fi Calling and NumberSync cannot be used with TTY devices and cannot support 911 calls over TTY devices. Persons with communications disabilities can use Real-Time Text (www.att.com/RTT) as an alternative to TTY. 911 services can be reached by either: (1) calling 911 using Real-Time Text or (2) calling 911 directly using a TTY over the cellular network or from a landline telephone, or (3) sending a text message to 911 directly (in areas where text-to-911 is available) from a wireless device, or (4) using relay services to place a TTY or captioned telephone service (CTS) call from a wireless phone over the cellular network or from a landline telephone, or (5) using relay services to place a IP Relay or IP CTS call over a cellular data or other IP network.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2024 AT&T Intellectual Property. All rights reserved.

Your bill details begin on the next page

Sunny Days. Summer Deals.

You've got an upgrade. Grab it.

Find our hottest offers at att.com/newphones



Scan the QR code and start your upgrade.

AT&T

JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

AutoPay of \$171.94 is scheduled for Jun 25, 2024

Account number: 436038025681

AT&T MOBILITY
PO BOX 6416
CAROL STREAM, IL 60197-6416



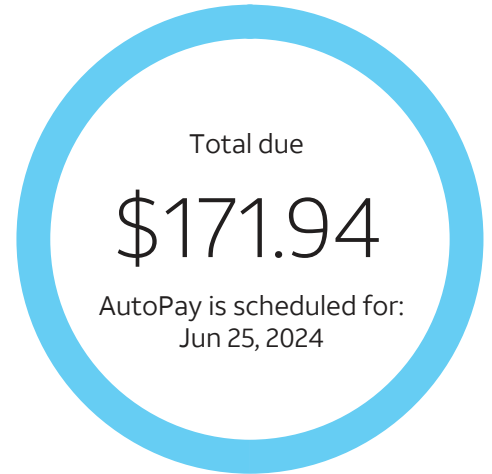


JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page: 1 of 5
Issue Date: Jun 06, 2024
Account Number: 436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.



Account summary

Your last bill	\$171.94
Payment, May 25 - Thank you!	-\$171.94
Remaining balance	\$0.00

Service summary

 Wireless	Page 2	\$171.94
Total services		\$171.94

Total due **\$171.94**

AutoPay is scheduled to debit your bank account on Jun 25, 2024

Ways to pay and manage your account:



Scan to pay



Service activity

Wireless

Number	User	Page	Monthly charges			Company fees & surcharges	Government fees & taxes	Total
			Plan	Equipment	Add-ons			
Group 2		2	\$41.00	-	-	\$1.07	-	\$42.07
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.55	\$1.49	\$31.04
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.55	\$1.49	\$38.02
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.29	\$1.49	\$20.78
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.55	\$1.49	\$40.03
Total			\$131.00	\$6.98	\$8.99	\$19.01	\$5.96	\$171.94

Group 2
4 Devices

Monthly charges	May 07 - Jun 06	
1. Mobile Share Value 4GB with Rollover Data		\$41.00

Company fees & surcharges		
2. Federal Universal Service Charge		\$1.00
3. State Public Utility Surcharge		\$0.07

Total for Group 2	\$42.07
-------------------	---------

Shared usage summary (May 07 - Jun 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	413	546
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	413	546
Included in plan		4.00	unlimited	unlimited
*Rollover available through Jun 06: 4.00GB		0.00		
Rollover available starting Jun 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				

Data (MB)	
Additional Group Data*	2,048
Total used	8

...Group 2 continued

* Visit att.com/myatt and myatt mobile app for information regarding your additional data. Additional data does not roll over.

Phone, 925.724.8465
JOYCE HURT

Monthly charges		May 07 - Jun 06
1. Access for Smartphone 4G LTE w/ VVM		\$40.00
2. Discount for Access		-\$15.00
Company fees & surcharges		
3. Administrative Fee		\$1.99
4. Federal Universal Service Charge		\$0.99
5. Regulatory Cost Recovery Charge		\$1.50
6. State Public Utility Surcharge		\$0.07
Government fees & taxes		
7. 911/988 Surcharge		\$0.38
8. CA Universal Svc PPP Srchg		\$1.11
Total for 925.724.8465		\$31.04

Phone, 925.960.5381
JOYCE HURT

Monthly charges		May 07 - Jun 06
1. Access for Smartphone 4G LTE w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. SAMSUNG GALAXY A53 5G 128GB - - Installment 16 of 36		\$6.98
Company fees & surcharges		
4. Administrative Fee		\$1.99
5. Federal Universal Service Charge		\$0.99
6. Regulatory Cost Recovery Charge		\$1.50
7. State Public Utility Surcharge		\$0.07
Government fees & taxes		
8. 911/988 Surcharge		\$0.38
9. CA Universal Svc PPP Srchg		\$1.11
Total for 925.960.5381		\$38.02

SAMSUNG GALAXY A53 290000046891246
5G 128GB -

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 16 of 36 (May 10, 2024)	\$6.98
Balance remaining after current installment	\$139.32

To pay off this installment plan early, please visit att.com/installmentpayoff for details.

Phone, 925.980.2683
JOYCE M. HURT

Monthly charges		May 07 - Jun 06
1. Access for Smartphone 4G LTE w/ VVM		\$40.00
2. Discount for Access		-\$15.00

925.980.2683 continues...

...925.980.2683 continued

3. Discount for customer loyalty	-\$10.00
4. Mexico Roaming Bonus	\$0.00
5. VVM over Wi-Fi	\$0.00

Company fees & surcharges

6. Administrative Fee	\$1.99
7. Federal Universal Service Charge	\$0.75
8. Regulatory Cost Recovery Charge	\$1.50
9. State Public Utility Surcharge	\$0.05

Government fees & taxes

10. 911/988 Surcharge	\$0.38
11. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.2683 **\$20.78**



Phone, 925.980.5824

JOYCE M. HURT

Monthly charges

May 07 - Jun 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative Fee	\$1.99
6. Federal Universal Service Charge	\$0.99
7. Regulatory Cost Recovery Charge	\$1.50
8. State Public Utility Surcharge	\$0.07

Government fees & taxes

9. 911/988 Surcharge	\$0.38
10. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.5824 **\$40.03**

Total for Wireless **\$171.94**

News you can use

AT&T Administrative & Regulatory Cost Recovery Fee

Effective July 1, 2024, we are simplifying our billing. We are combining the \$1.99 Administrative Fee and \$1.50 Regulatory Cost Recovery Fee that currently appear as separate line items on your bill into a single line item--

the AT&T Administrative & Regulatory Cost Recovery Fee--in the amount of \$3.49. This is not a fee increase; the total combined amount remains the same. This and other AT&T Fees are not taxes or charges that the government requires AT&T to collect from its customers and may change. See att.com/mobilityfees for details.

Add a new line for less than you think

News you can use continues...



...News you can use continued

Add a friend, add an aunt, add a line for someone you love - everyone gets our best deals. Call: 866.766.2888.

Connect, explore, discover and more

AT&T internet brings you closer to more people in less time, with the bandwidth to play, stream, video chat, and more. Stay connected, add internet to your wireless today. Call 844.211.2644.

It's easier with myAT&T!

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2

Important information

Late payment fee

The late payment fee for consumer and Signature bills not paid in full by the payment due date is up to \$7.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional charges on a per line basis, including federal and state universal service charges, an Administrative Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, and charges associated with cell site rents and maintenance), and a Regulatory Cost Recovery Charge (to recover costs of compliance with certain government imposed regulatory requirements, including Wireless Number Portability and Number Pooling, and E911). These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at <http://consumers.cpuc.ca.gov/complaints>, or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking

limitations including California Relay Service available by dialing 711. More information is available at <http://ddtp.cpuc.ca.gov>

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

911 calling with TTY and Real-Time Text

Due to technical limitations, Wi-Fi Calling and NumberSync cannot be used with TTY devices and cannot support 911 calls over TTY devices. Persons with communications disabilities can use Real-Time Text (www.att.com/RTT) as an alternative to TTY. 911 services can be reached by either: (1) calling 911 using Real-Time Text or (2) calling 911 directly using a TTY over the cellular network or from a landline telephone, or (3) sending a text message to 911 directly (in areas where text-to-911 is available) from a wireless device, or (4) using relay services to place a TTY or captioned telephone service (CTS) call from a wireless phone over the cellular network or from a landline telephone, or (5) using relay services to place a IP Relay or IP CTS call over a cellular data or other IP network.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.
© 2024 AT&T Intellectual Property. All rights reserved.

Your bill details begin on the next page

Sunny Days. Summer Deals.

You've got an upgrade. Grab it.



Find our hottest offers at att.com/newphones

Scan the QR code and start your upgrade.



JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page: 1 of 6
Issue Date: Jul 06, 2024
Account Number: 436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.

Total due

\$172.17

AutoPay is scheduled for:
Jul 25, 2024

Account summary

Your last bill	\$171.94
Payment, Jun 25 - Thank you!	-\$171.94
Remaining balance	\$0.00

Service summary

 Wireless	Page 2	\$172.17
Total services		\$172.17

Total due

\$172.17

AutoPay is scheduled to debit your bank account on Jul 25, 2024

Ways to pay and manage your account:

 myAT&T app
iPhone and Android

 att.com/pay

 Call 611 or
800.331.0500
TTY: 866.241.6567





Service activity

Wireless

			Activity since last bill	Monthly charges			Company fees & surcharges	Government fees & taxes	
Number	User	Page		Plan	Equipment	Add-ons			Total
Group 2		2	-	\$41.00	-	-	\$1.12	-	\$42.12
925.724.8465	JOYCE HURT	3	\$25.00	-	-	-	\$4.60	\$1.49	\$31.09
925.960.5381	JOYCE HURT	3	\$25.00	-	\$6.98	-	\$4.60	\$1.49	\$38.07
925.980.2683	JOYCE M. HURT	4	\$15.00	-	-	-	\$4.32	\$1.49	\$20.81
925.980.5824	JOYCE M. HURT	4	-	\$25.00	-	\$8.99	\$4.60	\$1.49	\$40.08
Total			\$65.00	\$66.00	\$6.98	\$8.99	\$19.24	\$5.96	\$172.17

Group 2

4 Devices

Monthly charges		Jun 07 - Jul 06
1.	Mobile Share Value 4GB with Rollover Data	\$41.00

Company fees & surcharges	
2.	Federal Universal Service Charge \$1.05
3.	State Public Utility Surcharge \$0.07

Total for Group 2 \$42.12

Shared usage summary (Jun 07 - Jul 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	415	580
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	415	580
Included in plan		4.00	unlimited	unlimited
*Rollover available through Jul 06: 4.00GB		0.00		
Rollover available starting Jul 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				

Data (MB)	
Additional Group Data*	2,048
Total used	15



...Group 2 continued

* Visit att.com/myatt and myatt mobile app for information regarding your additional data. Additional data does not roll over.

Phone, 925.724.8465
JOYCE HURT

Activity since last bill		Jun 07 - Jul 06		
1.	Access for Smartphone 4G LTE w/ VVM	Jun 07 - Jun 30	\$32.00	< Service changed on Jun 30 - partial month charge
2.	Discount for Access	Jun 07 - Jun 30	-\$12.00	< Service changed on Jun 30 - partial month credit
3.	Access for Smartphone 5G w/ VVM	Jul 01 - Jul 06	\$8.00	< Service changed on Jul 01 - partial month charge
4.	Discount for Access	Jul 01 - Jul 06	-\$3.00	< Service changed on Jul 01 - partial month credit
Company fees & surcharges				
5.	Administrative & Regulatory Cost Recovery Fee		\$3.49	
6.	Federal Universal Service Charge		\$1.04	
7.	State Public Utility Surcharge		\$0.07	
Government fees & taxes				
8.	911/988 Surcharge		\$0.38	
9.	CA Universal Svc PPP Srchg		\$1.11	
Total for 925.724.8465			\$31.09	

Phone, 925.960.5381
JOYCE HURT

Activity since last bill		Jun 07 - Jul 06		
1.	Access for Smartphone 4G LTE w/ VVM	Jun 07 - Jun 30	\$32.00	< Service changed on Jun 30 - partial month charge
2.	Discount for Access	Jun 07 - Jun 30	-\$12.00	< Service changed on Jun 30 - partial month credit
3.	Access for Smartphone 5G w/ VVM	Jul 01 - Jul 06	\$8.00	< Service changed on Jul 01 - partial month charge
4.	Discount for Access	Jul 01 - Jul 06	-\$3.00	< Service changed on Jul 01 - partial month credit
Monthly charges		Jun 07 - Jul 06		
5.	SAMSUNG GALAXY A53 5G 128GB - - Installment 17 of 36		\$6.98	
Company fees & surcharges				
6.	Administrative & Regulatory Cost Recovery Fee		\$3.49	
7.	Federal Universal Service Charge		\$1.04	
8.	State Public Utility Surcharge		\$0.07	
Government fees & taxes				
9.	911/988 Surcharge		\$0.38	
10.	CA Universal Svc PPP Srchg		\$1.11	
Total for 925.960.5381			\$38.07	

SAMSUNG GALAXY A53 290000046891246
5G 128GB -

Established on

Feb 10, 2023

Amount financed

\$251.00

Installment 17 of 36
(Jun 10, 2024)

\$6.98

Balance remaining after
current installment

\$132.34

To pay off this installment plan early, please visit
att.com/installmentpayoff for details.



...Wireless continued



Phone, 925.980.2683

JOYCE M. HURT

Activity since last bill

Jun 07 - Jul 06

1. Access for Smartphone 4G LTE w/ VVM	Jun 07 - Jul 05	\$38.67	< Service changed on Jul 05 - partial month charge
2. Discount for Access	Jun 07 - Jul 05	-\$14.50	< Service changed on Jul 05 - partial month credit
3. Discount for customer loyalty	Jun 07 - Jul 05	-\$10.00	< Service changed on Jul 05 - partial month credit
4. Access for Smartphone 5G w/ VVM	Jul 06 - Jul 06	\$1.33	< Service changed on Jul 06 - partial month charge
5. Discount for Access	Jul 06 - Jul 06	-\$0.50	< Service changed on Jul 06 - partial month credit

Monthly charges

Jun 07 - Jul 06

6. Mexico Roaming Bonus	\$0.00
7. VVM over Wi-Fi	\$0.00

Company fees & surcharges

8. Administrative & Regulatory Cost Recovery Fee	\$3.49
9. Federal Universal Service Charge	\$0.78
10. State Public Utility Surcharge	\$0.05

Government fees & taxes

11. 911/988 Surcharge	\$0.38
12. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.2683

\$20.81



Phone, 925.980.5824

JOYCE M. HURT

Monthly charges

Jun 07 - Jul 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative & Regulatory Cost Recovery Fee	\$3.49
6. Federal Universal Service Charge	\$1.04
7. State Public Utility Surcharge	\$0.07

Government fees & taxes

8. 911/988 Surcharge	\$0.38
9. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.5824

\$40.08

Wireless continues...



...Wireless continued

Total for Wireless

\$172.17

News you can use

AT&T Administrative & Regulatory Cost Recovery Fee

Effective July 1, 2024, we are simplifying our billing. We are combining the \$1.99 Administrative Fee and \$1.50 Regulatory Cost Recovery Fee that currently appear as separate line items on your bill into a single line item--the AT&T Administrative & Regulatory Cost Recovery Fee--in the amount of \$3.49. This is not a fee increase; the total combined amount remains the same. This and other AT&T Fees are not taxes or charges that the government requires AT&T to collect from its customers and may change. See att.com/mobilityfees for details.

Important monthly rate plan charge notice

Your AT&T wireless monthly plan charge will increase by \$5 per phone line on a Mobile Share plan within the next 3 bill cycles. In addition, your plan will now include 5G access on compatible devices plus the existing benefits including unlimited talk and text in the U.S. No action is required if you want to keep this plan. For more info and options regarding your account, go to att.com/mobilesupport or call us at 800.331.0500.

Add a new line for less than you think

Add a friend, add an aunt, add a line for someone you love - everyone gets our best deals. Call: 866.766.2888.

Connect near and far from the comfort of home

Shorten the distance between you and the people that matter most with hyper-fast, reliable AT&T Internet. Get powerful, unlimited connections and big savings that last. Call 844.211.2650 today.

It's easier with myAT&T!

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2

Important information

Late payment fee

The late payment fee for consumer and Signature bills not paid in full by the payment due date is up to \$7.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at <http://consumers.cpuc.ca.gov/complaints>, or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at <http://ddtp.cpuc.ca.gov>

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

911 calling with TTY and Real-Time Text

Due to technical limitations, Wi-Fi Calling and NumberSync cannot be used with TTY devices and cannot support 911 calls over TTY devices. Persons with communications disabilities can use Real-Time Text (www.att.com/RTT) as an alternative to TTY. 911 services can be reached by either: (1) calling 911 using Real-Time Text or (2) calling 911 directly using a TTY over the cellular network or from a landline telephone, or (3) sending a text message to 911 directly (in areas where text-to-911 is available) from a wireless device, or (4) using relay services to place a TTY or captioned telephone service

Important information continues...



...Important information continued

(CTS) call from a wireless phone over the cellular network or from a landline telephone, or (5) using relay services to place a IP Relay or IP CTS call over a cellular data or other IP network.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.
© 2024 AT&T Intellectual Property. All rights reserved.



JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page:
Issue Date:
Account Number:

1 of 5
Aug 06, 2024
436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.

Total due

\$177.31

AutoPay is scheduled for:
Aug 25, 2024

Account summary

Your last bill	\$172.17
Payment, Jul 25 - Thank you!	-\$172.17
Remaining balance	\$0.00

Service summary

Wireless Page 2	\$177.31
Last Bill \$172.17 Difference +\$5.14	
Total services	\$177.31

What's changed?

< Monthly charges, Service changes

Total due

\$177.31

AutoPay is scheduled to debit your bank account on Aug 25, 2024

Ways to pay and manage your account:

myAT&T app

iPhone and Android

att.com/pay

Call 611 or
800.331.0500

TTY: 866.241.6567

Scan to pay



JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

AutoPay of \$177.31 is scheduled for
Aug 25, 2024
Account number: 436038025681

AT&T MOBILITY
PO BOX 6416
CAROL STREAM, IL 60197-6416

Service activity

 Wireless

			Monthly charges			Company fees & surcharges	Government fees & taxes	
Number	User	Page	Plan	Equipment	Add-ons			Total
Group 2		2	\$46.00	-	-	\$1.26	-	\$47.26
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.60	\$1.49	\$31.09
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.60	\$1.49	\$38.07
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.32	\$1.49	\$20.81
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.60	\$1.49	\$40.08
Total			\$136.00	\$6.98	\$8.99	\$19.38	\$5.96	\$177.31

Group 2
4 Devices

Monthly charges	Jul 07 - Aug 06	
1. Mobile Share Value 4GB with Rollover Data		\$46.00

Company fees & surcharges	
2. Federal Universal Service Charge	\$1.18
3. State Public Utility Surcharge	\$0.08

Total for Group 2 \$47.26

Shared usage summary (Jul 07 - Aug 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	450	433
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	450	433
Included in plan		4.00	unlimited	unlimited
*Rollover available through Aug 06: 4.00GB		0.00		
Rollover available starting Aug 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				
Data (MB)				
Additional Group Data*		2,048		

Group 2 continues...

...Group 2 continued

Total used	146
* Visit att.com/myatt and myatt mobile app for information regarding your additional data. Additional data does not roll over.	

Phone, 925.724.8465

JOYCE HURT

Monthly charges	Jul 07 - Aug 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
Company fees & surcharges		
3. Administrative & Regulatory Cost Recovery Fee		\$3.49
4. Federal Universal Service Charge		\$1.04
5. State Public Utility Surcharge		\$0.07
Government fees & taxes		
6. 911/988 Surcharge		\$0.38
7. CA Universal Svc PPP Srchg		\$1.11
Total for 925.724.8465		\$31.09

Phone, 925.960.5381

JOYCE HURT

Monthly charges	Jul 07 - Aug 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. SAMSUNG GALAXY A53 5G 128GB - - Installment 18 of 36		\$6.98
Company fees & surcharges		
4. Administrative & Regulatory Cost Recovery Fee		\$3.49
5. Federal Universal Service Charge		\$1.04
6. State Public Utility Surcharge		\$0.07
Government fees & taxes		
7. 911/988 Surcharge		\$0.38
8. CA Universal Svc PPP Srchg		\$1.11
Total for 925.960.5381		\$38.07

SAMSUNG GALAXY A53 290000046891246

5G 128GB -

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 18 of 36 (Jul 10, 2024)	\$6.98
Balance remaining after current installment	\$125.36

To pay off this installment plan early, please visit att.com/installmentpayoff for details.

Phone, 925.980.2683

JOYCE M. HURT

Monthly charges	Jul 07 - Aug 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. Discount for customer loyalty		-\$10.00

925.980.2683 continues...



...925.980.2683 continued

4. Mexico Roaming Bonus	\$0.00
5. VVM over Wi-Fi	\$0.00

Company fees & surcharges

6. Administrative & Regulatory Cost Recovery Fee	\$3.49
7. Federal Universal Service Charge	\$0.78
8. State Public Utility Surcharge	\$0.05

Government fees & taxes

9. 911/988 Surcharge	\$0.38
10. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.2683 **\$20.81**



Phone, 925.980.5824

JOYCE M. HURT

Monthly charges

Jul 07 - Aug 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative & Regulatory Cost Recovery Fee	\$3.49
6. Federal Universal Service Charge	\$1.04
7. State Public Utility Surcharge	\$0.07

Government fees & taxes

8. 911/988 Surcharge	\$0.38
9. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.5824 **\$40.08**

Total for Wireless **\$177.31**

News you can use

Late payment fee increase

The late payment fee for consumer wireless accounts is increasing from \$7.00 to \$8.00 as soon as your next bill. For more info on fees, please go to att.com/latepaymentfee

Add a new line for less than you think

Add a friend, add an aunt, add a line for someone you love - everyone gets our best deals. Call: 866.766.2888.

Connect near and far from the comfort of home

Shorten the distance between you and the people that matter most with hyper-fast, reliable AT&T Internet. Get powerful, unlimited connections and big savings that last. Call 844.211.2651 today.

It's easier with myAT&T!

News you can use continues...



...News you can use continued

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2

Important information

Late payment fee

The late payment fee for consumer and Signature bills not paid in full by the payment due date is up to \$7.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at <http://consumers.cpuc.ca.gov/complaints>, or call 800.649.7570. The CPUC's DDTTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at <http://ddtp.cpuc.ca.gov>

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

911 calling with TTY and Real-Time Text

Due to technical limitations, Wi-Fi Calling and NumberSync cannot be used with TTY devices and cannot support 911 calls over TTY devices. Persons with communications disabilities can use Real-Time Text (www.att.com/RTT) as an alternative to TTY. 911 services can be reached by either: (1) calling 911 using Real-Time Text or (2) calling 911 directly using a TTY over the cellular network or from a landline telephone, or (3) sending a text message to 911 directly (in areas where text-to-911 is available) from a wireless device, or (4) using relay services to place a TTY or captioned telephone service (CTS) call from a wireless phone over the cellular network or from a landline telephone, or (5) using relay services to place a IP Relay or IP CTS call over a cellular data or other IP network.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2024 AT&T Intellectual Property. All rights reserved.



JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page:
Issue Date:
Account Number:

1 of 5
Sep 06, 2024
436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.

Total due

\$177.31

AutoPay is scheduled for:
Sep 25, 2024

Account summary

Your last bill	\$177.31
Payment, Aug 25 - Thank you!	-\$177.31
Remaining balance	\$0.00

Service summary

Wireless	Page 2	\$177.31
Total services		\$177.31

Total due

\$177.31

AutoPay is scheduled to debit your bank account on Sep 25, 2024

Ways to pay and manage your account:

myAT&T app
iPhone and Android

att.com/pay

Call 611 or
800.331.0500
TTY: 866.241.6567

Scan to pay



JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

AutoPay of \$177.31 is scheduled for
Sep 25, 2024
Account number: 436038025681

AT&T MOBILITY
PO BOX 6416
CAROL STREAM, IL 60197-6416

Service activity

 Wireless

			Monthly charges			Company fees & surcharges	Government fees & taxes	
Number	User	Page	Plan	Equipment	Add-ons			Total
Group 2		2	\$46.00	-	-	\$1.26	-	\$47.26
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.60	\$1.49	\$31.09
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.60	\$1.49	\$38.07
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.32	\$1.49	\$20.81
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.60	\$1.49	\$40.08
Total			\$136.00	\$6.98	\$8.99	\$19.38	\$5.96	\$177.31

Group 2
4 Devices

Monthly charges	Aug 07 - Sep 06	
1. Mobile Share Value 4GB with Rollover Data		\$46.00

Company fees & surcharges		
2. Federal Universal Service Charge		\$1.18
3. State Public Utility Surcharge		\$0.08

Total for Group 2 \$47.26

Shared usage summary (Aug 07 - Sep 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	426	177
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	426	177
Included in plan		4.00	unlimited	unlimited
*Rollover available through Sep 06: 4.00GB		0.00		
Rollover available starting Sep 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				
Data (MB)				
Additional Group Data*		2,048		

Group 2 continues...



...Group 2 continued

Total used	51
* Visit att.com/myatt and myatt mobile app for information regarding your additional data. Additional data does not roll over.	

Phone, 925.724.8465
JOYCE HURT

Monthly charges	Aug 07 - Sep 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
Company fees & surcharges		
3. Administrative & Regulatory Cost Recovery Fee		\$3.49
4. Federal Universal Service Charge		\$1.04
5. State Public Utility Surcharge		\$0.07
Government fees & taxes		
6. 911/988 Surcharge		\$0.38
7. CA Universal Svc PPP Srchg		\$1.11
Total for 925.724.8465		\$31.09

Phone, 925.960.5381
JOYCE HURT

Monthly charges	Aug 07 - Sep 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. SAMSUNG GALAXY A53 5G 128GB - - Installment 19 of 36		\$6.98
Company fees & surcharges		
4. Administrative & Regulatory Cost Recovery Fee		\$3.49
5. Federal Universal Service Charge		\$1.04
6. State Public Utility Surcharge		\$0.07
Government fees & taxes		
7. 911/988 Surcharge		\$0.38
8. CA Universal Svc PPP Srchg		\$1.11
Total for 925.960.5381		\$38.07

SAMSUNG GALAXY A53 290000046891246
5G 128GB -

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 19 of 36 (Aug 10, 2024)	\$6.98
Balance remaining after current installment	\$118.38

To pay off this installment plan early, please visit att.com/installmentpayoff for details.

Phone, 925.980.2683
JOYCE M. HURT

Monthly charges	Aug 07 - Sep 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. Discount for customer loyalty		-\$10.00

925.980.2683 continues...



...925.980.2683 continued

4. Mexico Roaming Bonus	\$0.00
5. VVM over Wi-Fi	\$0.00

Company fees & surcharges

6. Administrative & Regulatory Cost Recovery Fee	\$3.49
7. Federal Universal Service Charge	\$0.78
8. State Public Utility Surcharge	\$0.05

Government fees & taxes

9. 911/988 Surcharge	\$0.38
10. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.2683	\$20.81
-------------------------------	----------------

 **Phone, 925.980.5824**
JOYCE M. HURT

Monthly charges

Aug 07 - Sep 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative & Regulatory Cost Recovery Fee	\$3.49
6. Federal Universal Service Charge	\$1.04
7. State Public Utility Surcharge	\$0.07

Government fees & taxes

8. 911/988 Surcharge	\$0.38
9. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.5824	\$40.08
-------------------------------	----------------

Total for Wireless	\$177.31
---------------------------	-----------------

News you can use

Disaster preparedness and response

During emergencies, disasters (including wildfires), and power shutoffs, your wireless and wireline phone services may be impacted. IF YOU ARE UNDER A DECLARED DISASTER WARNING, FIND SAFE SHELTER RIGHT AWAY. IF TOLD TO EVACUATE, DO SO IMMEDIATELY.

During a disaster, we may use a variety of ways to support first responders and help displaced individuals, including:

- Reinforcing network facilities and preparing response equipment
- Staging areas to provide stabilized wireless connectivity for our customers
- Finding safe, effective places for customers to use their wireless devices
- Deploying mobile satellite equipment to enhance wireless service in impacted areas
- Helping customers by providing device-charging stations at local shelters and offering personalized customer account assistance at any open retail location

News you can use continues...



...News you can use continued

To learn more about how we help communities during a disaster, please go to att.com/disasterrelief

Add a new line for less than you think

Add a friend, add an aunt, add a line for someone you love - everyone gets our best deals. Call: 866.766.2888.

Connect near and far from the comfort of home

Shorten the distance between you and the people that matter most with hyper-fast, reliable AT&T Internet. Get powerful, unlimited connections and big savings that last. Call 844.244.1507 today.

It's easier with myAT&T!

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteeasy2

Important information

Late payment fee

The late payment fee for consumer wireless bills not paid in full by the payment due date is up to \$8.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write

to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at <http://consumers.cpuc.ca.gov/complaints>, or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at <http://ddtp.cpuc.ca.gov>

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

911 calling with TTY and Real-Time Text

Due to technical limitations, Wi-Fi Calling and NumberSync cannot be used with TTY devices and cannot support 911 calls over TTY devices. Persons with communications disabilities can use Real-Time Text (www.att.com/RTT) as an alternative to TTY. 911 services can be reached by either: (1) calling 911 using Real-Time Text or (2) calling 911 directly using a TTY over the cellular network or from a landline telephone, or (3) sending a text message to 911 directly (in areas where text-to-911 is available) from a wireless device, or (4) using relay services to place a TTY or captioned telephone service (CTS) call from a wireless phone over the cellular network or from a landline telephone, or (5) using relay services to place a IP Relay or IP CTS call over a cellular data or other IP network.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2024 AT&T Intellectual Property. All rights reserved.



JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page:
Issue Date:
Account Number:

1 of 5
Oct 06, 2024
436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.

Total due

\$177.54

AutoPay is scheduled for:
Oct 25, 2024

Account summary

Your last bill	\$177.31
Payment, Sep 25 - Thank you!	-\$177.31
Remaining balance	\$0.00

Service summary

Wireless	Page 2	\$177.54
Total services		\$177.54

Total due

\$177.54

AutoPay is scheduled to debit your bank account on Oct 25, 2024

Ways to pay and manage your account:

- myAT&T app
iPhone and Android
- att.com/pay
- Call 611 or
800.331.0500
TTY: 866.241.6567



JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

AutoPay of \$177.54 is scheduled for
Oct 25, 2024
Account number: 436038025681

AT&T MOBILITY
PO BOX 6416
CAROL STREAM, IL 60197-6416

Service activity

 Wireless

			Monthly charges			Company fees & surcharges	Government fees & taxes	Total
Number	User	Page	Plan	Equipment	Add-ons			
Group 2		2	\$46.00	-	-	\$1.30	-	\$47.30
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.65	\$1.49	\$31.14
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.65	\$1.49	\$38.12
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.36	\$1.49	\$20.85
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.65	\$1.49	\$40.13
Total			\$136.00	\$6.98	\$8.99	\$19.61	\$5.96	\$177.54

Group 2
4 Devices

Monthly charges	Sep 07 - Oct 06	
1. Mobile Share Value 4GB with Rollover Data		\$46.00

Company fees & surcharges		
2. Federal Universal Service Charge		\$1.22
3. State Public Utility Surcharge		\$0.08

Total for Group 2 \$47.30

Shared usage summary (Sep 07 - Oct 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	512	397
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	512	397
Included in plan		4.00	unlimited	unlimited
*Rollover available through Oct 06: 4.00GB		0.00		
Rollover available starting Oct 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				
Data (MB)				
Additional Group Data*		2,048		

Group 2 continues...

...Group 2 continued

Total used	14
* Visit att.com/myatt and myatt mobile app for information regarding your additional data. Additional data does not roll over.	

Phone, 925.724.8465
JOYCE HURT

Monthly charges	Sep 07 - Oct 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
Company fees & surcharges		
3. Administrative & Regulatory Cost Recovery Fee		\$3.49
4. Federal Universal Service Charge		\$1.09
5. State Public Utility Surcharge		\$0.07
Government fees & taxes		
6. 911/988 Surcharge		\$0.38
7. CA Universal Svc PPP Srchg		\$1.11
Total for 925.724.8465		\$31.14

Phone, 925.960.5381
JOYCE HURT

Monthly charges	Sep 07 - Oct 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. SAMSUNG GALAXY A53 5G 128GB - - Installment 20 of 36		\$6.98
Company fees & surcharges		
4. Administrative & Regulatory Cost Recovery Fee		\$3.49
5. Federal Universal Service Charge		\$1.09
6. State Public Utility Surcharge		\$0.07
Government fees & taxes		
7. 911/988 Surcharge		\$0.38
8. CA Universal Svc PPP Srchg		\$1.11
Total for 925.960.5381		\$38.12

SAMSUNG GALAXY A53 290000046891246
5G 128GB -

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 20 of 36 (Sep 10, 2024)	\$6.98
Balance remaining after current installment	\$111.40

To pay off this installment plan early, please visit att.com/installmentpayoff for details.

Phone, 925.980.2683
JOYCE M. HURT

Monthly charges	Sep 07 - Oct 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. Discount for customer loyalty		-\$10.00

925.980.2683 continues...



...925.980.2683 continued

4. Mexico Roaming Bonus	\$0.00
5. VVM over Wi-Fi	\$0.00

Company fees & surcharges

6. Administrative & Regulatory Cost Recovery Fee	\$3.49
7. Federal Universal Service Charge	\$0.82
8. State Public Utility Surcharge	\$0.05

Government fees & taxes

9. 911/988 Surcharge	\$0.38
10. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.2683 **\$20.85**

 **Phone, 925.980.5824**
JOYCE M. HURT

Monthly charges

Sep 07 - Oct 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative & Regulatory Cost Recovery Fee	\$3.49
6. Federal Universal Service Charge	\$1.09
7. State Public Utility Surcharge	\$0.07

Government fees & taxes

8. 911/988 Surcharge	\$0.38
9. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.5824 **\$40.13**

Total for Wireless **\$177.54**

News you can use

Now's a great time to add a line

Add a friend, add an aunt, add a line for someone you love - everyone gets our best deals. Call:866.766.2888.

Hook up to powerful, unlimited connections and big savings that last

Hyper-fast, ultra-reliable AT&T Internet lets you connect to more, in less time, than ever before. Go all in one with your wireless and let even bigger savings begin. Call 844.211.2650 today.

It's easier with myAT&T!

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2



Important information

Late payment fee

The late payment fee for consumer wireless bills not paid in full by the payment due date is up to \$8.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at cpuc.ca.gov/complaints or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at caconnect.org

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

911 calling with TTY and Real-Time Text

Due to technical limitations, Wi-Fi Calling and NumberSync cannot be used with TTY devices and cannot support 911 calls over TTY devices. Persons with communications disabilities can use Real-Time Text (www.att.com/RTT) as an alternative to TTY. 911 services can be reached by either: (1) calling 911 using Real-Time Text or (2) calling 911 directly using a TTY over the cellular network or from a landline telephone, or (3) sending a text message to 911 directly (in areas where text-to-911 is available) from a wireless device, or (4) using relay services to place a TTY or captioned telephone service (CTS) call from a wireless phone over the cellular network or from a landline telephone, or (5) using relay services to place a IP Relay or IP CTS call over a cellular data or other IP network.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2024 AT&T Intellectual Property. All rights reserved.

Your bill details begin on the next page

Falling leaves and fantastic deals

Find our hottest offers at
att.com/newphones



Scan the QR code to
start your upgrade.





JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page:
Issue Date:
Account Number:

1 of 5
Nov 06, 2024
436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.

Total due

\$177.54

AutoPay is scheduled for:
Nov 25, 2024

Account summary

Your last bill	\$177.54
Payment, Oct 25 - Thank you!	-\$177.54
Remaining balance	\$0.00

Service summary

 Wireless	Page 2	\$177.54
Total services		\$177.54

Total due

\$177.54

AutoPay is scheduled to debit your bank account on Nov 25, 2024

Ways to pay and manage your account:

 myAT&T app
iPhone and Android

 att.com/pay

 Call 611 or
800.331.0500
TTY: 866.241.6567

Scan to pay



Service activity

Wireless

			Monthly charges			Company fees & surcharges	Government fees & taxes	
Number	User	Page	Plan	Equipment	Add-ons			Total
Group 2		2	\$46.00	-	-	\$1.30	-	\$47.30
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.65	\$1.49	\$31.14
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.65	\$1.49	\$38.12
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.36	\$1.49	\$20.85
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.65	\$1.49	\$40.13
Total			\$136.00	\$6.98	\$8.99	\$19.61	\$5.96	\$177.54

Group 2
4 Devices

Monthly charges	Oct 07 - Nov 06	
1. Mobile Share Value 4GB with Rollover Data		\$46.00

Company fees & surcharges	
2. Federal Universal Service Charge	\$1.22
3. State Public Utility Surcharge	\$0.08

Total for Group 2 \$47.30

Shared usage summary (Oct 07 - Nov 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	476	226
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	476	226
Included in plan		4.00	unlimited	unlimited
*Rollover available through Nov 06: 4.00GB		0.00		
Rollover available starting Nov 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				

Data (MB)	
Additional Group Data*	2,048
Total used	98

...Group 2 continued

* Visit att.com/myatt and myatt mobile app for information regarding your additional data. Additional data does not roll over.

Phone, 925.724.8465

JOYCE HURT

Monthly charges	Oct 07 - Nov 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
Company fees & surcharges		
3. Administrative & Regulatory Cost Recovery Fee		\$3.49
4. Federal Universal Service Charge		\$1.09
5. State Public Utility Surcharge		\$0.07
Government fees & taxes		
6. 911/988 Surcharge		\$0.38
7. CA Universal Svc PPP Srchg		\$1.11
Total for 925.724.8465		\$31.14

Phone, 925.960.5381

JOYCE HURT

Monthly charges	Oct 07 - Nov 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. SAMSUNG GALAXY A53 5G 128GB - - Installment 21 of 36		\$6.98
Company fees & surcharges		
4. Administrative & Regulatory Cost Recovery Fee		\$3.49
5. Federal Universal Service Charge		\$1.09
6. State Public Utility Surcharge		\$0.07
Government fees & taxes		
7. 911/988 Surcharge		\$0.38
8. CA Universal Svc PPP Srchg		\$1.11
Total for 925.960.5381		\$38.12

Phone, 925.980.2683

JOYCE M. HURT

Monthly charges	Oct 07 - Nov 06	
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. Discount for customer loyalty		-\$10.00
4. Mexico Roaming Bonus		\$0.00

925.980.2683 continues...

SAMSUNG GALAXY A53 5G 128GB - 290000046891246

Established on

Feb 10, 2023

Amount financed

\$251.00

Installment 21 of 36
(Oct 10, 2024)

\$6.98

Balance remaining after
current installment

\$104.42

To pay off this installment plan early, please visit
att.com/installmentpayoff for details.



...925.980.2683 continued

5. VVM over Wi-Fi	\$0.00
-------------------	--------

Company fees & surcharges

6. Administrative & Regulatory Cost Recovery Fee	\$3.49
7. Federal Universal Service Charge	\$0.82
8. State Public Utility Surcharge	\$0.05

Government fees & taxes

9. 911/988 Surcharge	\$0.38
10. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.2683	\$20.85
------------------------	---------

Phone, 925.980.5824
JOYCE M. HURT

Monthly charges

Oct 07 - Nov 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative & Regulatory Cost Recovery Fee	\$3.49
6. Federal Universal Service Charge	\$1.09
7. State Public Utility Surcharge	\$0.07

Government fees & taxes

8. 911/988 Surcharge	\$0.38
9. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.5824	\$40.13
------------------------	---------

Total for Wireless	\$177.54
--------------------	----------

News you can use

Now's a great time to add a line

Add a friend, add an aunt, add a line for someone you love - everyone gets our best deals. Call:866.766.2888.

Hook up to powerful, unlimited connections and big savings that last

Hyper-fast, ultra-reliable AT&T Internet lets you connect to more, in less time, than ever before. Go all in one with your wireless and let even bigger savings begin. Call 844.211.2650 today.

It's easier with myAT&T!

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2



Important information

Late payment fee

The late payment fee for consumer wireless bills not paid in full by the payment due date is up to \$8.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at cpuc.ca.gov/complaints or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at caconnect.org

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

911 calling with TTY and Real-Time Text

Due to technical limitations, Wi-Fi Calling and NumberSync cannot be used with TTY devices and cannot support 911 calls over TTY devices. Persons with communications disabilities can use Real-Time Text (www.att.com/RTT) as an alternative to TTY. 911 services can be reached by either: (1) calling 911 using Real-Time Text or (2) calling 911 directly using a TTY over the cellular network or from a landline telephone, or (3) sending a text message to 911 directly (in areas where text-to-911 is available) from a wireless device, or (4) using relay services to place a TTY or captioned telephone service (CTS) call from a wireless phone over the cellular network or from a landline telephone, or (5) using relay services to place a IP Relay or IP CTS call over a cellular data or other IP network.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2024 AT&T Intellectual Property. All rights reserved.

Your bill details begin on the next page



'Tis the season for something new

Find our latest offers at att.com/newphones



Scan the QR code to start your upgrade.



AT&T

JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

AutoPay of \$177.54 is scheduled for
Dec 25, 2024
Account number: 436038025681

AT&T MOBILITY
PO BOX 6416
CAROL STREAM, IL 60197-6416





JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page: 1 of 5
Issue Date: Dec 06, 2024
Account Number: 436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.

Total due

\$177.54

AutoPay is scheduled for:
Dec 25, 2024

Account summary

Your last bill	\$177.54
Payment, Nov 25 - Thank you!	-\$177.54
Remaining balance	\$0.00

Service summary

 Wireless	Page 2	\$177.54
Total services		\$177.54

Total due

\$177.54

AutoPay is scheduled to debit your bank account on Dec 25, 2024

Ways to pay and manage your account:

 myAT&T app
iPhone and Android

 att.com/pay

 Call 611 or
800.331.0500
TTY: 866.241.6567

Ask a question



Make a payment

Service activity

Wireless

			Monthly charges			Company fees & surcharges	Government fees & taxes	
Number	User	Page	Plan	Equipment	Add-ons			Total
Group 2		2	\$46.00	-	-	\$1.30	-	\$47.30
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.65	\$1.49	\$31.14
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.65	\$1.49	\$38.12
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.36	\$1.49	\$20.85
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.65	\$1.49	\$40.13
Total			\$136.00	\$6.98	\$8.99	\$19.61	\$5.96	\$177.54

Group 2
4 Devices

Monthly charges	Nov 07 - Dec 06	
1. Mobile Share Value 4GB with Rollover Data		\$46.00

Company fees & surcharges	
2. Federal Universal Service Charge	\$1.22
3. State Public Utility Surcharge	\$0.08

Total for Group 2 \$47.30

Shared usage summary (Nov 07 - Dec 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	90	142
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	90	142
Included in plan		4.00	unlimited	unlimited
*Rollover available through Dec 06: 4.00GB		0.00		
Rollover available starting Dec 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				

Data (MB)	
Additional Group Data*	2,048
Total used	113



...Group 2 continued

* Visit att.com/myatt and myatt mobile app for information regarding your additional data. Additional data does not roll over.

Phone, 925.724.8465
JOYCE HURT

Monthly charges		Nov 07 - Dec 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
Company fees & surcharges		
3. Administrative & Regulatory Cost Recovery Fee		\$3.49
4. Federal Universal Service Charge		\$1.09
5. State Public Utility Surcharge		\$0.07
Government fees & taxes		
6. 911/988 Surcharge		\$0.38
7. CA Universal Svc PPP Srchg		\$1.11
Total for 925.724.8465		\$31.14

Phone, 925.960.5381
JOYCE HURT

Monthly charges		Nov 07 - Dec 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. SAMSUNG GALAXY A53 5G 128GB - - Installment 22 of 36		\$6.98
Company fees & surcharges		
4. Administrative & Regulatory Cost Recovery Fee		\$3.49
5. Federal Universal Service Charge		\$1.09
6. State Public Utility Surcharge		\$0.07
Government fees & taxes		
7. 911/988 Surcharge		\$0.38
8. CA Universal Svc PPP Srchg		\$1.11
Total for 925.960.5381		\$38.12

Phone, 925.980.2683
JOYCE M. HURT

Monthly charges		Nov 07 - Dec 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. Discount for customer loyalty		-\$10.00
4. Mexico Roaming Bonus		\$0.00

925.980.2683 continues...

SAMSUNG GALAXY A53 5G 128GB - 290000046891246

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 22 of 36 (Nov 10, 2024)	\$6.98
Balance remaining after current installment	\$97.44

To pay off this installment plan early, please visit att.com/installmentpayoff for details.



...925.980.2683 continued

5. VVM over Wi-Fi	\$0.00
Company fees & surcharges	
6. Administrative & Regulatory Cost Recovery Fee	\$3.49
7. Federal Universal Service Charge	\$0.82
8. State Public Utility Surcharge	\$0.05
Government fees & taxes	
9. 911/988 Surcharge	\$0.38
10. CA Universal Svc PPP Srchg	\$1.11
Total for 925.980.2683	\$20.85

Phone, 925.980.5824
JOYCE M. HURT

Monthly charges		<i>Nov 07 - Dec 06</i>
1. Access for Smartphone 4G LTE w/ VVM	\$40.00	
2. Discount for Access	-\$15.00	
3. Mexico Roaming Bonus	\$0.00	
4. Mobile Insurance Premium	\$8.99	
Company fees & surcharges		
5. Administrative & Regulatory Cost Recovery Fee	\$3.49	
6. Federal Universal Service Charge	\$1.09	
7. State Public Utility Surcharge	\$0.07	
Government fees & taxes		
8. 911/988 Surcharge	\$0.38	
9. CA Universal Svc PPP Srchg	\$1.11	
Total for 925.980.5824	\$40.13	
Total for Wireless	\$177.54	

News you can use

Now's a great time to add a line

Add a friend, add an aunt, add a line for someone you love - everyone gets our best deals. Call:866.766.2888.

Hook up to powerful, unlimited connections and big savings that last

Hyper-fast, ultra-reliable AT&T Internet lets you connect to more, in less time, than ever before. Go all in one with your wireless and let even bigger savings begin. Call 844.211.2650 today.

It's easier with myAT&T!

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2



Important information

Late payment fee

The late payment fee for consumer wireless bills not paid in full by the payment due date is up to \$8.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at cpuc.ca.gov/complaints or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at caconnect.org

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2024 AT&T Intellectual Property. All rights reserved.

Your bill details begin on the next page



New year. New gear!

Make 2025 your year
for a new phone.

Find our latest offers at
att.com/newphones



Scan the QR code to
start your upgrade.



AT&T

JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

**AutoPay of \$178.12 is scheduled for
Jan 25, 2025**
Account number: 436038025681

AT&T MOBILITY
PO BOX 6416
CAROL STREAM, IL 60197-6416



Issue Date: Jan 06, 2025

Account Number: 436038025681

Exhibit C

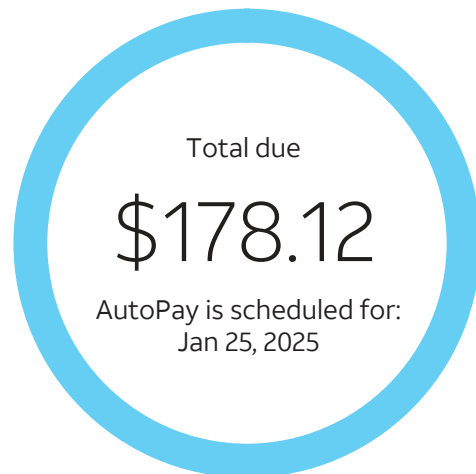


JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page: 1 of 5
Issue Date: Jan 06, 2025
Account Number: 436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.



Account summary

Your last bill	\$177.54
Payment, Dec 25 - Thank you!	-\$177.54
Remaining balance	\$0.00

Service summary

 Wireless	Page 2	\$178.12
Total services		\$178.12

Total due **\$178.12**

AutoPay is scheduled to debit your bank account on Jan 25, 2025

Ways to pay and manage your account:

 **myAT&T app**
iPhone and Android

 **att.com/pay**

 **Call 611 or**
800.331.0500
TTY: 866.241.6567

Ask a question

Make a payment

Service activity

 Wireless

			Monthly charges			Company fees & surcharges	Government fees & taxes	
Number	User	Page	Plan	Equipment	Add-ons			Total
Group 2		2	\$46.00	-	-	\$1.32	-	\$47.32
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.68	\$1.60	\$31.28
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.68	\$1.60	\$38.26
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.39	\$1.60	\$20.99
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.68	\$1.60	\$40.27
Total			\$136.00	\$6.98	\$8.99	\$19.75	\$6.40	\$178.12

Group 2
4 Devices

Monthly charges		Dec 07 - Jan 06
1. Mobile Share Value 4GB with Rollover Data		\$46.00

Company fees & surcharges	
2. Federal Universal Service Charge	\$1.24
3. State Public Utility Surcharge	\$0.08

Total for Group 2 \$47.32

Shared usage summary (Dec 07 - Jan 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	77	160
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	77	160
Included in plan		4.00	unlimited	unlimited
*Rollover available through Jan 06: 4.00GB		0.00		
Rollover available starting Jan 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				

Data (MB)	
Additional Group Data*	2,048
Total used	186

...Group 2 continued

* Visit att.com/myatt and [myatt mobile app](#) for information regarding your additional data. Additional data does not roll over.

Phone, 925.724.8465
JOYCE HURT

Monthly charges		<i>Dec 07 - Jan 06</i>	
1.	Access for Smartphone 5G w/ VVM		\$40.00
2.	Discount for Access		-\$15.00
Company fees & surcharges			
3.	Administrative & Regulatory Cost Recovery Fee		\$3.49
4.	Federal Universal Service Charge		\$1.11
5.	State Public Utility Surcharge		\$0.08
Government fees & taxes			
6.	911/988 Surcharge		\$0.49
7.	CA Universal Svc PPP Srchg		\$1.11
Total for 925.724.8465			\$31.28

Phone, 925.960.5381
JOYCE HURT

Monthly charges		<i>Dec 07 - Jan 06</i>	
1.	Access for Smartphone 5G w/ VVM		\$40.00
2.	Discount for Access		-\$15.00
3.	SAMSUNG GALAXY A53 5G 128GB - - Installment 23 of 36		\$6.98
Company fees & surcharges			
4.	Administrative & Regulatory Cost Recovery Fee		\$3.49
5.	Federal Universal Service Charge		\$1.11
6.	State Public Utility Surcharge		\$0.08
Government fees & taxes			
7.	911/988 Surcharge		\$0.49
8.	CA Universal Svc PPP Srchg		\$1.11
Total for 925.960.5381			\$38.26

Phone, 925.980.2683
JOYCE M. HURT

Monthly charges		<i>Dec 07 - Jan 06</i>	
1.	Access for Smartphone 5G w/ VVM		\$40.00
2.	Discount for Access		-\$15.00
3.	Discount for customer loyalty		-\$10.00
4.	Mexico Roaming Bonus		\$0.00

925.980.2683 continues...

SAMSUNG GALAXY A53 5G 128GB -290000046891246

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 23 of 36 (Dec 10, 2024)	\$6.98
Balance remaining after current installment	\$90.46

To pay off this installment plan early, please visit att.com/installmentpayoff for details.



...925.980.2683 continued

5. VVM over Wi-Fi	\$0.00
-------------------	--------

Company fees & surcharges

6. Administrative & Regulatory Cost Recovery Fee	\$3.49
7. Federal Universal Service Charge	\$0.84
8. State Public Utility Surcharge	\$0.06

Government fees & taxes

9. 911/988 Surcharge	\$0.49
10. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.2683	\$20.99
-------------------------------	----------------

 **Phone, 925.980.5824**
JOYCE M. HURT

Monthly charges

Dec 07 - Jan 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative & Regulatory Cost Recovery Fee	\$3.49
6. Federal Universal Service Charge	\$1.11
7. State Public Utility Surcharge	\$0.08

Government fees & taxes

8. 911/988 Surcharge	\$0.49
9. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.5824	\$40.27
-------------------------------	----------------

Total for Wireless	\$178.12
---------------------------	-----------------

News you can use

Add a new line for less than you think

Add a friend, add a family member, add a line for someone you love - everyone gets our best deals. Call: 866.766.2888.

Hook up to powerful, unlimited connections and big savings that last

Hyper-fast, ultra-reliable AT&T Internet lets you connect to more, in less time, than ever before. Go all in one with your wireless and let even bigger savings begin. Call 844.211.2650 today.

It's easier with myAT&T!

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2



Important information

Late payment fee

The late payment fee for consumer wireless bills not paid in full by the payment due date is up to \$8.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at cpuc.ca.gov/complaints or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at caconnect.org

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2025 AT&T Intellectual Property. All rights reserved.

Your bill details begin on the next page



Introducing the AT&T GuaranteeSM

As part of your wireless service, you can count on connectivity you depend on, deals you want, and prompt, friendly service you deserve. All guaranteed, or we'll make it right.



Dependable connectivity

If there is a network interruption, we will fix it fast and credit you a full day of service.¹ Guaranteed.



Deals you want

Our best deals on any smartphone don't require the most expensive plan like our competitors do.² Guaranteed.



Prompt, friendly service

Speak to a friendly tech expert within 5 minutes or schedule a callback at a time that you choose.³ Guaranteed.

¹Credit for fiber downtime lasting 20 minutes or more; or for wireless downtime lasting 60 minutes or more caused by a single incident impacting 10 or more towers. Restrictions and exclusions apply. See att.com/guarantee for full details. ²Offers vary by device. Restrictions may apply. ³Five minutes begins once customer is routed to technical support assistance. See att.com/guarantee for add'l details.

AT&T is the first and only carrier that offers a guarantee on wireless and fiber networks.

Learn more at att.com/yourguarantee



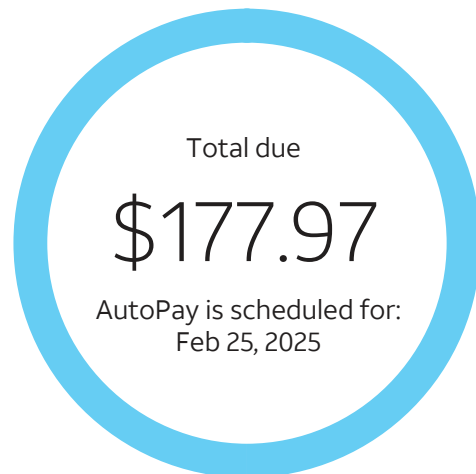


JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page: 1 of 5
Issue Date: Feb 06, 2025
Account Number: 436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.



Account summary

Your last bill	\$178.12
Payment, Jan 25 - Thank you!	-\$178.12
Remaining balance	\$0.00

Service summary

 Wireless	Page 2	\$177.97
Total services		\$177.97

Total due **\$177.97**

AutoPay is scheduled to debit your bank account on Feb 25, 2025

Ways to pay and manage your account:

 **myAT&T app**
iPhone and Android

 **att.com/pay**

 **Call 611 or**
800.331.0500
TTY: 866.241.6567

Ask a question

Make a payment

Service activity

 Wireless

			Monthly charges			Company fees & surcharges	Government fees & taxes	
Number	User	Page	Plan	Equipment	Add-ons			Total
Group 2		2	\$46.00	-	-	\$1.28	-	\$47.28
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.65	\$1.60	\$31.25
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.65	\$1.60	\$38.23
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.37	\$1.60	\$20.97
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.65	\$1.60	\$40.24
Total			\$136.00	\$6.98	\$8.99	\$19.60	\$6.40	\$177.97

Group 2
4 Devices

Monthly charges	Jan 07 - Feb 06	
1. Mobile Share Value 4GB with Rollover Data		\$46.00

Company fees & surcharges	
2. Federal Universal Service Charge	\$1.21
3. State Public Utility Surcharge	\$0.07

Total for Group 2 \$47.28

Shared usage summary (Jan 07 - Feb 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	106	245
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	106	245
Included in plan		4.00	unlimited	unlimited
*Rollover available through Feb 06: 4.00GB		0.00		
Rollover available starting Feb 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				

Data (MB)	
Additional Group Data*	2,048
Total used	16

...Group 2 continued

* Visit att.com/myatt and myatt mobile app for information regarding your additional data. Additional data does not roll over.

 Phone, 925.724.8465
 JOYCE HURT

Monthly charges		Jan 07 - Feb 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
Company fees & surcharges		
3. Administrative & Regulatory Cost Recovery Fee		\$3.49
4. Federal Universal Service Charge		\$1.09
5. State Public Utility Surcharge		\$0.07
Government fees & taxes		
6. 911/988 Surcharge		\$0.49
7. CA Universal Svc PPP Srchg		\$1.11
Total for 925.724.8465		\$31.25

 Phone, 925.960.5381
 JOYCE HURT

Monthly charges		Jan 07 - Feb 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. SAMSUNG GALAXY A53 5G 128GB - - Installment 24 of 36		\$6.98
Company fees & surcharges		
4. Administrative & Regulatory Cost Recovery Fee		\$3.49
5. Federal Universal Service Charge		\$1.09
6. State Public Utility Surcharge		\$0.07
Government fees & taxes		
7. 911/988 Surcharge		\$0.49
8. CA Universal Svc PPP Srchg		\$1.11
Total for 925.960.5381		\$38.23

SAMSUNG GALAXY A53 5G 128GB - 290000046891246

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 24 of 36 (Jan 10, 2025)	\$6.98
Balance remaining after current installment	\$83.48

To pay off this installment plan early, please visit att.com/installmentpayoff for details.

 Phone, 925.980.2683
 JOYCE M. HURT

Monthly charges		Jan 07 - Feb 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. Discount for customer loyalty		-\$10.00
4. Mexico Roaming Bonus		\$0.00

925.980.2683 continues...



...925.980.2683 continued

5. VVM over Wi-Fi	\$0.00
-------------------	--------

Company fees & surcharges

6. Administrative & Regulatory Cost Recovery Fee	\$3.49
7. Federal Universal Service Charge	\$0.83
8. State Public Utility Surcharge	\$0.05

Government fees & taxes

9. 911/988 Surcharge	\$0.49
10. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.2683	\$20.97
-------------------------------	----------------

 **Phone, 925.980.5824**
JOYCE M. HURT

Monthly charges

Jan 07 - Feb 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative & Regulatory Cost Recovery Fee	\$3.49
6. Federal Universal Service Charge	\$1.09
7. State Public Utility Surcharge	\$0.07

Government fees & taxes

8. 911/988 Surcharge	\$0.49
9. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.5824	\$40.24
-------------------------------	----------------

Total for Wireless	\$177.97
---------------------------	-----------------

News you can use

New! Introducing the AT&T Guarantee

As part of your wireless service, you can count on connectivity you depend on, deals you want, and prompt, friendly services you deserve. All guaranteed, or we'll make it right. AT&T is the first and only carrier that offers a guarantee on wireless and fiber networks. For more info, go to att.com/yourguarantee

Add a new line for less than you think

Add a friend, add a family member, add a line for someone you love - everyone gets our best deals. Call: 866.766.2888.

Hook up to powerful, unlimited connections and big savings that last
Hyper-fast, ultra-reliable AT&T Internet lets you connect to more, in less time, than ever before. Go all in one with your wireless and let even bigger savings begin. Call 844.211.2650 today.

It's easier with myAT&T!

News you can use continues...



...News you can use continued

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2

Important information

Late payment fee

The late payment fee for consumer wireless bills not paid in full by the payment due date is up to \$8.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at cpuc.ca.gov/complaints or call 800.649.7570. The CPUC's DDTTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at caconnect.org

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2025 AT&T Intellectual Property. All rights reserved.

Your bill details begin on the next page



Introducing the AT&T GuaranteeSM

As part of your wireless service, you can count on connectivity you depend on, deals you want, and prompt, friendly service you deserve. All guaranteed, or we'll make it right.



Dependable connectivity

If there is a network interruption, we will fix it fast and credit you a full day of service.¹ Guaranteed.



Deals you want

Our best deals on any smartphone don't require the most expensive plan like our competitors do.² Guaranteed.



Prompt, friendly service

Speak to a friendly tech expert within 5 minutes or schedule a callback at a time that you choose.³ Guaranteed.

¹Credit for fiber downtime lasting 20 minutes or more; or for wireless downtime lasting 60 minutes or more caused by a single incident impacting 10 or more towers. Restrictions and exclusions apply. See att.com/guarantee for full details. ²Offers vary by device. Restrictions may apply. ³Five minutes begins once customer is routed to technical support assistance. See att.com/guarantee for add'l details.

AT&T is the first and only carrier that offers a guarantee on wireless and fiber networks.

Learn more at att.com/yourguarantee



Issue Date: Mar 06 2025

Account Number: 436038025681

Exhibit C



JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page: 1 of 5
Issue Date: Mar 06, 2025
Account Number: 436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.



Account summary

Your last bill	\$177.97
Payment, Feb 25 - Thank you!	-\$177.97
Remaining balance	\$0.00

Service summary

 Wireless	Page 2	\$177.97
Total services		\$177.97

Total due **\$177.97**

AutoPay is scheduled to debit your bank account on Mar 25, 2025

Ways to pay and manage your account:

 **myAT&T app**
iPhone and Android

 **att.com/pay**

 **Call 611 or**
800.331.0500
TTY: 866.241.6567

Ask a question



Make a payment

Service activity

Wireless

			Monthly charges			Company fees & surcharges	Government fees & taxes	
Number	User	Page	Plan	Equipment	Add-ons			Total
Group 2		2	\$46.00	-	-	\$1.28	-	\$47.28
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.65	\$1.60	\$31.25
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.65	\$1.60	\$38.23
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.37	\$1.60	\$20.97
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.65	\$1.60	\$40.24
Total			\$136.00	\$6.98	\$8.99	\$19.60	\$6.40	\$177.97

Group 2
4 Devices

Monthly charges	Feb 07 - Mar 06
1. Mobile Share Value 4GB with Rollover Data	\$46.00

Company fees & surcharges	
2. Federal Universal Service Charge	\$1.21
3. State Public Utility Surcharge	\$0.07

Total for Group 2 \$47.28

Shared usage summary (Feb 07 - Mar 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	165	156
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	165	156
Included in plan		4.00	unlimited	unlimited
*Rollover available through Mar 06: 4.00GB		0.00		
Rollover available starting Mar 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				

Data (MB)	
Additional Group Data*	2,048
Total used	12



...Group 2 continued

* Visit att.com/myatt and myatt mobile app for information regarding your additional data. Additional data does not roll over.

Phone, 925.724.8465
JOYCE HURT

Monthly charges		Feb 07 - Mar 06
1.	Access for Smartphone 5G w/ VVM	\$40.00
2.	Discount for Access	-\$15.00

Company fees & surcharges	
3.	Administrative & Regulatory Cost Recovery Fee \$3.49
4.	Federal Universal Service Charge \$1.09
5.	State Public Utility Surcharge \$0.07

Government fees & taxes	
6.	911/988 Surcharge \$0.49
7.	CA Universal Svc PPP Srchg \$1.11

Total for 925.724.8465	\$31.25
-------------------------------	----------------

Phone, 925.960.5381
JOYCE HURT

Monthly charges		Feb 07 - Mar 06
1.	Access for Smartphone 5G w/ VVM	\$40.00
2.	Discount for Access	-\$15.00
3.	SAMSUNG GALAXY A53 5G 128GB - - Installment 25 of 36	\$6.98

Company fees & surcharges	
4.	Administrative & Regulatory Cost Recovery Fee \$3.49
5.	Federal Universal Service Charge \$1.09
6.	State Public Utility Surcharge \$0.07

Government fees & taxes	
7.	911/988 Surcharge \$0.49
8.	CA Universal Svc PPP Srchg \$1.11

Total for 925.960.5381	\$38.23
-------------------------------	----------------

Phone, 925.980.2683
JOYCE M. HURT

Monthly charges		Feb 07 - Mar 06
1.	Access for Smartphone 5G w/ VVM	\$40.00
2.	Discount for Access	-\$15.00
3.	Discount for customer loyalty	-\$10.00
4.	Mexico Roaming Bonus	\$0.00

925.980.2683 continues...

SAMSUNG GALAXY A53 5G 128GB -

290000046891246

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 25 of 36 (Feb 10, 2025)	\$6.98
Balance remaining after current installment	\$76.50

To pay off this installment plan early, please visit att.com/installmentpayoff for details.



...925.980.2683 continued

5. VVM over Wi-Fi	\$0.00
-------------------	--------

Company fees & surcharges

6. Administrative & Regulatory Cost Recovery Fee	\$3.49
7. Federal Universal Service Charge	\$0.83
8. State Public Utility Surcharge	\$0.05

Government fees & taxes

9. 911/988 Surcharge	\$0.49
10. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.2683	\$20.97
-------------------------------	----------------



Phone, 925.980.5824
JOYCE M. HURT

Monthly charges

Feb 07 - Mar 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative & Regulatory Cost Recovery Fee	\$3.49
6. Federal Universal Service Charge	\$1.09
7. State Public Utility Surcharge	\$0.07

Government fees & taxes

8. 911/988 Surcharge	\$0.49
9. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.5824	\$40.24
-------------------------------	----------------

Total for Wireless	\$177.97
---------------------------	-----------------

News you can use

New! Introducing the AT&T Guarantee

As part of your wireless service, you can count on connectivity you depend on, deals you want, and prompt, friendly services you deserve. All guaranteed, or we'll make it right. AT&T is the first and only carrier that offers a guarantee on wireless and fiber networks. For more info, go to att.com/yourguarantee

Add a new line for less than you think

Add a friend, add a family member, add a line for someone you love - everyone gets our best deals. Call: 866.766.2888.

Hook up to powerful, unlimited connections and big savings that last
Hyper-fast, ultra-reliable AT&T Internet lets you connect to more, in less time, than ever before. Go all in one with your wireless and let even bigger savings begin. Call 844.211.2650 today.

It's easier with myAT&T!

News you can use continues...



...News you can use continued

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2

Important information

Late payment fee

The late payment fee for consumer wireless bills not paid in full by the payment due date is up to \$8.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at cpuc.ca.gov/complaints or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at caconnect.org

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2025 AT&T Intellectual Property. All rights reserved.

Your bill details begin on the next page



Spring into savings

Don't miss these deals
It's the perfect time
to upgrade

Take a look at
our latest offers at
att.com/newphones



Scan the QR code to
start your upgrade.



JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

**AutoPay of \$178.01 is scheduled for
Apr 25, 2025**

Account number: 436038025681

AT&T MOBILITY
PO BOX 6416
CAROL STREAM, IL 60197-6416



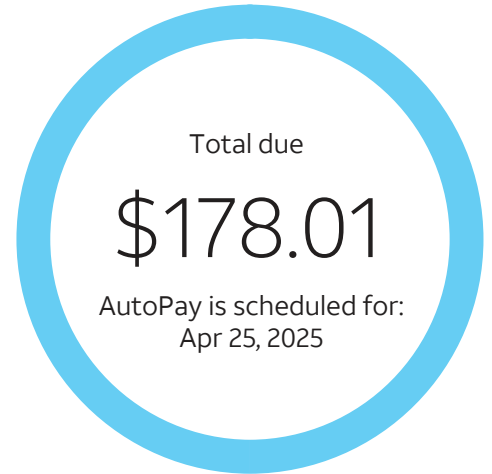


JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page: 1 of 5
Issue Date: Apr 06, 2025
Account Number: 436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.



Account summary

Your last bill	\$177.97
Payment, Mar 25 - Thank you!	-\$177.97
Remaining balance	\$0.00

Service summary

 Wireless	Page 2	\$178.01
Total services		\$178.01

Total due **\$178.01**

AutoPay is scheduled to debit your bank account on Apr 25, 2025

Ways to pay and manage your account:

 **myAT&T app**
iPhone and Android

 **att.com/pay**

 **Call 611 or**
800.331.0500
TTY: 866.241.6567

Ask a question



Make a payment



Service activity

Wireless

			Monthly charges			Company fees & surcharges	Government fees & taxes	
Number	User	Page	Plan	Equipment	Add-ons			Total
Group 2		2	\$46.00	-	-	\$1.29	-	\$47.29
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.66	\$1.60	\$31.26
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.66	\$1.60	\$38.24
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.37	\$1.60	\$20.97
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.66	\$1.60	\$40.25
Total			\$136.00	\$6.98	\$8.99	\$19.64	\$6.40	\$178.01

Group 2
4 Devices

Monthly charges	Mar 07 - Apr 06
1. Mobile Share Value 4GB with Rollover Data	\$46.00

Company fees & surcharges	
2. Federal Universal Service Charge	\$1.22
3. State Public Utility Surcharge	\$0.07

Total for Group 2 \$47.29

Shared usage summary (Mar 07 - Apr 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	160	57
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	160	57
Included in plan		4.00	unlimited	unlimited
*Rollover available through Apr 06: 4.00GB		0.00		
Rollover available starting Apr 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				

Data (MB)	
Additional Group Data*	2,048
Total used	81

...Group 2 continued

* Visit att.com/myatt and [myatt mobile app](#) for information regarding your additional data. Additional data does not roll over.

Phone, 925.724.8465
JOYCE HURT

Monthly charges		Mar 07 - Apr 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
Company fees & surcharges		
3. Administrative & Regulatory Cost Recovery Fee		\$3.49
4. Federal Universal Service Charge		\$1.10
5. State Public Utility Surcharge		\$0.07
Government fees & taxes		
6. 911/988 Surcharge		\$0.49
7. CA Universal Svc PPP Srchg		\$1.11
Total for 925.724.8465		\$31.26

Phone, 925.960.5381
JOYCE HURT

Monthly charges		Mar 07 - Apr 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. SAMSUNG GALAXY A53 5G 128GB - - Installment 26 of 36		\$6.98
Company fees & surcharges		
4. Administrative & Regulatory Cost Recovery Fee		\$3.49
5. Federal Universal Service Charge		\$1.10
6. State Public Utility Surcharge		\$0.07
Government fees & taxes		
7. 911/988 Surcharge		\$0.49
8. CA Universal Svc PPP Srchg		\$1.11
Total for 925.960.5381		\$38.24

Phone, 925.980.2683
JOYCE M. HURT

Monthly charges		Mar 07 - Apr 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. Discount for customer loyalty		-\$10.00
4. Mexico Roaming Bonus		\$0.00

925.980.2683 continues...

SAMSUNG GALAXY A53 5G 128GB - 290000046891246

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 26 of 36 (Mar 10, 2025)	\$6.98
Balance remaining after current installment	\$69.52

To pay off this installment plan early, please visit att.com/installmentpayoff for details.

925.980.2683 continues...



...925.980.2683 continued

5. VVM over Wi-Fi	\$0.00
-------------------	--------

Company fees & surcharges

6. Administrative & Regulatory Cost Recovery Fee	\$3.49
7. Federal Universal Service Charge	\$0.83
8. State Public Utility Surcharge	\$0.05

Government fees & taxes

9. 911/988 Surcharge	\$0.49
10. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.2683	\$20.97
-------------------------------	----------------

 **Phone, 925.980.5824**
JOYCE M. HURT

Monthly charges

Mar 07 - Apr 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative & Regulatory Cost Recovery Fee	\$3.49
6. Federal Universal Service Charge	\$1.10
7. State Public Utility Surcharge	\$0.07

Government fees & taxes

8. 911/988 Surcharge	\$0.49
9. CA Universal Svc PPP Srchg	\$1.11

Total for 925.980.5824	\$40.25
-------------------------------	----------------

Total for Wireless	\$178.01
---------------------------	-----------------

News you can use

Add a new line for less than you think

Add a friend, add a family member, add a line for someone you love - everyone gets our best deals. Call: 866.766.2888.

Hook up to powerful, unlimited connections and big savings that last

Hyper-fast, ultra-reliable AT&T Internet lets you connect to more, in less time, than ever before. Go all in one with your wireless and let even bigger savings begin. Call 844.211.2650 today.

It's easier with myAT&T!

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2



Important information

Late payment fee

The late payment fee for consumer wireless bills not paid in full by the payment due date is up to \$8.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at cpuc.ca.gov/complaints or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at caconnect.org

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2025 AT&T Intellectual Property. All rights reserved.

Your bill details begin on the next page



Spring into savings

Don't miss these deals
It's the perfect time to upgrade

Take a look at our latest offers at att.com/newphones



Scan the QR code to start your upgrade.



AT&T

JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

AutoPay of \$177.17 is scheduled for
May 25, 2025
Account number: 436038025681

AT&T MOBILITY
PO BOX 6416
CAROL STREAM, IL 60197-6416





JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page: 1 of 5
Issue Date: May 06, 2025
Account Number: 436038025681

Exhibit C

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.



Account summary

Your last bill	\$178.01
Payment, Apr 25 - Thank you!	-\$178.01
Remaining balance	\$0.00

Service summary

 Wireless	Page 2	\$177.17
Total services		\$177.17

Total due **\$177.17**

AutoPay is scheduled to debit your bank account on May 25, 2025

Ways to pay and manage your account:

 **myAT&T app**
iPhone and Android

 **att.com/pay**

 **Call 611 or**
800.331.0500
TTY: 866.241.6567

Ask a question



Make a payment

Service activity

Wireless

			Monthly charges			Company fees & surcharges	Government fees & taxes	
Number	User	Page	Plan	Equipment	Add-ons			Total
Group 2		2	\$46.00	-	-	\$1.29	-	\$47.29
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.66	\$1.39	\$31.05
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.66	\$1.39	\$38.03
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.37	\$1.39	\$20.76
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.66	\$1.39	\$40.04
Total			\$136.00	\$6.98	\$8.99	\$19.64	\$5.56	\$177.17

Group 2
4 Devices

Monthly charges		Apr 07 - May 06
1. Mobile Share Value 4GB with Rollover Data		\$46.00

Company fees & surcharges	
2. Federal Universal Service Charge	\$1.22
3. State Public Utility Surcharge	\$0.07

Total for Group 2 \$47.29

Shared usage summary (Apr 07 - May 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	131	9
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	131	9
Included in plan		4.00	unlimited	unlimited
*Rollover available through May 06: 4.00GB		0.00		
Rollover available starting May 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				

Data (MB)	
Additional Group Data*	2,048
Total used	645

...Group 2 continued

* Visit att.com/myatt and myatt mobile app for information regarding your additional data. Additional data does not roll over.

Phone, 925.724.8465
JOYCE HURT

Monthly charges		Apr 07 - May 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
Company fees & surcharges		
3. Administrative & Regulatory Cost Recovery Fee		\$3.49
4. Federal Universal Service Charge		\$1.10
5. State Public Utility Surcharge		\$0.07
Government fees & taxes		
6. 911/988 Surcharge		\$0.49
7. CA Universal Svc PPP Srchg		\$0.90
Total for 925.724.8465		\$31.05

Phone, 925.960.5381
JOYCE HURT

Monthly charges		Apr 07 - May 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. SAMSUNG GALAXY A53 5G 128GB - - Installment 27 of 36		\$6.98
Company fees & surcharges		
4. Administrative & Regulatory Cost Recovery Fee		\$3.49
5. Federal Universal Service Charge		\$1.10
6. State Public Utility Surcharge		\$0.07
Government fees & taxes		
7. 911/988 Surcharge		\$0.49
8. CA Universal Svc PPP Srchg		\$0.90
Total for 925.960.5381		\$38.03

Phone, 925.980.2683
JOYCE M. HURT

Monthly charges		Apr 07 - May 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. Discount for customer loyalty		-\$10.00
4. Mexico Roaming Bonus		\$0.00

925.980.2683 continues...

SAMSUNG GALAXY A53 5G 128GB -290000046891246

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 27 of 36 (Apr 10, 2025)	\$6.98
Balance remaining after current installment	\$62.54

To pay off this installment plan early, please visit att.com/installmentpayoff for details.



...925.980.2683 continued

5. VVM over Wi-Fi	\$0.00
-------------------	--------

Company fees & surcharges

6. Administrative & Regulatory Cost Recovery Fee	\$3.49
7. Federal Universal Service Charge	\$0.83
8. State Public Utility Surcharge	\$0.05

Government fees & taxes

9. 911/988 Surcharge	\$0.49
10. CA Universal Svc PPP Srchg	\$0.90

Total for 925.980.2683	\$20.76
-------------------------------	----------------



Phone, 925.980.5824
JOYCE M. HURT

Monthly charges

Apr 07 - May 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative & Regulatory Cost Recovery Fee	\$3.49
6. Federal Universal Service Charge	\$1.10
7. State Public Utility Surcharge	\$0.07

Government fees & taxes

8. 911/988 Surcharge	\$0.49
9. CA Universal Svc PPP Srchg	\$0.90

Total for 925.980.5824	\$40.04
-------------------------------	----------------

Total for Wireless	\$177.17
---------------------------	-----------------

News you can use

Disaster preparedness and response

During emergencies, disasters (including wildfires), and power shutoffs, your wireless and wireline phone services may be impacted. IF YOU ARE UNDER A DECLARED DISASTER WARNING, FIND SAFE SHELTER RIGHT AWAY. IF TOLD TO EVACUATE, DO SO IMMEDIATELY.

During a disaster, we may use a variety of ways to support first responders and help displaced individuals, including:

- Reinforcing network facilities and preparing response equipment

- Staging areas to provide stabilized wireless connectivity for our customers
- Finding safe, effective places for customers to use their wireless devices
- Deploying mobile satellite equipment to enhance wireless service in impacted areas
- Helping customers by providing device-charging stations at local shelters and offering personalized customer account assistance at any open retail location

To learn more about how we help communities during a disaster, please go to att.com/disasterrelief

Add a new line for less than you think

News you can use continues...



...News you can use continued

Add a friend, add a family member, add a line for someone you love - everyone gets our best deals. Call: 866.766.2888.

Hook up to powerful, unlimited connections and big savings that last
Hyper-fast, ultra-reliable AT&T Internet lets you connect to more, in less time, than ever before. Go all in one with your wireless and let even bigger savings begin. Call 844.211.2650 today.

It's easier with myAT&T!

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteeasy2

Important information

Late payment fee

The late payment fee for consumer wireless bills not paid in full by the payment due date is up to \$8.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or

at cpuc.ca.gov/complaints or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at caconnect.org

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2025 AT&T Intellectual Property. All rights reserved.

Your bill details begin on the next page



Step into summer with a smile

Your upgrade awaits



View our latest offers at att.com/newphones



Scan the QR code to start your upgrade.



JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

AutoPay of \$177.17 is scheduled for Jun 25, 2025

Account number: 436038025681

AT&T MOBILITY
PO BOX 6416
CAROL STREAM, IL 60197-6416



Issue Date: Jun 06, 2025

Account Number: 436038025681

Exhibit C



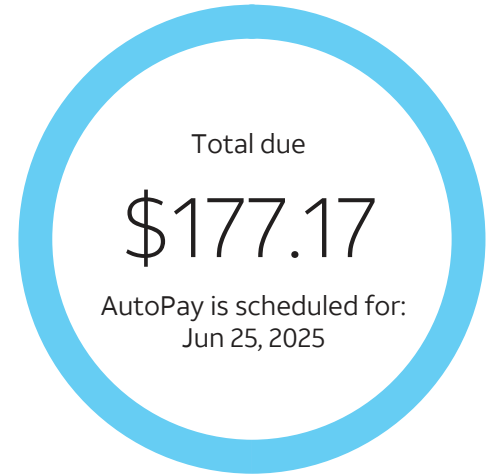
JOYCE M. HURT
679 BROOKFIELD DR
LIVERMORE, CA 94551-1837

Page: 1 of 5
Issue Date: Jun 06, 2025
Account Number: 436038025681

Exhibit C

Easily split your AT&T bill! Assign payers and let us notify them each month. Visit att.com/splitbill to learn more.

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.



Account summary

Your last bill	\$177.17
Payment, May 25 - Thank you!	-\$177.17
Remaining balance	\$0.00

Service summary

 Wireless	Page 2	\$177.17
Total services		\$177.17

Total due **\$177.17**

AutoPay is scheduled to debit your bank account on Jun 25, 2025

Ways to pay and manage your account:



Service activity

Wireless

			Monthly charges			Company fees & surcharges	Government fees & taxes	Total
Number	User	Page	Plan	Equipment	Add-ons			
Group 2		2	\$46.00	-	-	\$1.29	-	\$47.29
925.724.8465	JOYCE HURT	3	\$25.00	-	-	\$4.66	\$1.39	\$31.05
925.960.5381	JOYCE HURT	3	\$25.00	\$6.98	-	\$4.66	\$1.39	\$38.03
925.980.2683	JOYCE M. HURT	3	\$15.00	-	-	\$4.37	\$1.39	\$20.76
925.980.5824	JOYCE M. HURT	4	\$25.00	-	\$8.99	\$4.66	\$1.39	\$40.04
Total			\$136.00	\$6.98	\$8.99	\$19.64	\$5.56	\$177.17

Group 2
4 Devices

Monthly charges		May 07 - Jun 06
1. Mobile Share Value 4GB with Rollover Data		\$46.00

Company fees & surcharges	
2. Federal Universal Service Charge	\$1.22
3. State Public Utility Surcharge	\$0.07

Total for Group 2 \$47.29

Shared usage summary (May 07 - Jun 06)				
Number	User	Data (GB)	Text	Talk
925.724.8465	JOYCE HURT	0.00	0	0
925.960.5381	JOYCE HURT	0.00	0	0
925.980.2683	JOYCE M. HURT	0.00	36	0
925.980.5824	JOYCE M. HURT	0.00	0	0
Total usage		0.00	36	0
Included in plan		4.00	unlimited	unlimited
*Rollover available through Jun 06: 4.00GB		0.00		
Rollover available starting Jun 07		4.00		
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.				

Data (MB)	
Additional Group Data*	2,048
Total used	295

...Group 2 continued

* Visit att.com/myatt and [myatt mobile app](#) for information regarding your additional data. Additional data does not roll over.

Phone, 925.724.8465
JOYCE HURT

Monthly charges		May 07 - Jun 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
Company fees & surcharges		
3. Administrative & Regulatory Cost Recovery Fee		\$3.49
4. Federal Universal Service Charge		\$1.10
5. State Public Utility Surcharge		\$0.07
Government fees & taxes		
6. 911/988 Surcharge		\$0.49
7. CA Universal Svc PPP Srchg		\$0.90
Total for 925.724.8465		\$31.05

Phone, 925.960.5381
JOYCE HURT

Monthly charges		May 07 - Jun 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. SAMSUNG GALAXY A53 5G 128GB - - Installment 28 of 36		\$6.98
Company fees & surcharges		
4. Administrative & Regulatory Cost Recovery Fee		\$3.49
5. Federal Universal Service Charge		\$1.10
6. State Public Utility Surcharge		\$0.07
Government fees & taxes		
7. 911/988 Surcharge		\$0.49
8. CA Universal Svc PPP Srchg		\$0.90
Total for 925.960.5381		\$38.03

Phone, 925.980.2683
JOYCE M. HURT

Monthly charges		May 07 - Jun 06
1. Access for Smartphone 5G w/ VVM		\$40.00
2. Discount for Access		-\$15.00
3. Discount for customer loyalty		-\$10.00
4. Mexico Roaming Bonus		\$0.00

925.980.2683 continues...

SAMSUNG GALAXY A53 5G 128GB -290000046891246

Established on	Feb 10, 2023
Amount financed	\$251.00
Installment 28 of 36 (May 10, 2025)	\$6.98
Balance remaining after current installment	\$55.56

To pay off this installment plan early, please visit att.com/installmentpayoff for details.



...925.980.2683 continued

5. VVM over Wi-Fi	\$0.00
-------------------	--------

Company fees & surcharges

6. Administrative & Regulatory Cost Recovery Fee	\$3.49
7. Federal Universal Service Charge	\$0.83
8. State Public Utility Surcharge	\$0.05

Government fees & taxes

9. 911/988 Surcharge	\$0.49
10. CA Universal Svc PPP Srchg	\$0.90

Total for 925.980.2683	\$20.76
-------------------------------	----------------



Phone, 925.980.5824
JOYCE M. HURT

Monthly charges

May 07 - Jun 06

1. Access for Smartphone 4G LTE w/ VVM	\$40.00
2. Discount for Access	-\$15.00
3. Mexico Roaming Bonus	\$0.00
4. Mobile Insurance Premium	\$8.99

Company fees & surcharges

5. Administrative & Regulatory Cost Recovery Fee	\$3.49
6. Federal Universal Service Charge	\$1.10
7. State Public Utility Surcharge	\$0.07

Government fees & taxes

8. 911/988 Surcharge	\$0.49
9. CA Universal Svc PPP Srchg	\$0.90

Total for 925.980.5824	\$40.04
-------------------------------	----------------

Total for Wireless	\$177.17
---------------------------	-----------------

News you can use

Notice of updated terms

Effective 5/14/25, we've updated the AT&T Consumer Service Agreement, which you can review at att.com/ConsumerServiceAgreement. If you travel with your AT&T Wireless device to any AT&T International Day Pass® (IDP) destination and don't have IDP on your line, it will be added automatically. You'll only be charged for IDP when you use it. By continuing to use our services, you accept and agree to be bound by the updates. For IDP terms, go to att.com/IDPterms

Add a new line for less than you think

Add a friend, add a family member, add a line for someone you love - everyone gets our best deals. Call: 866.766.2888.

Fill your home with amazing, unlimited internet

Connect to more, in less time than ever. Get hyper-fast, ultra-reliable internet from AT&T, for a powerful, unlimited connection -- with big savings that last. Call 844.211.2651 today.

It's easier with myAT&T!

News you can use continues...



...News you can use continued

Make payments and payment arrangements, check your balance and usage, and get help. Manage your device, plan and features, shop, upgrade, and add lines. Visit att.com/myatteasy2

Important information

Late payment fee

The late payment fee for consumer wireless bills not paid in full by the payment due date is up to \$8.00.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Company fees & surcharges

AT&T imposes additional monthly fees on a per line basis, including:

- An Administrative & Regulatory Cost Recovery Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, charges associated with cell site rents and maintenance, and costs it incurs to comply with certain government-imposed regulatory requirements, including but not limited to Wireless Number Portability and Number Pooling, and E911).
- Federal/State Universal Service Fees to help AT&T recover mandatory contributions it makes to federal and state universal service funds.
- State/Local Cost Recovery Fees to help AT&T recover taxes and required payments levied on AT&T by states and local governments.

These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

California surcharge

AT&T collects a surcharge on a per line per month basis as required by the California Public Utilities Commission (CPUC) to fund CPUC Public Purpose Programs. For more info on the Public Purpose Programs and how these funds are used, please go to the CPUC's website at cpuc.ca.gov and search for "Surcharge Rates" at the top right of the page.

Questions about your bill or service

If you have any questions about your bill or concerns about your service, call Customer Care at 800.331.0500 or at 611 from your cell phone or write to Customer Care at AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792. If we cannot resolve your issue, you have the option to write the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102, or at cpuc.ca.gov/complaints or call 800.649.7570. The CPUC's DDTTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711. More information is available at caconnect.org

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

Do not send notes/letters with payment. We cannot guarantee receipt. Send notes/letters to AT&T, P.O. Box 5074, Carol Stream, Illinois 60197-5074 or FAX 314.242.0792.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

© 2025 AT&T Intellectual Property. All rights reserved.

DPOA in reference to 925.980.2683 (Joyce Hurt)

Kathryn Romo <kathrynjromo@gmail.com>

Sat, Oct 14, 2023 at 7:54 PM

To: att_poa@att.com

Good evening,

Please find attached an executed durable power of attorney form; the principal is your customer Joyce Hurt and the appointed agent is myself, Kathryn Romo. I am looking to gain access to Joyce's account.

Primary phone number on account: 925.980.2683

Customer name: Joyce M. Hurt

Agent name: Kathryn J. Romo

Thank you,

Kathryn Romo

336.575.0026



California Durable Power of Attorney (Joyce Hurt).pdf

2727K

DPOA in reference to 925.980.2683 (Joyce Hurt)

Kathryn Romo <kathrynjromo@gmail.com>

Mon, Oct 16, 2023 at 2:21 PM

To: att_poa@att.com

Per your request, please see attached a power of attorney and a copy of my identification.

Thank you,
Kathryn Romo

[Quoted text hidden]

3 attachments



California Durable Power of Attorney (Joyce Hurt).pdf
2727K



Kathryn Romo - back ID.pdf
118K



Kathryn Romo - front ID.pdf
144K

Letters of Conservatorship in reference to 925.980.2683 (Joyce Hurt)

Kathryn Romo <kathrynjromo@gmail.com>

Sat, May 3, 2025 at 11:36 AM

To: att_poa@att.com

Good morning,

Please find attached Letters of Conservatorship, appointing me as conservator of the estate of Joyce M. Hurt, your customer. I am looking to gain access to Joyce's account.

Primary phone number on account: 925.980.2683

Customer name: Joyce M. Hurt

Conservator name: Kathryn J. Romo

Thank you,
Kathryn Romo
336.575.0026



Letters of Conservatorship Joyce Marie Hurt 3-28-25.pdf

999K

Letters of Conservatorship in reference to 925.980.2683 (Joyce Hurt)

Kathryn Romo <kathrynjromo@gmail.com>

Thu, May 8, 2025 at 4:56 PM

To: att_poa@att.com

Good afternoon,

I am following up regarding my request below.

Thank you,
Kathryn Romo

On May 3, 2025, at 11:36 AM, Kathryn Romo <kathrynjromo@gmail.com> wrote:

[Quoted text hidden]

<Letters of Conservatorship Joyce Marie Hurt 3-28-25.pdf>

Letters of Conservatorship in reference to 925.980.2683 (Joyce Hurt)

Kathryn Romo <kathrynjromo@gmail.com>

Tue, May 13, 2025 at 11:29 AM

To: att_poa@att.com

Good afternoon,

Can you please confirm this is a valid email? Your customer service is now telling me to email my documents to a PO Box in San Antonio, TX. Can you confirm this is correct?

Thank you,
Kathryn Romo

[Quoted text hidden]

Letters of Conservatorship in reference to 925.980.2683 (Joyce Hurt)

Kathryn Romo <kathrynjromo@gmail.com>
To: att_poa@att.com

Thu, May 15, 2025 at 12:14 PM

Please find attached the Letters of Conservatorship and a copy of my government issued ID.

Thank you,
Kathryn Romo

[Quoted text hidden]

3 attachments

 **Letters of Conservatorship Joyce Marie Hurt 3-28-25.pdf**
999K

 **Kathryn Romo - back ID.pdf**
118K

 **Kathryn Romo - front ID.pdf**
144K

Letters of Conservatorship in reference to 925.980.2683 (Joyce Hurt)

Kathryn Romo <kathrynjromo@gmail.com>

Wed, Jun 4, 2025 at 10:28 AM

To: att_poa@att.com

Good morning,

I am following up regarding my request to cancel the phone lines on the above account. I have also mailed a certified copy of the Letters of Conservatorship with request to cancel (tracking 9590 9402 8503 3186 3643 51). I went to a corporate store branch as I was advised to do though an AT&T voicemail that was left to me, and they said they could not do anything without a pin code to the account. Please call me at your earliest convenience.

Thank you,
Kathryn Romo
336.575.0026

[Quoted text hidden]



Letters of Conservatorship in reference to 925.980.2683 (Joyce Hurt)

Kathryn Romo <kathrynjromo@gmail.com>

Sun, Jun 15, 2025 at 6:44 AM

To: att_poa@att.com

Good morning,

I am once again following up on my request to cancel all lines associated with the account for phone number 925.980.2683. Your office received my certified letter, which included a certified copy of the Letters of Conservatorship. Marco Sifuentes was your agent who signed to receive the letter. Please contact me to advise of the state of this request.

Sincerely,
Kathryn Romo

[Quoted text hidden]

DPOA in reference to 925.980.2683 (Joyce Hurt)

Kathryn Romo <kathrynjromo@gmail.com>

Wed, Jun 25, 2025 at 5:09 PM

To: g14371@president.att-mail.com

Darren,

Here is my original request. I was never granted access despite providing all requested information.

Best regards,

[Quoted text hidden]

3 attachments

 **California Durable Power of Attorney (Joyce Hurt).pdf**
2727K

 **Kathryn Romo - back ID.pdf**
118K

 **Kathryn Romo - front ID.pdf**
144K

Kathryn Romo
Conservator of the Estate of Joyce Marie Hurt
236 Brook Ave SE
Concord, NC 28025

May 13, 2025

AT&T Services Inc.
PO Box 6247
San Antonio, TX, 78209

RE: Account associated with phone number (925) 980-2683

To whom it may concern:

Please be advised that a conservatorship has been granted for the estate of Joyce Marie Hurt. Enclosed please find a certified copy of Letters appointing me conservator of the estate. Please immediately cancel the above-referenced account and all associated phone lines on this account.

I can be reached at 336.575.0026.

Best regards,



Kathryn Romo

Enclosure: Certified copy of the Letters of the Conservatorship of the Estate

SENDER: COMPLETE THIS SECTION

☒ Complete items 1, 2, and 3.

☒ Print your name and address on the reverse so that we can return the card to you.

☒ Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

AT&T Services Inc.
PO Box 6247
San Antonio, TX 78209



9590 9402 8503 3186 3643 51

2. Article Number (Transfer from service label)

9589 0710 5270 0560 9469 51

COMPLETE THIS SECTION ON DELIVERY

A. Signature

Marco Stuenkel

☒ Agent

☐ Addressee

B. Received by (Printed Name)

Marco Stuenkel

C. Date of Delivery

6-9-25

D. Is delivery address different from item 1?

☐ Yes

If YES, enter delivery address below:

☐ No

3. Service Type

☐ Adult Signature

☐ Priority Mail Express®

☐ Adult Signature Restricted Delivery

☐ Registered Mail™

☒ Certified Mail®

Delivery

☐ Registered Mail Restricted Delivery

☐ Certified Mail Restricted Delivery

☐ Signature Confirmation™

☐ Collect on Delivery

☐ Signature Confirmation Restricted Delivery

☐ Collect on Delivery Restricted Delivery

☐ Restricted Mail

Mail Restricted Delivery

U.S. Postal ServiceTM

CERTIFIED MAIL[®] RECEIPT

Domestic Mail Only

For delivery information, visit our website at www.usps.com[®].

San Antonio TX 78209 AL 11 SE

Certified Mail Fee

\$4.85

\$

Extra Services & Fees (check box, add fee as appropriate)

☐ Return Receipt (hardcopy)

\$4.10

☐ Return Receipt (electronic)

\$0.10

☐ Certified Mail Restricted Delivery

\$0.10

☐ Adult Signature Required

\$0.10

☐ Adult Signature Restricted Delivery

\$0.10

Postage

\$0.73

Total Postage and Fees

\$9.68

Sent To

AT&T Services Inc.

Street and Apt. No. or PO Box No.

PO BOX 6247

City, State, ZIP+4[®]

San Antonio, TX 78209

USPS

Postmark

MAY 14 2025

05/14/2025

15 6946 0950 0225 0710 6856

Total

\$9.68

Grand Total:

\$9.68

Credit Card Remit

Card Name: VISA

Account #: XXXXXXXXXXXXX8322

Approval #: 018484

Transaction #: 244

Exhibit A

AL 11 SE

Contactless

3