



FILED

09/15/26

04:59 PM

C2609012

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

Dennis Palacio

Complainant,

vs.

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

and

AT&T Mobility Wireless Operations Holdings Inc. d/ b/a AT&T
Mobility (U3021C)

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Dennis Palacio 1973 foothill pkwy ste 110 Corona ca 92881 408-329-0294 amylcrawford2407@gmail.com	Pacific Bell d/b/a AT&T California (U1001C) and AT&T Mobility Wireless Operations Holdings Inc. d/ b/a AT&T Mobility (U3021C) DefendantsAttn: Ross Johnson Director Regulatory 430 Bush Street 5th Floor San Francisco CA 94108 T: 415-417-5028 E-mail1: rj2397@att.com

(Internal Use Only)

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMPLAINT

Additional complainant(s) (Provide name, address, phone number and email address for each complainant)

Name of Complainant	Dennis Palacio
Address	1973 foothill pkwy ste 110 corona ca 92881
Daytime Phone Number	408-329-0294
Email Address	amylcrawford2407@gmail.com

☒ One/sole complainant is representative listed in Box C-1

☐ Additional complainants listed in attachment

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

Name of Defendant	AT&T Mobility
Address	430 Bush st 5th Floor San Francisco Ca 94108
Daytime Phone Number	800-331-0500
Email Address	u4322c-regulatory@att.com

Name of Defendant	Pacific Bell d/b/a AT&T California (U11C)
Address	Attn: Ross Johnson, Director Regulatory 430 Bush Street, 5th Floor San Francisco, CA 94108
Daytime Phone Number	4 1 5 - 4 1 7
Email Address	rj2397@att.com

Name of Defendant	AT&T Mobility Wireless Operations Holdings Inc. d/b/a AT&T Mobility (U3021C)
Address	Attn: Ross Johnson, Director Regulatory 430 Bush Street, 5th Floor San Francisco, CA 94108
Daytime Phone Number	4 1 5 - 4 1 7
Email Address	u 3 0 2 1 c - r e g u l a t

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

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

Please see attached separate page titled 'Attachment to Formal Complaint: Section (F) - Statement of Claim

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 rates pursuant to Rule 4.1(b))

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

(3) ☒ Regular Complaint ☐ Expedited Complaint (Rule 4.6)

(4) The issues to be considered are

(Example: The utility should refund the overbilled amount of \$78.00):

The Defendant should issue an administrative write-off to reduce an accelerated balance of \$3,167.90 to exactly \$0.00 following an admitted prior material breach of promotional terms and retail line cramming.

(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): 09/28/2026

Hearing (Example: 7/1/09): 10/26/2026

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

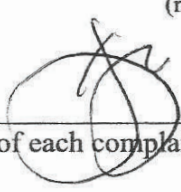
Complainant proposes that no live evidentiary hearings are necessary, as Defendant AT&T has already issued explicit written admissions of corporate error and contract breach.

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

Please see attached separate page titled 'Attachment to Formal Complaint: Section (H) - Remedy Requested'.

OPTIONAL (OPT OUT OF ELECTRONIC SERVICE): I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by mail (paper only). My/our mailing address(es) is/are:

Dated Corona, California, this 17 day of August, 2026
(City) (date) (month) (year)



Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

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: Dennis Palacio

Address: 1973 foothill pkwy ste 110 corona ca 92881

Telephone Number: 408-329-0294

E-mail: amylcrawford2407@gmail.com

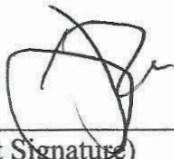
Signature: _____

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.

Executed on 17, at Corona, California
(date) (City)



(Complainant Signature)

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.

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

Signature of Officer

Title

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 (1) defendant, then you must submit a total of eight (8) copies.

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.

Mail paper copies to: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

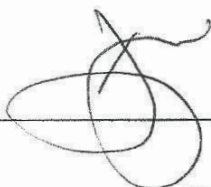
PRIVACY NOTICE

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 online for later public viewing.

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

Signature



Date

8.17.28

DENNIS M. PALACIOS

Print your name



Amy Crawford <amylcrawford2407@gmail.com>

About AT&T Office of the President Inquiry 0004801420

3 messages

Jacob Hrk <g03522@president.att-mail.com>

Mon, Jun 22, 2026 at 4:21 PM

To: "Amylcrawford2407@gmail.com" <amylcrawford2407@gmail.com>



Dear Ms. Crawford,

Thank you for sharing your recent experience with us. We're so sorry this happened, and we'd like to fill you in on what we've done to address the matter.

Following a full review of your account, we are providing a final update regarding the billing concerns raised.

- Unintended line 909-536-3153 was added on 02/04/2021 and removed on 10/05/2023. As these charges date back approximately five years, we are unable to issue full credits. As a courtesy, we have applied a credit equivalent to six months of charges, calculated at \$50.99 per month, totaling \$305.94. While you indicated you were unaware of the line for an extended period, customers are responsible for reviewing their bills and reporting any discrepancies in a timely manner.

- Tablet line 951-432-1312 was added on 12/29/2025 and removed on 06/16/2026. The monthly recurring charges were \$15.74 for three months and \$20.99 for three months. As the promised \$0.99 tablet pricing was not honored, we have applied a courtesy credit totaling \$105.00.

- The Next Up feature was billed in error on line 408-329-0294 (Jan 26 bill) and line 951-298-7117 (Nov 25 and Dec 25 bills). A total adjustment of \$30.00 has been applied.

- The military promotion of \$7.75 was removed in error on lines 408-329-0294 and 951-298-7117 on the April 2026 and May 2026 billing cycles. This results in an adjustment of \$15.50 per bill, totaling \$31.00.

The total adjustment applied to the account is \$488.87.

The current account balance after the adjustments is \$0.00. However, the final bill will include charges for any remaining service usage as well as

accelerated installment balances for devices that were cancelled prior to completion of the 36-month agreement. These charges are valid and will not be waived.

Please note that this represents our final determination following a thorough investigation. A significant portion of the credited amount has been provided as a goodwill courtesy due to the age of the charges, which would typically fall outside of normal billing adjustment guidelines.

We appreciate your understanding.

Sincerely,

Jacob Hrk

Office of the President
AT&T Services, Inc.

p (858) 874-9114 | g03522@president.att-mail.com

This message and any attachments to it contain confidential business information intended solely for the recipients. If you have received this email in error, please do not forward or distribute it to anyone else but reply to report the error and then delete this message from your system.

ref:!00D6g05jkYJ.!500fg0LJR0P:ref

Amy Crawford <amylcrawford2407@gmail.com>
To: Jacob Hrk <g03522@president.att-mail.com>

Mon, Jun 22, 2026 at 7:06 PM

RE: REJECTED: Office of the President Inquiry 0004801420 / CPUC File No: 734509

Dear Mr. Hrk,

I am formally rejecting your determination regarding CPUC File No: 734509.

While I acknowledge the \$488.87 credit to clear the current monthly bill, your review completely fails to address the breach of promotional contract on line 951-298-7117 (Eliza Crawford). Your email acknowledges that the Next Up feature was added in error, but completely ignores that when your agents removed it, they systematically deleted her 36-month smartphone trade-in promotion. She has missed 8 months of credits, and I am now being billed an accelerated hardware balance of \$505.51 on a contract AT&T broken.

Furthermore, limiting the fraud credit for the 2021 ghost line (909-536-3153) to just six months is unacceptable. Your own back office verified that this line sat active for over two and a half years with exactly 0.00 GB of data usage. AT&T collected over \$1,350.00 in fraudulent revenue due to conditional sales fraud committed by your retail staff. Telling a consumer they are responsible for discovering a hidden commission-padding line does not absolve AT&T of the legal requirement to return stolen funds.

I will not authorize the CPUC to close this file. I demand that AT&T issues a manual credit to completely absorb the remaining accelerated device installment balances. If AT&T refuses to wipe out the remaining balance to a true net-zero total, I will request that the CPUC Consumer Affairs Branch escalate this file to a formal state enforcement investigation for retail fraud and deceptive bundling.

Sincerely,
Amy Palacio
On behalf of Dennis Palacio Account Number: 337135027405
[Quoted text hidden]

Jacob Hrk <g03522@president.att-mail.com>
To: "Amylcrawford2407@gmail.com" <amylcrawford2407@gmail.com>

Tue, Jun 23, 2026 at 9:46 AM

Hello Ms. Crawford,

Thank you for your patience while we reviewed your concerns.

After a thorough review, I would like to confirm that you are correct regarding the trade-in credits that were impacted following the removal of Next Up. To address this, I have applied an additional adjustment of \$100, which reflects 8 months of the missed promotional credit at \$12.07 per month.

Regarding your request for additional credits tied to a line added in 2021, I'm unable to accommodate this. The charges for that line have been consistently reflected on your monthly statements for over two years, and any discrepancies would typically need to be reported within a reasonable timeframe. As an exception, a 6-month credit has already been applied, which exceeds the standard policy and was not provided in prior interactions.

Additionally, I must clarify that the accelerated installment charges are valid and will not be credited. These balances resulted from active installment agreements that were voluntarily accelerated when the account transitioned to a different service provider. As such, they remain the customer's responsibility.

At this time, this has been reviewed in full and reflects a valid and final resolution. Should any additional cases be submitted by another party or agency, they will be informed of this outcome and the resolution already provided.

Sincerely,

Jacob Hrk
AT&T Office of President

----- Original Message -----

From: amylcrawford2407 [g03522@president.att-mail.com]
Sent: 6/22/2026, 9:06 PM
To: g03522@att.com
Subject: Re: About AT&T Office of the President Inquiry 0004801420

RE: REJECTED: Office of the President Inquiry 0004801420 / CPUC File No: 734509

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Sincerely,
Amy Palacio
On behalf of Dennis Palacio Account Number: 337135027405

[Quoted text hidden]



DENNIS M. PALACIO
PO BOX 1973
CORONA, CA 92878-1973

Page: 1 of 7
Issue Date: Jul 05, 2026
Account Number: 337135027405
Foundation Account: 04698543

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

AutoPay: Set up automatic payments that you can update whenever you want. Go to
att.com/autopay today.

Save time with the AT&T app. Now with more powerful features to manage your account,
devices, and connections, all in one place. Visit att.com/ateasy12



Account summary

Your last bill		\$488.87
Adjustments	Page 2	-\$589.62
Credit balance		-\$100.75

Service summary

Wireless	Page 2	\$3,268.65
Total services		\$3,268.65

Total due **\$3,167.90**
Please pay by Jul 26, 2026

Ways to pay and manage your account:



AT&T app
iPhone and Android



att.com/pay



Call 611 or
800.331.0500
TTY: 866.241.6567

Ask a question



Make a payment



Return this portion with your check in the enclosed envelope. Payments may take 7 days to post.

DENNIS M. PALACIO
PO BOX 1973
CORONA, CA 92878-1973

Please pay \$3,167.90 by Jul 26, 2026

Account number: 337135027405
Please include account number on your check

Make check payable to:

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

☐ CHECK FOR AUTOPAY
(SEE REVERSE)

910003371350274050000000032686500000316790005



Account activity

Your last bill \$488.87

Adjustments

1. Wireless - Next Up feature cancel credit 408.329.0294	Jun 22	-\$10.00
2. Wireless - Government fees & taxes 408.329.0294	Jun 22	-\$0.88
3. Wireless - Rate Plan Adjustment 408.329.0294	Jun 22	-\$30.00
4. Wireless - Government fees & taxes 408.329.0294	Jun 22	-\$0.12
5. Wireless - Rate Plan Adjustment 408.594.8870	Jun 22	-\$30.00
6. Wireless - Government fees & taxes 408.594.8870	Jun 22	-\$0.12
7. Wireless - Credit-Protect Advantage Plan 909.536.3430	Jun 22	-\$231.00
8. Wireless - Rate Plan Adjustment 909.536.3430	Jun 22	-\$30.00
9. Wireless - Government fees & taxes 909.536.3430	Jun 22	-\$0.12
10. Wireless - Rate Plan Adjustment 949.229.9274	Jun 22	-\$30.00
11. Wireless - Government fees & taxes 949.229.9274	Jun 22	-\$0.12
12. Wireless - Activation Fee Credit 951.298.7117	Jun 23	-\$35.00
13. Wireless - Government fees & taxes 951.298.7117	Jun 23	-\$4.70
14. Wireless - Next Up feature cancel credit 951.298.7117	Jun 22	-\$10.00
15. Wireless - Next Up feature cancel credit 951.298.7117	Jun 22	-\$10.00
16. Wireless - Government fees & taxes 951.298.7117	Jun 22	-\$1.76
17. Wireless - Rate Plan Adjustment 951.298.7117	Jun 22	-\$41.00
18. Wireless - Government fees & taxes 951.298.7117	Jun 23	-\$0.17
19. Wireless - Rate Plan Adjustment 951.317.9506	Jun 22	-\$30.00
20. Wireless - Government fees & taxes 951.317.9506	Jun 22	-\$0.12
21. Wireless - Installment Plan Adjustment ID: 330000066175530 951.432.1312	Jun 22	-\$2.51
22. Wireless - Rate Plan Adjustment 951.432.1312	Jun 22	-\$92.00

Total for adjustments -\$589.62

Credit balance -\$100.75

Service activity



Wireless

Number	User	Page	Activity since last bill	Monthly charges	Company fees & surcharges	Total
Group 1						
909.536.3430	KENNETH CRAWFORD	4	\$611.03	-	\$4.01	\$615.04
949.229.9274	MADISON PALACIO	4	-	-	\$4.01	\$4.01

Wireless continues...

AutoPay enrollment
If I enroll in AutoPay, I authorize AT&T to pay my bill monthly by electronically deducting money from my bank account. I can cancel authorization by notifying AT&T at www.att.com or by calling the customer care number listed on my bill. Your enrollment could take 1-2 billing cycles for AutoPay to take effect. Continue to submit payment until page one of your invoice reflects that AutoPay has been scheduled.

Bank Account Holder Signature: _____
Date: _____



...Wireless continued

Number	User	Page	Activity since last bill	Monthly charges	Company fees & surcharges	Total
951.298.7117	ELIZA CRAWFORD	4	\$549.50	-	\$4.17	\$553.67
951.317.9506	JAMES TILTON	5	\$523.57	\$5.99	\$4.01	\$533.57
951.432.1312	TABLET LINE	5	\$273.03	-	\$3.99	\$277.02
Subtotal for Group 1			\$1,957.13	\$5.99	\$20.19	\$1,983.31
Group 4						
909.769.9515	DENNIS WATCH PALACIO	6	-	-	\$3.99	\$3.99
Subtotal for Group 4			-	-	\$3.99	\$3.99
408.329.0294	AMY M. PALACIO	6	\$1,083.27	-	\$4.01	\$1,087.28
408.594.8870	DENNIS M. PALACIO	6	\$156.72	\$33.34	\$4.01	\$194.07
Total			\$3,197.12	\$39.33	\$32.20	\$3,268.65

Group 1

5 Devices

Usage summary (Jun 06 - Jul 05)					
Number	User	Partial period	Data (allowance)	Text (allowance)	Talk (allowance)
408.329.0294	AMY M. PALACIO	Jun 06 - Jun 14	4.51GB (unlimited)	86 (unlimited)	260 (unlimited)
408.594.8870	DENNIS M. PALACIO	Jun 06 - Jun 14	3.18GB (unlimited)	6,924 (unlimited)	171 (unlimited)
909.536.3430	KENNETH CRAWFORD	Jun 06 - Jun 14	3.91GB (unlimited)	11 (unlimited)	4 (unlimited)
949.229.9274	MADISON PALACIO	Jun 06 - Jun 14	7.14GB (unlimited)	1 (unlimited)	22 (unlimited)
951.298.7117	ELIZA CRAWFORD	Jun 06 - Jun 14	6.85GB (unlimited)	36 (unlimited)	27 (unlimited)
951.317.9506	JAMES TILTON	Jun 06 - Jun 14	18.33GB (unlimited)	28 (unlimited)	14 (unlimited)
951.432.1312	TABLET LINE	Jun 06 - Jun 16	0.01GB (unlimited)	0 (unlimited)	0 (unlimited)
Usage is rounded up based on your plan. For more details on your Usage summary, visit att.com/myusage.					

Group 4

1 Device

Shared usage summary (Jun 06 - Jul 05)				
Number	User	Data (GB)	Text	Talk
909.769.9515	DENNIS WATCH PALACIO	0.01	0	0
Total usage		0.01	0	0
Included in plan		999.00	unlimited	unlimited
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				

Wireless continues...



...Wireless continued

Phone, 909.536.3430
KENNETH CRAWFORD

Activity since last bill		<i>Jun 06 - Jul 05</i>	
1.	APPLE 256GB - Balance of Installment Plan	<i>Jun 14</i>	\$611.03
Company fees & surcharges			
2.	Administrative & Regulatory Cost Recovery Fee		\$3.99
3.	Federal Universal Service Fee		\$0.02
Total for 909.536.3430			\$615.04

< One-time charge

Usage summary

Talk	Used
Call over Wi-Fi	40

APPLE 256GB*330000063633705*

Established on	Mar 01, 2025
Amount financed	\$1,099.99
Balance of Installment Plan <i>(Jun 14, 2026)</i>	\$611.03
Balance remaining after current installment	\$0.00

No addl installments. Balance due if phone return requirements not met

Phone, 949.229.9274
MADISON PALACIO

Company fees & surcharges			
1.	Administrative & Regulatory Cost Recovery Fee		\$3.99
2.	Federal Universal Service Fee		\$0.02
Total for 949.229.9274			\$4.01

Usage summary

Talk	Used
Call over Wi-Fi	20

Phone, 951.298.7117
ELIZA CRAWFORD

Activity since last bill		<i>Jun 06 - Jul 05</i>	
1.	SAMSGSMS731U - Balance of Installment Plan	<i>Jun 14</i>	\$505.51
2.	Premium 2.0 - 4+ Lines	<i>Jun 14 - Jul 05</i>	-\$29.34

< One-time charge

< Service changed on Jun 14 - partial month credit



...951.298.7117 continued

3. Premium 2.0 - 1 Line	Jun 14 - Jul 05	\$73.33	< Service changed on Jun 14 - partial month charge
Company fees & surcharges			
4. Administrative & Regulatory Cost Recovery Fee		\$3.99	
5. Federal Universal Service Fee		\$0.17	
6. State Public Utility Surcharge		\$0.01	
Total for 951.298.7117		\$553.67	

SAMSUNGSM5731U330000065624751

Established on

Oct 27, 2025

Amount financed

\$649.99

Balance of Installment Plan
(Jun 14, 2026)

\$505.51

Balance remaining after
current installment

\$0.00

No addl installments. Balance due if phone return
requirements not met

Phone, 951.317.9506
JAMES TILTON

Activity since last bill		Jun 06 - Jul 05
1. SAMSUNGSM5731U - Balance of Installment Plan	Jun 14	\$523.57

Monthly charges	
2. SAMSUNGSM5731U - Installment 7 of 36	\$18.06
3. Promotional Credit 7 of 36	-\$12.07

Company fees & surcharges	
4. Administrative & Regulatory Cost Recovery Fee	\$3.99
5. Federal Universal Service Fee	\$0.02
Total for 951.317.9506	\$533.57

< One-time charge

SAMSUNGSM5731U330000066005847	
Established on	Dec 13, 2025
Amount financed	\$649.99
Installment 7 of 36 (Jun 13, 2026)	\$18.06
Balance of Installment Plan (Jun 14, 2026)	\$523.57
Balance remaining after current installment	\$0.00
No addl installments. Balance due if phone return requirements not met	

Phone, 951.432.1312
TABLET LINE

Activity since last bill		Jun 06 - Jul 05
1. Unlimited for Tablet	Jun 14 - Jul 05	-\$7.69
2. Unlimited for Tablet Only	Jun 14 - Jul 05	\$55.73
3. SAMSUNGSMX218U - Balance of Installment Plan	Jun 16	\$224.99

Company fees & surcharges	
4. Administrative & Regulatory Cost Recovery Fee	\$3.99
Total for 951.432.1312	\$277.02

< Service changed on Jun 14 - partial month credit

< Service changed on Jun 14 - partial month charge

< One-time charge

SAMSUNGSMX218U330000066175530	
Established on	Dec 29, 2025
Amount financed	\$269.99
Balance of Installment Plan (Jun 16, 2026)	\$224.99
Balance remaining after current installment	\$0.00
No addl installments. Balance due if phone return requirements not met	



...Wireless continued

Phone, 909.769.9515
DENNIS WATCH PALACIO

Company fees & surcharges

1. Administrative & Regulatory Cost Recovery Fee
- \$3.99

Total for 909.769.9515

\$3.99

Phone, 408.329.0294
AMY M. PALACIO

Activity since last bill

Jun 06 - Jul 05

1. SAMSUNG GS25U 256GB BLK SMS938U - Balance of Installment Plan

Jun 14

\$1,083.27

< One-time charge

Company fees & surcharges

2. Administrative & Regulatory Cost Recovery Fee

\$3.99
3. Federal Universal Service Fee

\$0.02

Total for 408.329.0294

\$1,087.28

SAMSUNG GS25U 256GB

330000066175492

BLK SMS938U

Established on	Dec 29, 2025
Amount financed	\$1,299.99
Balance of Installment Plan (Jun 14, 2026)	\$1,083.27
Balance remaining after current installment	\$0.00

No addl installments. Balance due if phone return requirements not met

Phone, 408.594.8870
DENNIS M. PALACIO

Activity since last bill

Jun 06 - Jul 05

1. Smartphone trade-in promo 31 of 36

Jun 13

-\$9.73

< One-time credit
2. APPLE 256GB - Balance of Installment Plan

Jun 14

\$166.45

< One-time charge

Monthly charges

3. APPLE 256GB - Installment 31 of 36
- \$33.34

Company fees & surcharges

4. Administrative & Regulatory Cost Recovery Fee

\$3.99
5. Federal Universal Service Fee

\$0.02

Total for 408.594.8870

\$194.07

APPLE 256GB

330000060307618

Established on	Dec 13, 2023
Amount financed	\$1,199.99
Installment 31 of 36 (Jun 13, 2026)	\$33.34
Balance of Installment Plan (Jun 14, 2026)	\$166.45
Balance remaining after current installment	\$0.00

No addl installments. Balance due if phone return requirements not met

Total for Wireless

\$3,268.65



Page: 7 of 7
Issue Date: Jul 05, 2026
Account Number: 337135027405
Foundation Account: 04698543

News you can use

Credit balance

If you have a credit balance on your final bill, the refund will be issued via prepaid debit card. If your refund is not received after 60 days from your final bill date, please visit resolve.att.com to submit a refund request. If you have any questions, please call AT&T at 800.288.2020.

Products and services

Discover the latest AT&T products and services designed to keep you connected at att.com. Visit today to explore options that fit your lifestyle and needs.

Increase to Administrative & Regulatory Cost Recovery Fee

Starting August 5, 2026, the AT&T Administrative & Regulatory Cost Recovery Fee for wireless customers will increase by \$1.00 from \$3.99 to \$4.99 per line per month. For more info, go to att.com/mobilityfees

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.

The new AT&T app is here!

Now, with a simplified experience, and even more powerful features to manage your plan and connected devices, and get help, 24/7. Visit att.com/atteasy4

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 charged to help AT&T recover: (a) certain expenses AT&T incurs, including, but not limited to, charges AT&T or its agents pay to interconnect with other providers to exchange communications between AT&T customers and their customers and charges associated with cell site rents and maintenance; and (b) payment of certain government fees imposed on AT&T and costs of compliance with government-imposed regulatory requirements.
- 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. The amounts we charge may change. 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.

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AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Written correspondence

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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.

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DENNIS M. PALACIO
PO BOX 1973
CORONA, CA 92878-1973

Page: 1 of 7
Issue Date: Nov 05, 2025
Account Number: 337135027405
Foundation Account: 02421958

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	\$246.78
Payment, Oct 24 - Thank you!	-\$246.78
Remaining balance	\$0.00

Service summary



Wireless

Page 2

\$312.45

Last Bill \$246.78 Difference +\$65.67

What's changed?

< One-time charges, Service changes, Equipment

Total services \$312.45

Total due

\$312.45

AutoPay is scheduled to debit your bank account on Nov 24, 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



DENNIS M. PALACIO
PO BOX 1973
CORONA, CA 92878-1973

**AutoPay of \$312.45 is scheduled for
Nov 24, 2025**

Account number: 337135027405

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

910003371350274050000000003124500000031245002

Service activity



Wireless

			Monthly charges						
Number	User	Page	Activity since last bill	Plan	Equipment	Add-ons	Company fees & surcharges	Government fees & taxes	Total
Group 1									
408.329.0294	AMY M. PALACIO	3	-	\$23.24	-	-	\$4.07	\$1.39	\$28.70
408.594.8870	DENNIS M. PAL...	4	-\$9.73	\$23.24	\$33.34	\$6.00	\$4.07	\$1.92	\$58.84
909.536.3430	KENNETH CRAWFORD	4	-	\$23.24	\$7.50	\$50.00	\$4.07	\$1.39	\$86.20
949.229.9274	MADISON PALACIO	5	-	\$23.24	-	-	\$4.07	\$1.39	\$28.70
951.298.7117	ELIZA CRAWFORD	5	\$44.35	\$23.24	\$5.99	\$10.00	\$8.81	\$2.27	\$94.66
Subtotal for Group 1			\$34.62	\$116.20	\$46.83	\$66.00	\$25.09	\$8.36	\$297.10
Group 4									
		3	-	\$10.00	-	-	-	-	\$10.00
909.769.9515	DENNIS WATCH ...	6	-	-	-	-	\$3.96	\$1.39	\$5.35
Subtotal for Group 4			-	\$10.00	-	-	\$3.96	\$1.39	\$15.35
Total			\$34.62	\$126.20	\$46.83	\$66.00	\$29.05	\$9.75	\$312.45

Group 1

5 Devices

Usage summary (Oct 06 - Nov 05)

Number	User	Partial period	Data (allowance)	Text (allowance)	Talk (allowance)
408.329.0294	AMY M. PALACIO	Oct 06 - Oct 30	28.01GB (unlimited)	636 (unlimited)	957 (unlimited)
408.594.8870	DENNIS M. PALACIO		3.26GB (unlimited)	17,545 (unlimited)	939 (unlimited)
562.556.0858	JAMES TILTON		25.77GB (unlimited)	558 (unlimited)	682 (unlimited)
909.536.3430	KENNETH CRAWFORD		11.64GB (unlimited)	37 (unlimited)	31 (unlimited)
949.229.9274	MADISON PALACIO		20.15GB (unlimited)	22 (unlimited)	31 (unlimited)
951.298.7117	ELIZA CRAWFORD		11.54GB (unlimited)	3 (unlimited)	119 (unlimited)

Usage is rounded up based on your plan. For more details on your Usage summary, visit att.com/myusage.

Wireless continues...



...Wireless continued

Group 4
1 Device

Monthly charges	Nov 06 - Dec 05	
1. Unlimited Wearable		\$10.00
Total for Group 4		\$10.00

Shared usage summary (Oct 06 - Nov 05)				
Number	User	Data (GB)	Text	Talk
909.769.9515	DENNIS WATCH PALACIO	0.00	0	0
Total usage		0.00	0	0
Included in plan		999.00	unlimited	unlimited
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				

Phone, 408.329.0294
AMY M. PALACIO

Monthly charges	Nov 06 - Dec 05	
1. Unlimited Starter SL - 5+ Lines AutoPay & paperless disc (\$10 off w/ bank acct)		\$30.99
2. Discount for Military & Veteran Appreciation		-\$7.75
3. VVM over Wi-Fi		\$0.00

Company fees & surcharges	
4. Administrative & Regulatory Cost Recovery Fee	\$3.49
5. Federal Universal Service Charge	\$0.54
6. State Public Utility Surcharge	\$0.04

Government fees & taxes	
7. 911/988 Surcharge	\$0.49
8. CA Universal Svc PPP Srchg	\$0.90

Total for 408.329.0294	\$28.70
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Usage summary	
Talk	Used
Video Call	12

Wireless continues...



...Wireless continued

 **Phone, 408.594.8870**
DENNIS M. PALACIO

Activity since last bill		Oct 06 - Nov 05
1. Smartphone trade-in promo 23 of 36	Oct 13	-\$9.73
Monthly charges		Nov 06 - Dec 05
2. Unlimited Starter SL - 5+ Lines AutoPay & paperless disc (\$10 off w/ bank acct)		\$30.99
3. Discount for Military & Veteran Appreciation		-\$7.75
4. APPLE 256GB - Installment 23 of 36		\$33.34
5. AT&T Next Up(SM) - phone upgrade feature		\$6.00
Company fees & surcharges		
6. Administrative & Regulatory Cost Recovery Fee		\$3.49
7. Federal Universal Service Charge		\$0.54
8. State Public Utility Surcharge		\$0.04
Government fees & taxes		
9. 911/988 Surcharge		\$0.49
10. CA State Sales Tax		\$0.36
11. CA Universal Svc PPP Srchg		\$0.90
12. City District Sales Tax		\$0.06
13. County District Sales Tax		\$0.03
14. County Sales Tax		\$0.08
Total for 408.594.8870		\$58.84

 **Phone, 909.536.3430**
KENNETH CRAWFORD

Monthly charges		Nov 06 - Dec 05
1. Unlimited Starter SL - 5+ Lines AutoPay & paperless disc (\$10 off w/ bank acct)		\$30.99
2. Discount for Military & Veteran Appreciation		-\$7.75
3. Protect Advantage Multi-Device (includes insurance)		\$50.00
4. APPLE 256GB - Installment 9 of 36		\$30.56
5. Promotional Credit w Trade In 9 of 36		-\$23.06
Company fees & surcharges		
6. Administrative & Regulatory Cost Recovery Fee		\$3.49
7. Federal Universal Service Charge		\$0.54
8. State Public Utility Surcharge		\$0.04
Government fees & taxes		
9. 911/988 Surcharge		\$0.49

< One-time credit

APPLE 256GB		330000060307618
Established on	Dec 13, 2023	
Amount financed	\$1,199.99	
Installment 23 of 36 (Oct 13, 2025)	\$33.34	
Balance remaining after current installment	\$433.17	
<i>To pay off this installment plan early, please visit att.com/installmentpayoff for details.</i>		

Usage summary	
Talk	<i>Used</i>
Call over Wi-Fi	196

APPLE 256GB		330000063633705
Established on	Mar 01, 2025	
Amount financed	\$1,099.99	
Installment 9 of 36 (Nov 01, 2025)	\$30.56	
Balance remaining after current installment	\$824.95	
<i>To pay off this installment plan early, please visit att.com/installmentpayoff for details.</i>		



...909.536.3430 continued

10. CA Universal Svc PPP Srchg	\$0.90
Total for 909.536.3430	
\$86.20	

 Phone, 949.229.9274
MADISON PALACIO

Monthly charges		Nov 06 - Dec 05	
1. Unlimited Starter SL - 5+ Lines	\$30.99		
AutoPay & paperless disc (\$10 off w/ bank acct)			
2. Discount for Military & Veteran Appreciation	-\$7.75		
Company fees & surcharges			
3. Administrative & Regulatory Cost Recovery Fee	\$3.49		
4. Federal Universal Service Charge	\$0.54		
5. State Public Utility Surcharge	\$0.04		
Government fees & taxes			
6. 911/988 Surcharge	\$0.49		
7. CA Universal Svc PPP Srchg	\$0.90		
Total for 949.229.9274		\$28.70	

 Phone, 951.298.7117
ELIZA CRAWFORD

Activity since last bill		Oct 06 - Nov 05	
1. Activation Fee	\$35.00	Oct 27	
2. Unlimited Extra EL - 5+ Lines	\$13.80	Oct 27 - Nov 05	
3. Discount for Military & Veteran Appreciation	-\$0.39	Oct 27 - Nov 05	
4. Unlimited Extra EL - 5+ Lines	-\$12.26	Oct 28 - Nov 05	
5. Unlimited Starter SL - 5+ Lines	\$10.93	Oct 28 - Nov 05	
6. Discount for Military & Veteran Appreciation	-\$2.73	Oct 28 - Nov 05	
Monthly charges		Nov 06 - Dec 05	
7. Unlimited Starter SL - 5+ Lines	\$30.99		
AutoPay & paperless disc (\$10 off w/ bank acct)			
8. Discount for Military & Veteran Appreciation	-\$7.75		
9. SAMSUNG SMS731U - Installment 1 of 36	\$18.06		
10. Promotional Credit 1 of 36	-\$12.07		
11. Next Up Anytime - phone upgrade feature	\$10.00		
Company fees & surcharges			
12. Administrative & Regulatory Cost Recovery Fee	\$3.49		
13. Federal Universal Service Charge	\$5.02		
14. State Public Utility Surcharge	\$0.30		
Government fees & taxes			
15. 911/988 Surcharge	\$0.49		
16. CA State Sales Tax	\$0.60		

951.298.7117 continues...

Usage summary

Talk	Used
Call over Wi-Fi	51

Usage summary

Talk	Used
Video Call	12



...951.298.7117 continued

17. CA Universal Svc PPP Srchg	\$0.90
18. City District Sales Tax	\$0.10
19. County District Sales Tax	\$0.05
20. County Sales Tax	\$0.13
Total for 951.298.7117	\$94.66

SAMSUNGSM5731U

330000065624751

Established on

Oct 27, 2025

Amount financed

\$649.99

Installment 1 of 36
(Oct 27, 2025)

\$18.06

Balance remaining after
current installment

\$631.93

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

 Wearable, 909.769.9515
DENNIS WATCH PALACIO

Company fees & surcharges

1. Administrative & Regulatory Cost Recovery Fee	\$3.49
2. Federal Universal Service Charge	\$0.44
3. State Public Utility Surcharge	\$0.03

Government fees & taxes

4. 911/988 Surcharge	\$0.49
5. CA Universal Svc PPP Srchg	\$0.90

Total for 909.769.9515	\$5.35
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Total for Wireless	\$312.45
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News you can use

Increase to Administrative & Regulatory Cost Recovery Fee
Starting December 1, 2025, the AT&T Administrative & Regulatory Cost Recovery Fee for wireless customers will increase by \$0.50 from \$3.49 to \$3.99 per line per month. For more info, go to att.com/mobilityfees

Explore AT&T's Products and Services!
Thank you for being a valued customer. Discover our wide range of products and services designed to enhance your experience. Visit us at <https://www.att.com/deals> to find the perfect solutions for your needs.

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 844.211.2644 today.

myAT&T puts you in control!

Check for deals, shop, upgrade, and add lines. Compare features, specs and reviews. Pay your bill, manage your plan, add features, and get help - all on your time. Visit att.com/myatteeasy2

Important information

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...Important information continued

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Tax ID

AT&T Mobility Tax ID 84-1659970

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DENNIS M. PALACIO
PO BOX 1973
CORONA, CA 92878-1973

Page: 1 of 8
Issue Date: Jun 05, 2026
Account Number: 337135027405
Foundation Account: 04698543

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

Save time with the new AT&T app. Now with more powerful features to manage your account, devices, and connections, all in one place. Visit att.com/atteasy12



Account summary

Your last bill	\$393.71
Payment, May 24 - Thank you!	-\$393.71
Remaining balance	\$0.00

Service summary



Wireless

Page 2

\$488.87

Last Bill \$393.71 Difference +\$95.16

What's changed?

< Service changes, Monthly charges

Total services \$488.87

Total due

\$488.87

AutoPay is scheduled to debit your bank account on Jun 24, 2026

Ways to pay and manage your account:



AT&T app
iPhone and Android



att.com/pay



Call 611 or
800.331.0500
TTY: 866.241.6567

Ask a question



Make a payment



DENNIS M. PALACIO
PO BOX 1973
CORONA, CA 92878-1973

AutoPay of \$488.87 is scheduled for
Jun 24, 2026

Account number: 337135027405

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

910003371350274050000000004888700000048887009

Service activity

Wireless

				Monthly charges			Company fees & surcharges	Government fees & taxes	Total
Number	User	Page	Activity since last bill	Plan	Equipment	Add-ons			
Group 1									
408.329.0294	AMY M. PALACIO	3	-\$17.37	\$40.00	\$36.12	-	\$4.21	\$1.36	\$64.32
408.594.8870	DENNIS M. PAL...	4	\$0.68	\$40.00	\$33.34	-	\$4.21	\$1.36	\$79.59
909.536.3430	KENNETH CRAWFORD	4	\$10.41	\$40.00	\$7.50	\$50.00	\$4.21	\$1.36	\$113.48
949.229.9274	MADISON PALACIO	5	\$10.41	\$40.00	-	-	\$4.21	\$1.36	\$55.98
951.298.7117	ELIZA CRAWFORD	5	\$14.74	\$40.00	\$18.06	-	\$4.22	\$1.36	\$78.38
951.317.9506	JAMES TILTON	6	\$14.74	\$40.00	\$5.99	-	\$4.22	\$1.36	\$66.31
951.432.1312	TABLET LINE	7	-	\$10.49	\$0.98	-	\$3.99	-	\$15.46
Subtotal for Group 1			\$33.61	\$250.49	\$101.99	\$50.00	\$29.27	\$8.16	\$473.52
Group 4									
		3	-	\$10.00	-	-	-	-	\$10.00
909.769.9515	DENNIS WATCH ...	7	-	-	-	-	\$3.99	\$1.36	\$5.35
Subtotal for Group 4			-	\$10.00	-	-	\$3.99	\$1.36	\$15.35
Total			\$33.61	\$260.49	\$101.99	\$50.00	\$33.26	\$9.52	\$488.87

Group 1 7 Devices

Usage summary (May 06 - Jun 05)

Number	User	Data (allowance)	Text (allowance)	Talk (allowance)
408.329.0294	AMY M. PALACIO	15.00GB (unlimited)	380 (unlimited)	802 (unlimited)
408.594.8870	DENNIS M. PALACIO	6.90GB (unlimited)	31,782 (unlimited)	637 (unlimited)
909.536.3430	KENNETH CRAWFORD	23.06GB (unlimited)	68 (unlimited)	64 (unlimited)
949.229.9274	MADISON PALACIO	22.37GB (unlimited)	69 (unlimited)	54 (unlimited)
951.298.7117	ELIZA CRAWFORD	18.67GB (unlimited)	20 (unlimited)	128 (unlimited)
951.317.9506	JAMES TILTON	40.67GB (unlimited)	308 (unlimited)	72 (unlimited)
951.432.1312	TABLET LINE	1.93GB (unlimited)	0 (unlimited)	0 (unlimited)

Usage is rounded up based on your plan. For more details on your Usage summary, visit att.com/myusage.

Wireless continues...



...Wireless continued

Group 4
1 Device

Monthly charges	Jun 06 - Jul 05	
1. Unlimited Wearable		\$10.00
Total for Group 4		\$10.00

Shared usage summary (May 06 - Jun 05)				
Number	User	Data (GB)	Text	Talk
909.769.9515	DENNIS WATCH PALACIO	0.00	0	0
Total usage		0.00	0	0
Included in plan		999.00	unlimited	unlimited
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				

Phone, 408.329.0294
AMY M. PALACIO

Activity since last bill	May 06 - Jun 05		
1. Unlimited Starter SL - 5+ Lines	May 10 - Jun 05	-\$31.19	< Service changed on May 10 - partial month credit
2. Premium 2.0 - 4+ Lines	May 10 - Jun 05	\$52.00	< Service changed on May 10 - partial month charge
3. Discount for Signature members on AT&T Unlimited	May 10 - Jun 05	-\$10.40	< Service changed on May 10 - partial month credit
4. Promotional Credit with Trade In 6 of 36	May 29	-\$27.78	< One-time credit

Monthly charges	Jun 06 - Jul 05	
5. Premium 2.0 - 4+ Lines AutoPay & paperless disc (\$10 off w/ bank acct)		\$50.00
6. Discount for Signature members on AT&T Unlimited		-\$10.00
7. VVM over Wi-Fi		\$0.00
8. SAMSUNG GS25U 256GB BLK SMS938U - Installment 6 of 36		\$36.12

Company fees & surcharges	
9. Administrative & Regulatory Cost Recovery Fee	\$3.99
10. Federal Universal Service Fee	\$0.20
11. State Public Utility Surcharge	\$0.02

Government fees & taxes	
12. 911/988 Surcharge	\$0.46
13. CA Universal Svc PPP Srchg	\$0.90

Total for 408.329.0294	\$64.32
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SAMSUNG GS25U 256GB
BLK SMS938U

330000066175492

Established on	Dec 29, 2025
Amount financed	\$1,299.99
Installment 6 of 36 (May 29, 2026)	\$36.12
Balance remaining after current installment	\$1,083.27

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



...Wireless continued

 **Phone, 408.594.8870**

DENNIS M. PALACIO

Activity since last bill		<i>May 06 - Jun 05</i>	
1. Unlimited Starter SL - 5+ Lines	<i>May 10 - Jun 05</i>	-\$31.19	< Service changed on May 10 - partial month credit
2. Premium 2.0 - 4+ Lines	<i>May 10 - Jun 05</i>	\$52.00	< Service changed on May 10 - partial month charge
3. Discount for Signature members on AT&T Unlimited	<i>May 10 - Jun 05</i>	-\$10.40	< Service changed on May 10 - partial month credit
4. Smartphone trade-in promo 30 of 36	<i>May 13</i>	-\$9.73	< One-time credit
Monthly charges		<i>Jun 06 - Jul 05</i>	
5. Premium 2.0 - 4+ Lines <i>AutoPay & paperless disc (\$10 off w/ bank acct)</i>		\$50.00	
6. Discount for Signature members on AT&T Unlimited		-\$10.00	
7. APPLE 256GB - Installment 30 of 36		\$33.34	
Company fees & surcharges			
8. Administrative & Regulatory Cost Recovery Fee		\$3.99	
9. Federal Universal Service Fee		\$0.20	
10. State Public Utility Surcharge		\$0.02	
Government fees & taxes			
11. 911/988 Surcharge		\$0.46	
12. CA Universal Svc PPP Srchg		\$0.90	
Total for 408.594.8870		\$79.59	

APPLE 256GB330000060307618

Established on

Dec 13, 2023

Amount financed

\$1,199.99

Installment 30 of 36
(May 13, 2026)

\$33.34

Balance remaining after
current installment

\$199.79

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

 **Phone, 909.536.3430**

KENNETH CRAWFORD

Activity since last bill		<i>May 06 - Jun 05</i>	
1. Unlimited Starter SL - 5+ Lines	<i>May 10 - Jun 05</i>	-\$31.19	< Service changed on May 10 - partial month credit
2. Premium 2.0 - 4+ Lines	<i>May 10 - Jun 05</i>	\$52.00	< Service changed on May 10 - partial month charge
3. Discount for Signature members on AT&T Unlimited	<i>May 10 - Jun 05</i>	-\$10.40	< Service changed on May 10 - partial month credit
Monthly charges		<i>Jun 06 - Jul 05</i>	
4. Premium 2.0 - 4+ Lines <i>AutoPay & paperless disc (\$10 off w/ bank acct)</i>		\$50.00	
5. Discount for Signature members on AT&T Unlimited		-\$10.00	
6. Protect Advantage Multi-Device (includes insurance)		\$50.00	
7. APPLE 256GB - Installment 16 of 36		\$30.56	
8. Promotional Credit w Trade In 16 of 36		-\$23.06	
Company fees & surcharges			
9. Administrative & Regulatory Cost Recovery Fee		\$3.99	

Usage summary

Talk

Used

Call over Wi-Fi

152



...909.536.3430 continued

10.	Federal Universal Service Fee	\$0.20
11.	State Public Utility Surcharge	\$0.02

Government fees & taxes

12.	911/988 Surcharge	\$0.46
13.	CA Universal Svc PPP Srchg	\$0.90

Total for 909.536.3430

\$113.48

 Phone, 949.229.9274

MADISON PALACIO

Activity since last bill

May 06 - Jun 05

1.	Unlimited Starter SL - 5+ Lines	May 10 - Jun 05	-\$31.19
2.	Premium 2.0 - 4+ Lines	May 10 - Jun 05	\$52.00
3.	Discount for Signature members on AT&T Unlimited	May 10 - Jun 05	-\$10.40

< Service changed on May 10 - partial month credit
< Service changed on May 10 - partial month charge
< Service changed on May 10 - partial month credit

Monthly charges

Jun 06 - Jul 05

4.	Premium 2.0 - 4+ Lines AutoPay & paperless disc (\$10 off w/ bank acct)	\$50.00
5.	Discount for Signature members on AT&T Unlimited	-\$10.00

Company fees & surcharges

6.	Administrative & Regulatory Cost Recovery Fee	\$3.99
7.	Federal Universal Service Fee	\$0.20
8.	State Public Utility Surcharge	\$0.02

Government fees & taxes

9.	911/988 Surcharge	\$0.46
10.	CA Universal Svc PPP Srchg	\$0.90

Total for 949.229.9274

\$55.98

 Phone, 951.298.7117

ELIZA CRAWFORD

Activity since last bill

May 06 - Jun 05

1.	Unlimited Starter SL - 5+ Lines	May 10 - Jun 05	-\$26.86
2.	Premium 2.0 - 4+ Lines	May 10 - Jun 05	\$52.00

< Service changed on May 10 - partial month credit
< Service changed on May 10 - partial month charge

APPLE 256GB

330000063633705

Established on

Mar 01, 2025

Amount financed

\$1,099.99

Installment 16 of 36
(Jun 01, 2026)

\$30.56

Balance remaining after
current installment

\$611.03

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

Usage summary

Talk

Used

Call over Wi-Fi

67



...951.298.7117 continued

3.	Discount for Signature members on AT&T Unlimited	May 10 - Jun 05	-\$10.40	< Service changed on May 10 - partial month credit
Monthly charges		Jun 06 - Jul 05		
4.	Premium 2.0 - 4+ Lines AutoPay & paperless disc (\$10 off w/ bank acct)		\$50.00	
5.	Discount for Signature members on AT&T Unlimited		-\$10.00	
6.	SAMSGSMS731U - Installment 8 of 36		\$18.06	
Company fees & surcharges				
7.	Administrative & Regulatory Cost Recovery Fee		\$3.99	
8.	Federal Universal Service Fee		\$0.21	
9.	State Public Utility Surcharge		\$0.02	
Government fees & taxes				
10.	911/988 Surcharge		\$0.46	
11.	CA Universal Svc PPP Srchg		\$0.90	
Total for 951.298.7117			\$78.38	

 Phone, 951.317.9506

JAMES TILTON

Activity since last bill		May 06 - Jun 05		
1.	Unlimited Starter SL - 5+ Lines	May 10 - Jun 05	-\$26.86	< Service changed on May 10 - partial month credit
2.	Premium 2.0 - 4+ Lines	May 10 - Jun 05	\$52.00	< Service changed on May 10 - partial month charge
3.	Discount for Signature members on AT&T Unlimited	May 10 - Jun 05	-\$10.40	< Service changed on May 10 - partial month credit
Monthly charges		Jun 06 - Jul 05		
4.	Premium 2.0 - 4+ Lines AutoPay & paperless disc (\$10 off w/ bank acct)		\$50.00	
5.	Discount for Signature members on AT&T Unlimited		-\$10.00	
6.	SAMSGSMS731U - Installment 6 of 36		\$18.06	
7.	Promotional Credit 6 of 36		-\$12.07	
Company fees & surcharges				
8.	Administrative & Regulatory Cost Recovery Fee		\$3.99	
9.	Federal Universal Service Fee		\$0.21	
10.	State Public Utility Surcharge		\$0.02	
Government fees & taxes				
11.	911/988 Surcharge		\$0.46	

SAMSGSMS731U330000065624751

Established on

Oct 27, 2025

Amount financed

\$649.99

Installment 8 of 36
(May 27, 2026)

\$18.06

Balance remaining after
current installment

\$505.51

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

SAMSGSMS731U330000066005847

Established on

Dec 13, 2025

Amount financed

\$649.99

Installment 6 of 36
(May 13, 2026)

\$18.06

Balance remaining after
current installment

\$541.63

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



...951.317.9506 continued

12. CA Universal Svc PPP Srchg	\$0.90
Total for 951.317.9506	\$66.31

 Tablet, 951.432.1312

TABLET LINE

Monthly charges	Jun 06 - Jul 05	
1. Unlimited for Tablet		\$20.99
2. Discount for Premium 2.0 Data Device		-\$10.50
3. SAMSUNGSMX218U - Installment 6 of 36		\$7.50
4. Promotional Credit 6 of 36		-\$2.78
5. Smartphone Bundle Promo 6 of 36		-\$3.74

Company fees & surcharges	
6. Administrative & Regulatory Cost Recovery Fee	\$3.99
Total for 951.432.1312	\$15.46

 Wearable, 909.769.9515

DENNIS WATCH PALACIO

Company fees & surcharges	
1. Administrative & Regulatory Cost Recovery Fee	\$3.99

Government fees & taxes	
2. 911/988 Surcharge	\$0.46
3. CA Universal Svc PPP Srchg	\$0.90

Total for 909.769.9515	\$5.35
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Total for Wireless	\$488.87
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Products and services
Discover the latest AT&T products and services designed to keep you connected at att.com Visit today to explore options that fit your lifestyle and needs.

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.

Important information continues...

SAMSUNGSMX218U330000066175530

Established onDec 29, 2025

Amount financed\$269.99

Installment 6 of 36
(May 29, 2026)\$7.50

Balance remaining after
current installment\$224.99

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



Page: 8 of 8
Issue Date: Jun 05, 2026
Account Number: 337135027405
Foundation Account: 04698543

...Important information continued

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 charged to help AT&T recover: (a) certain expenses AT&T incurs, including, but not limited to, charges AT&T or its agents pay to interconnect with other providers to exchange communications between AT&T customers and their customers and charges associated with cell site rents and maintenance; and (b) payment of certain government fees imposed on AT&T and costs of compliance with government-imposed regulatory requirements.
- 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. The amounts we charge may change. 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

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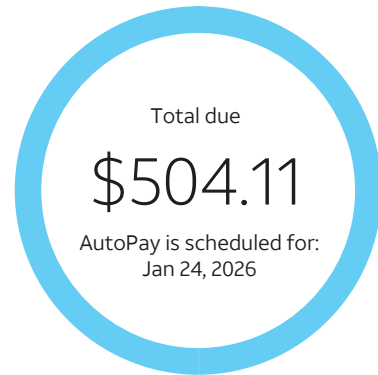


DENNIS M. PALACIO
PO BOX 1973
CORONA, CA 92878-1973

Page: 1 of 7
Issue Date: Jan 05, 2026
Account Number: 337135027405
Foundation Account: 02421958

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	\$263.64
Payment, Dec 24 - Thank you!	-\$263.64
Remaining balance	\$0.00

Service summary



Wireless

Page 2

\$504.11

Last Bill \$263.64 Difference +\$240.47

What's changed?

< One-time charges, Equipment, Monthly charges,
Service changes

Total services \$504.11

Total due

\$48.77

AutoPay is scheduled to debit your bank account on Jan 24, 2026

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



DENNIS M. PALACIO
PO BOX 1973
CORONA, CA 92878-1973

AutoPay of \$48.77 is scheduled for
Jan 24, 2026

Account number: 337135027405

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

910003371350274050000000005041100000050411004

Service activity



Wireless

			Monthly charges						
Number	User	Page	Activity since last bill	Plan	Equipment	Add-ons	Company fees & surcharges	Government fees & taxes	Total
Group 1									
408.329.0294	AMY M. PALACIO	3	\$35.00	\$23.24	\$36.12	\$10.00	\$4.12	\$2.24	\$110.72
408.594.8870	DENNIS M. PAL...	4	-\$9.73	\$23.24	\$33.34	-	\$4.12	\$1.36	\$52.33
909.536.3430	KENNETH CRAWFORD	4	-	\$23.24	\$7.50	\$50.00	\$4.12	\$1.36	\$86.22
949.229.9274	MADISON PALACIO	5	-	\$23.24	-	-	\$4.12	\$1.36	\$28.72
951.298.7117	ELIZA CRAWFORD	5	-	\$23.24	\$18.06	-	\$4.12	\$1.36	\$46.78
951.317.9506	JAMES TILTON	5	\$58.57	\$23.24	\$5.99	-	\$8.93	\$1.36	\$98.09
951.432.1312	TABLET LINE	6	\$38.67	\$15.74	\$7.50	-	\$3.99	-	\$65.90
Subtotal for Group 1			\$122.51	\$155.18	\$108.51	\$60.00	\$33.52	\$9.04	\$488.76
Group 4		3	-	\$10.00	-	-	-	-	\$10.00
909.769.9515	DENNIS WATCH ...	6	-	-	-	-	\$3.99	\$1.36	\$5.35
Subtotal for Group 4			-	\$10.00	-	-	\$3.99	\$1.36	\$15.35
Total			\$P, 7P	\$P6473	\$P8374P	\$68788	\$1974P	\$P87 8	\$48. 7P

5 rouGP

7 Devices

psage summary(Dec 06 - Jan 05)

Number	User	Partial period	Data (allowance)	Text (allowance)	Talk (allowance)
408.329.0294	AMY M. PALACIO		17.50GB (unlimited)	456 (unlimited)	914 (unlimited)
408.594.8870	DENNIS M. PALACIO		5.31GB (unlimited)	18,800 (unlimited)	717 (unlimited)
909.536.3430	KENNETH CRAWFORD		23.68GB (unlimited)	50 (unlimited)	58 (unlimited)
949.229.9274	MADISON PALACIO		23.72GB (unlimited)	47 (unlimited)	27 (unlimited)
951.298.7117	ELIZA CRAWFORD		34.32GB (unlimited)	9 (unlimited)	295 (unlimited)
951.317.9506	JAMES TILTON	Dec 13 - Jan 05	40.81GB (unlimited)	114 (unlimited)	67 (unlimited)
951.432.1312	TABLET LINE	Dec 29 - Jan 05	3.54GB (unlimited)	0 (unlimited)	0 (unlimited)

Usage is rounded up based on your plan. For more details on your Usage summary, visit att.com/myusage.

Wireless continues...



...Wireless continued

5 rouG.
1 Device

Uonthly charges	Jan 06 - Feb 05	
1. Unlimited Wearable		\$10.00
Total or 5 rouG.		\$P878

Shared usage summary (Dec 06 - Jan 05)				
Number	User	Data (GB)	Text	Talk
909.769.9515	DENNIS WATCH PALACIO	0.18	1	0
Total usage		0.18	1	0
Included in plan		999.00	unlimited	unlimited
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				

f hone0. 8371, M8, M
AMY M. PALACIO

Activity since last bill	Dec 06 - Jan 05		
1. Upgrade Fee	Dec 27	\$35.00	< One-time charge

Uonthly charges	Jan 06 - Feb 05	
2. Unlimited Starter SL - 5+ Lines		\$30.99
AutoPay & paperless disc (\$10 off w/ bank acct)		
3. Discount for Military & Veteran Appreciation		-\$7.75
4. VVM over Wi-Fi		\$0.00
5. SAMSUNG GS25U 256GB BLK SMS938U - Installment 1 of 36		\$36.12
6. Next Up Anytime - phone upgrade feature		\$10.00

ComGany ees & surcharges		
7. Administrative & Regulatory Cost Recovery Fee		\$3.99
8. Federal Universal Service Fee		\$0.12
9. State Public Utility Surcharge		\$0.01

5overnment ees & taxes		
10. 911/988 Surcharge		\$0.46
11. CA State Sales Tax		\$0.60
12. CA Universal Svc PPP Srchg		\$0.90
13. City District Sales Tax		\$0.10
14. County District Sales Tax		\$0.05
15. County Sales Tax		\$0.13

Total or . 8371, M8, M \$PP879,

psage summary

TalN

Used

Video Call

3

SAUSpB5 5 S, 4p , 465 L

330000066175492

LKE SUSM3p

Established on

Dec 29, 2025

Amount financed

\$1,299.99

Installment 1 of 36

(Dec 29, 2025)

\$36.12

Balance remaining after

current installment

\$1,263.87

To pay off this installment plan early, please visit

att.com/installmentpayoff for details.



...Wireless continued

hone0. 8374M 7398

DENNIS M. PALACIO

Activity since last bill		Dec 06 - Jan 05
1. Smartphone trade-in promo 25 of 36	Dec 13	-\$9.73
Monthly charges		Jan 06 - Feb 05
2. Unlimited Starter SL - 5+ Lines		\$30.99
AutoPay & paperless disc (\$10 off w/ bank acct)		
3. Discount for Military & Veteran Appreciation		-\$7.75
4. APPLE 256GB - Installment 25 of 36		\$33.34
Company fees & surcharges		
5. Administrative & Regulatory Cost Recovery Fee		\$3.99
6. Federal Universal Service Fee		\$0.12
7. State Public Utility Surcharge		\$0.01
Government fees & taxes		
8. 911/988 Surcharge		\$0.46
9. CA Universal Svc PPP Srchg		\$0.90
Total for 8374M 7398		\$4,711

hone0BM41671. 18

KENNETH CRAWFORD

Monthly charges		Jan 06 - Feb 05
1. Unlimited Starter SL - 5+ Lines		\$30.99
AutoPay & paperless disc (\$10 off w/ bank acct)		
2. Discount for Military & Veteran Appreciation		-\$7.75
3. Protect Advantage Multi-Device (includes insurance)		\$50.00
4. APPLE 256GB - Installment 11 of 36		\$30.56
5. Promotional Credit w Trade In 11 of 36		-\$23.06
Company fees & surcharges		
6. Administrative & Regulatory Cost Recovery Fee		\$3.99
7. Federal Universal Service Fee		\$0.12
8. State Public Utility Surcharge		\$0.01
Government fees & taxes		
9. 911/988 Surcharge		\$0.46
10. CA Universal Svc PPP Srchg		\$0.90
Total for BM41671. 18		\$367,

Aff Kk , 465 L	330000060307618
Established on	Dec 13, 2023
Amount financed	\$1,199.99
Installment 25 of 36 (Dec 13, 2025)	\$33.34
Balance remaining after current installment	\$366.49
To pay off this installment plan early, please visit att.com/installmentpayoff for details.	

Usage summary	
TaIN	Used
Call over Wi-Fi	217

Aff Kk , 465 L	330000063633705
Established on	Mar 01, 2025
Amount financed	\$1,099.99
Installment 11 of 36 (Jan 01, 2026)	\$30.56
Balance remaining after current installment	\$763.83
To pay off this installment plan early, please visit att.com/installmentpayoff for details.	

Wireless continues...



...Wireless continued

fhone0M M7, MM 9.

MADISON PALACIO

Uonthly charges		Jan 06 - Feb 05	
1.	Unlimited Starter SL - 5+ Lines	\$30.99	
	AutoPay & paperless disc (\$10 off w/ bank acct)		
2.	Discount for Military & Veteran Appreciation	-\$7.75	
ComGany ees & surcharges			
3.	Administrative & Regulatory Cost Recovery Fee	\$3.99	
4.	Federal Universal Service Fee	\$0.12	
5.	State Public Utility Surcharge	\$0.01	
5overnment ees & taxes			
6.	911/988 Surcharge	\$0.46	
7.	CA Universal Svc PPP Srchg	\$0.90	
Total or M M7, MM 9.			\$, 37,

fhone0M4P7 MB7PP9

ELIZA CRAWFORD

Uonthly charges		Jan 06 - Feb 05	
1.	Unlimited Starter SL - 5+ Lines	\$30.99	
	AutoPay & paperless disc (\$10 off w/ bank acct)		
2.	Discount for Military & Veteran Appreciation	-\$7.75	
3.	SAMSGSMS731U - Installment 3 of 36	\$18.06	
ComGany ees & surcharges			
4.	Administrative & Regulatory Cost Recovery Fee	\$3.99	
5.	Federal Universal Service Fee	\$0.12	
6.	State Public Utility Surcharge	\$0.01	
5overnment ees & taxes			
7.	911/988 Surcharge	\$0.46	
8.	CA Universal Svc PPP Srchg	\$0.90	
Total or M4P7 MB7PP9			\$, 673

fhone0M4P7 P97M86

JAMES TILTON

Activity since last bill		Dec 06 - Jan 05	
1.	Activation Fee	Dec 13	\$35.00
2.	Unlimited Starter SL - 5+ Lines	Dec 13 - Jan 05	\$31.43

psage summary	
TaIN	Used
Call over Wi-Fi	44

psage summary	
TaIN	Used
Call over Wi-Fi	2
Video Call	2

SAU SpB5 SU S91Pp		330000065624751
Established on	Oct 27, 2025	
Amount financed	\$649.99	
Installment 3 of 36	\$18.06	
(Dec 27, 2025)		
Balance remaining after current installment	\$595.81	
<i>To pay off this installment plan early, please visit att.com/installmentpayoff for details.</i>		

< One-time charge

< Service changed on Dec 13 - partial month charge



...951.317.9506 continued

3.	Discount for Military & Veteran Appreciation	Dec 13 - Jan 05	-\$7.86	< Service changed on Dec 13 - partial month credit
Monthly charges		Jan 06 - Feb 05		
4.	Unlimited Starter SL - 5+ Lines AutoPay & paperless disc (\$10 off w/ bank acct)		\$30.99	
5.	Discount for Military & Veteran Appreciation		-\$7.75	
6.	SAMSUNGSM5731U - Installment 1 of 36		\$18.06	
7.	Promotional Credit 1 of 36		-\$12.07	
ComGany fees & surcharges				
8.	Administrative & Regulatory Cost Recovery Fee		\$3.99	
9.	Federal Universal Service Fee		\$4.66	
10.	State Public Utility Surcharge		\$0.28	
Government fees & taxes				
11.	911/988 Surcharge		\$0.46	
12.	CA Universal Svc PPP Srchg		\$0.90	
Total for M4P1 P9M486			\$187.86	

Tablet M4P1, P1P,
TABLET LINE

Activity since last bill		Dec 06 - Jan 05		
1.	Activation Fee	Dec 29	\$35.00	< One-time charge
2.	Unlimited for Tablet	Dec 29 - Jan 05	\$4.90	< Service changed on Dec 29 - partial month charge
3.	Discount for Military & Veteran Appreciation	Dec 29 - Jan 05	-\$1.23	< Service changed on Dec 29 - partial month credit
Monthly charges		Jan 06 - Feb 05		
4.	Unlimited for Tablet		\$20.99	
5.	Discount for Military & Veteran Appreciation		-\$5.25	
6.	SAMSUNGSMX218U - Installment 1 of 36		\$7.50	
ComGany fees & surcharges				
7.	Administrative & Regulatory Cost Recovery Fee		\$3.99	
Total for M4P1, P1P,			\$64.73	

Wearable M8M96MM4P4
DENNIS WATCH PALACIO

ComGany fees & surcharges				
1.	Administrative & Regulatory Cost Recovery Fee		\$3.99	
Government fees & taxes				
2.	911/988 Surcharge		\$0.46	

909.769.9515 continues...

SAU SpB5 SU S91Pp330000066005847

Established onDec 13, 2025

Amount financed\$649.99

Installment 1 of 36
(Dec 13, 2025)\$18.06

Balance remaining after
current installment\$631.93

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

SAU SpB5 SU X, P3p330000066175530

Established onDec 29, 2025

Amount financed\$269.99

Installment 1 of 36
(Dec 29, 2025)\$7.50

Balance remaining after
current installment\$262.49

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



Page: 7 of 7
Issue Date: Jan 05, 2026
Account Number: 337135027405
Foundation Account: 02421958

...909.769.9515 continued

3. CA Universal Svc PPP Srchg \$0.90

Total or MBM96MM4P4 \$474

Total or Wireless \$48.77

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.

myAT&T puts you in control!

Check for deals, shop, upgrade, and add lines. Compare features, specs and reviews. Pay your bill, manage your plan, add features, and get help - all on your time. 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 charged to help AT&T recover: (a) certain expenses AT&T incurs, including, but not limited to, charges AT&T or its agents pay to interconnect with other providers to exchange communications between AT&T customers and their customers and charges associated with cell site rents and maintenance; and (b) payment of certain government fees imposed on AT&T and costs of compliance with government-imposed regulatory requirements.
- 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. The amounts we charge may change. See att.com/mobilityfees for details.

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Written correspondence

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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.

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Amy Crawford <amylcrawford2407@gmail.com>

About AT&T Office of the President Inquiry 0004896598

1 message

Jacob Hrk <g03522@president.att-mail.com>

Mon, Jul 13, 2026 at 2:44 PM

To: "amylcrawford2407@gmail.com" <amylcrawford2407@gmail.com>



Hi Amy Crawford,

I did verify that I personally provided you the credit for the missing military discount on our previous case already and wrote it in the final email to you as well. This is what I wrote there:

"The military promotion of \$7.75 was removed in error on lines 408-329-0294 and 951-298-7117 on the April 2026 and May 2026 billing cycles. This results in an adjustment of \$15.50 per bill, totaling \$31.00."

Additionally, I spoke to my manager and they sustained my position, valid credits have been already provided and even the 6 months' worth of credits that I added for the unintended line were already a courtesy from our end.

Therefore, as mentioned on the call, there will be no further action made on the account and the previous resolution stands. All of the current charges represent accelerated installment plans and are valid.

I will provide this response to the State Commission or any other agency involved.

Sincerely,

Jacob Hrk

Office of the President
AT&T Services, Inc.

p (858) 874-9114 | g03522@president.att-mail.com

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ref:!00D6g05jkYJ.!500fg0MMUkL:ref

Complainant requests that the Commission enter a binding Order granting the following administrative relief:

1. Direct the Defendant to reverse the outstanding accelerated past-due balance of \$3,167.90 down to a permanent total of exactly \$0.00.
2. Order a full corporate write-off of all remaining hardware installments as specific performance damages for Defendant's prior material breach of promotional contract terms.
3. Order the Defendant to comply with California Public Utilities Code § 736 and fully disgorge and refund all remaining uncredited revenue retained from the 26-month crammed ghost line (909-536-3153).
4. Issue an immediate regulatory injunction prohibiting the Defendant or any associated third-party collection agencies from reporting this fully disputed, fraudulent debt to Equifax, Experian, or TransUnion credit bureaus.

Dennis Palacio

Mailing Address: 1973 Foothill Pkwy, Ste 110, Corona, CA 92881

Contact Email: amylcrawford2407@gmail.com

Dated: August 17, 2026

ATTACHMENT TO FORMAL COMPLAINT: SECTION (F) - STATEMENT OF CLAIM

Complainant: Dennis Palacio

Defendant: AT&T Mobility / AT&T California

The Defendant's claim that I voluntarily ported my lines and triggered automated device acceleration penalties is factually and legally incorrect. The Defendant committed a prior material breach of our contract through a systemic pattern of billing fraud and corporate errors.

Specifically, the Defendant:

1. Slammed an unauthorized "Next Up" feature onto my account against my express instructions, and subsequently stripped away my contractually guaranteed 36-month trade-in promotion codes (on line 951-298-7117) as a direct result of removing their own error—a fact explicitly admitted in writing by AT&T Office of the President Analyst Jacob Hrk;
2. Unilaterally and erroneously removed my Military Appreciation Discount; and
3. Crammed an unauthorized "ghost line" (909-536-3153) onto my account for 26 months, which accumulated 0.00 GB of data and which the Defendant has admitted in writing was an "unintended line."

This compounding misconduct caused my monthly bill to increase uncontrollably. My departure from the network was a forced, involuntary migration to mitigate ongoing financial damage caused entirely by the Defendant's prior breaches. Because the Defendant invalidated the financial terms of our agreement first, they have waived the legal right to enforce accelerated hardware termination penalties of \$3,167.90.

Dennis Palacio

Mailing Address: 1973 Foothill Pkwy, Ste 110, Corona, CA 92881

Contact Email: amylcrawford2407@gmail.com



DENNIS M. PALACIO
PO BOX 1973
CORONA, CA 92878-1973

Page: 1 of 7
Issue Date: Apr 05, 2026
Account Number: 337135027405
Foundation Account: 04698543

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	\$321.76
Payment, Mar 24 - Thank you!	-\$321.76
Remaining balance	\$0.00

Service summary



Wireless

Page 2

\$373.63

Last Bill \$321.76 Difference +\$51.87

What's changed?

< Monthly charges

Total services \$373.63

Total due

\$373.63

AutoPay is scheduled to debit your bank account on Apr 24, 2026

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



DENNIS M. PALACIO
PO BOX 1973
CORONA, CA 92878-1973

AutoPay of \$373.63 is scheduled for
Apr 24, 2026

Account number: 337135027405

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

910003371350274050000000003738300000037383000

Service activity



Wireless

				Monthly charges					
Number	User	Page	Activity since last bill	Plan	Equipment	Add-ons	Company fees & surcharges	Government fees & taxes	Total
Group 1									
408.329.0294	AMY M. PALACIO	3	-\$27.78	\$30.99	\$36.12	-	\$4.12	\$1.36	\$44.81
408.594.8870	DENNIS M. PAL...	4	-\$9.73	\$30.99	\$33.34	-	\$4.12	\$1.36	\$60.08
909.536.3430	KENNETH CRAWFORD	4	-	\$30.99	\$7.50	\$50.00	\$4.12	\$1.36	\$93.97
949.229.9274	MADISON PALACIO	5	-	\$30.99	-	-	\$4.12	\$1.36	\$36.47
951.298.7117	ELIZA CRAWFORD	5	-	\$30.99	\$18.06	-	\$4.12	\$1.36	\$54.53
951.317.9506	JAMES TILTON	5	-	\$30.99	\$5.99	-	\$4.12	\$1.36	\$42.46
951.432.1312	TABLET LINE	6	-	\$20.99	\$0.98	-	\$3.99	-	\$25.96
Subtotal for Group 1			-\$37.51	\$206.93	\$101.99	\$50.00	\$28.71	\$8.16	\$358.28
Group 4		3	-	\$10.00	-	-	-	-	\$10.00
909.769.9515	DENNIS WATCH ...	6	-	-	-	-	\$3.99	\$1.36	\$5.35
Subtotal for Group 4			-	\$10.00	-	-	\$3.99	\$1.36	\$15.35
Total			-\$37.51	\$216.93	\$101.99	\$50.00	\$32.70	\$9.52	\$373.63

Group 1

7 Devices

Usage summary (Mar 06 - Apr 05)

Number	User	Data (allowance)	Text (allowance)	Talk (allowance)
408.329.0294	AMY M. PALACIO	20.78GB (unlimited)	386 (unlimited)	968 (unlimited)
408.594.8870	DENNIS M. PALACIO	10.29GB (unlimited)	19,599 (unlimited)	784 (unlimited)
909.536.3430	KENNETH CRAWFORD	34.39GB (unlimited)	29 (unlimited)	64 (unlimited)
949.229.9274	MADISON PALACIO	52.01GB (unlimited)	435 (unlimited)	62 (unlimited)
951.298.7117	ELIZA CRAWFORD	26.39GB (unlimited)	6 (unlimited)	154 (unlimited)
951.317.9506	JAMES TILTON	54.36GB (unlimited)	847 (unlimited)	114 (unlimited)
951.432.1312	TABLET LINE	11.87GB (unlimited)	0 (unlimited)	0 (unlimited)

Usage is rounded up based on your plan. For more details on your Usage summary, visit att.com/myusage.

Wireless continues...



...Wireless continued

Group 4
1 Device

Monthly charges	Apr 06 - May 05	
1. Unlimited Wearable		\$10.00
Total for Group 4		\$10.00

Shared usage summary (Mar 06 - Apr 05)				
Number	User	Data (GB)	Text	Talk
909.769.9515	DENNIS WATCH PALACIO	0.09	0	0
Total usage		0.09	0	0
Included in plan		999.00	unlimited	unlimited
Usage is rounded up based on your plan. For more details on your Shared usage summary, visit att.com/myusage.				

Phone, 408.329.0294
AMY M. PALACIO

Activity since last bill	Mar 06 - Apr 05		
1. Promotional Credit with Trade In 4 of 36	Mar 29	-\$27.78	< One-time credit

Monthly charges	Apr 06 - May 05	
2. Unlimited Starter SL - 5+ Lines AutoPay & paperless disc (\$10 off w/ bank acct)		\$30.99
3. VVM over Wi-Fi		\$0.00
4. SAMSUNG GS25U 256GB BLK SMS938U - Installment 4 of 36		\$36.12

Company fees & surcharges		
5. Administrative & Regulatory Cost Recovery Fee		\$3.99
6. Federal Universal Service Fee		\$0.12
7. State Public Utility Surcharge		\$0.01

Government fees & taxes		
8. 911/988 Surcharge		\$0.46
9. CA Universal Svc PPP Srchg		\$0.90
Total for 408.329.0294		\$44.81

Usage summary

Talk	Used
Call over Wi-Fi	7
Video Call	2

SAMSUNG GS25U 256GB
BLK SMS938U

330000066175492

Established on	Dec 29, 2025
Amount financed	\$1,299.99
Installment 4 of 36 (Mar 29, 2026)	\$36.12
Balance remaining after current installment	\$1,155.51

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



...Wireless continued

Phone, 408.594.8870
DENNIS M. PALACIO

Activity since last bill		Mar 06 - Apr 05
1. Smartphone trade-in promo 28 of 36	Mar 13	-\$9.73
Monthly charges		Apr 06 - May 05
2. Unlimited Starter SL - 5+ Lines AutoPay & paperless disc (\$10 off w/ bank acct)		\$30.99
3. APPLE 256GB - Installment 28 of 36		\$33.34
Company fees & surcharges		
4. Administrative & Regulatory Cost Recovery Fee		\$3.99
5. Federal Universal Service Fee		\$0.12
6. State Public Utility Surcharge		\$0.01
Government fees & taxes		
7. 911/988 Surcharge		\$0.46
8. CA Universal Svc PPP Srchg		\$0.90
Total for 408.594.8870		\$60.08

Phone, 909.536.3430
KENNETH CRAWFORD

Monthly charges		Apr 06 - May 05
1. Unlimited Starter SL - 5+ Lines AutoPay & paperless disc (\$10 off w/ bank acct)		\$30.99
2. Protect Advantage Multi-Device (includes insurance)		\$50.00
3. APPLE 256GB - Installment 14 of 36		\$30.56
4. Promotional Credit w Trade In 14 of 36		-\$23.06
Company fees & surcharges		
5. Administrative & Regulatory Cost Recovery Fee		\$3.99
6. Federal Universal Service Fee		\$0.12
7. State Public Utility Surcharge		\$0.01
Government fees & taxes		
8. 911/988 Surcharge		\$0.46
9. CA Universal Svc PPP Srchg		\$0.90
Total for 909.536.3430		\$93.97

< One-time credit

APPLE 256GB		330000060307618
Established on	Dec 13, 2023	
Amount financed	\$1,199.99	
Installment 28 of 36 (Mar 13, 2026)	\$33.34	
Balance remaining after current installment	\$266.47	
<i>To pay off this installment plan early, please visit att.com/installmentpayoff for details.</i>		

Usage summary	
Talk	Used
Call over Wi-Fi	163

APPLE 256GB		330000063633705
Established on	Mar 01, 2025	
Amount financed	\$1,099.99	
Installment 14 of 36 (Apr 01, 2026)	\$30.56	
Balance remaining after current installment	\$672.15	
<i>To pay off this installment plan early, please visit att.com/installmentpayoff for details.</i>		

Wireless continues...



...Wireless continued

Phone, 949.229.9274
MADISON PALACIO

Monthly charges		Apr 06 - May 05
1. Unlimited Starter SL - 5+ Lines		\$30.99
AutoPay & paperless disc (\$10 off w/ bank acct)		
Company fees & surcharges		
2. Administrative & Regulatory Cost Recovery Fee		\$3.99
3. Federal Universal Service Fee		\$0.12
4. State Public Utility Surcharge		\$0.01
Government fees & taxes		
5. 911/988 Surcharge		\$0.46
6. CA Universal Svc PPP Srchg		\$0.90
Total for 949.229.9274		\$36.47

Phone, 951.298.7117
ELIZA CRAWFORD

Monthly charges		Apr 06 - May 05
1. Unlimited Starter SL - 5+ Lines		\$30.99
AutoPay & paperless disc (\$10 off w/ bank acct)		
2. SAMSUNGSMS731U - Installment 6 of 36		\$18.06
Company fees & surcharges		
3. Administrative & Regulatory Cost Recovery Fee		\$3.99
4. Federal Universal Service Fee		\$0.12
5. State Public Utility Surcharge		\$0.01
Government fees & taxes		
6. 911/988 Surcharge		\$0.46
7. CA Universal Svc PPP Srchg		\$0.90
Total for 951.298.7117		\$54.53

Phone, 951.317.9506
JAMES TILTON

Monthly charges		Apr 06 - May 05
1. Unlimited Starter SL - 5+ Lines		\$30.99
AutoPay & paperless disc (\$10 off w/ bank acct)		
2. SAMSUNGSMS731U - Installment 4 of 36		\$18.06
3. Promotional Credit 4 of 36		-\$12.07
Company fees & surcharges		
4. Administrative & Regulatory Cost Recovery Fee		\$3.99
5. Federal Universal Service Fee		\$0.12

951.317.9506 continues...

Usage summary	
Talk	Used
Call over Wi-Fi	27

Usage summary	
Talk	Used
Call over Wi-Fi	1
Video Call	1

SAMSUNGSMS731U		330000065624751
Established on	Oct 27, 2025	
Amount financed	\$649.99	
Installment 6 of 36	\$18.06	
(Mar 27, 2026)		
Balance remaining after current installment	\$541.63	
To pay off this installment plan early, please visit att.com/installmentpayoff for details.		

Usage summary	
Talk	Used
Call over Wi-Fi	8
Video Call	1



...951.317.9506 continued

6. State Public Utility Surcharge	\$0.01
Government fees & taxes	
7. 911/988 Surcharge	\$0.46
8. CA Universal Svc PPP Srchg	\$0.90
Total for 951.317.9506	\$42.46

Tablet, 951.432.1312

TABLET LINE

Monthly charges	<i>Apr 06 - May 05</i>	
1. Unlimited for Tablet		\$20.99
2. SAMSUNGSMX218U - Installment 4 of 36		\$7.50
3. Promotional Credit 4 of 36		-\$2.78
4. Smartphone Bundle Promo 4 of 36		-\$3.74
Company fees & surcharges		
5. Administrative & Regulatory Cost Recovery Fee		\$3.99
Total for 951.432.1312		\$25.96

Wearable, 909.769.9515

DENNIS WATCH PALACIO

Company fees & surcharges		
1. Administrative & Regulatory Cost Recovery Fee		\$3.99
Government fees & taxes		
2. 911/988 Surcharge		\$0.46
3. CA Universal Svc PPP Srchg		\$0.90
Total for 909.769.9515		\$5.35

Total for Wireless

\$373.63

News you can use

Monthly rate plan charge notice
Starting April 24, 2026, your Unlimited Your Way monthly plan charge will increase by \$5 per phone line. As part of this change, you'll get an additional 10GB of hotspot data per month, making it easier than ever to stay connected and do more of what you love. No action is needed to

continue enjoying your current plan. For more information or other wireless plan options, go to att.com/attunplans

International pay-per-use changes
Starting May 6, 2026, international pay-per-use rates are changing. If you don't have an international long distance feature or rate plan that includes calling international destinations, calls from the U.S. to Canada and Mexico

News you can use continues...

SAMSUNGSM5731U330000066005847

Established on

Dec 13, 2025

Amount financed

\$649.99

Installment 4 of 36
(Mar 13, 2026)

\$18.06

Balance remaining after
current installment

\$577.75

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

SAMSUNGSMX218U330000066175530

Established on

Dec 29, 2025

Amount financed

\$269.99

Installment 4 of 36
(Mar 29, 2026)

\$7.50

Balance remaining after
current installment

\$239.99

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



Page: 7 of 7
Issue Date: Apr 05, 2026
Account Number: 337135027405
Foundation Account: 04698543

...News you can use continued

will be \$2/minute, and calls to all other countries will be \$4 or \$5/minute depending on destination. For more info, go to att.com/intlcalling

When traveling abroad without an international roaming feature or rate plan that covers that destination, calls from Canada and Mexico will be \$2/minute, and calls from all other destinations will be \$4/minute. Texts from all international destinations will be \$1/message, and picture/video messages will be \$2/message. For more info, go to att.com/ppurates

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.

myAT&T puts you in control!

Check for deals, shop, upgrade, and add lines. Compare features, specs and reviews. Pay your bill, manage your plan, add features, and get help - all on your time. Visit att.com/myatteasy2

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Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.

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